University of Colorado Children's Center

Parent-Family Handbook



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Boulder, CO 80302

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cuchildcare@colorado.edu
CU Campus Info Line: 303-492-4636

Please add the main office number and email to your contacts, so CUCC communications are not mistaken for spam.

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www.colorado.edu/childcare

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LANGUAGE SERVICES

Translation services are available to families when necessary. Please ask in advance so we can schedule it appropriately. For parents who speak languages other than English, the CU Children's Center can arrange for interpreters as needed through the center staff and parents, our larger department, and/or the university community. Translation of written items can be provided upon request.

WELCOME & INTRODUCTION

Welcome to the Children's Center at the University of Colorado Boulder (CUCC), and thank you for choosing CUCC for your child's early education and care. This Parent-Family Handbook provides an overview of center policies and procedures and serves as the terms and conditions of enrollment. CUCC is governed by and adheres to policies and laws set forth by the University of Colorado Boulder, CU Regent Policies, CU Regent Laws, the Colorado Department of Early Childhood, the Boulder County Health Department, the Boulder County Fire Department, and other applicable external agencies. Additional information about these rules, policies, and procedures can be accessed through links in this document or provided by administrative staff. At times, it may be necessary to revise or add policies and procedures. Families will be notified of changes through the email address on file. Families are responsible for keeping contact information current.

OUR MISSION

The University of Colorado Children's Center provides high-quality care and education for young children. We support each child's development to foster a positive self-image and genuine opportunities for success. Campus administration, staff, families, and the community work together to create a rich learning environment for the children at CUCC.

OUR PHILOSOPHY

Our philosophy seeks to support each child's physical, social, emotional, and intellectual development in a safe and welcoming environment using developmentally appropriate practices. We acknowledge parents are a child's first teachers and work in partnership with them to provide an environment in which each child is happy, feels a sense of belonging, and is empowered to reach their fullest potential. Each child is respected as a unique and capable learner.

ELIGIBILITY FOR ENROLLMENT

The CU Children's Center serves children 6 weeks to 6 years old whose parents/guardians are affiliated with the University of Colorado as students, employees, faculty, or alumni. Applicants must provide current CU identification numbers during enrollment to verify eligibility. Priority enrollment is granted first to the children of CU Children's Center staff, second to currently enrolled families, and third to other university affiliates. When additional spaces are available, enrollment may be extended to members of the Boulder community not affiliated with the University of Colorado.

EQUAL OPPORTUNITY | INCLUSION POLICY

At the CU Children's Center, we believe every child and every family deserve fairness, justice, and equality. We welcome families from all ethnic, racial, religious, and national backgrounds and do not discriminate based on background, race, creed or gender. Our priority is to ensure a diverse, equitable, and inclusive environment and honor all individuals and families for their unique contributions to the community. The University of Colorado Boulder, including the Children's Center, complies with federal and state civil rights and anti-discrimination laws and is committed to providing its services without discrimination. Additionally, our center complies with all policies outlined by the CU Boulder's Office of Institutional Equity and Compliance.

CHILDREN WITH SPECIAL NEEDS

The CU Children's Center considers all children for enrollment who may benefit from the group experiences we offer. Our program assesses whether we can meet each child's needs and provide appropriate quality care. We partner with families and welcome services that support children's physical, developmental, emotional, and behavioral health and well-being**.** Based on family and staff input, and informal and formal goals outlined through an Individual Education Plan (IEP) or an Individual Family Service Plan (IFSP), we collaborate to provide specific learning experiences and modified activities to meet each individual child at their skill level. It is important to note that although we work to ensure the needs of all the children in our care are individually met, our staff does not receive specialized training. If we determine that we are unable to meet certain physical and medical needs, we will work to refer a family to an agency that might offer a more appropriate placement. Parents/Families of a Child with a Disability | CDE

SOCIAL-EMOTIONAL WELL-BEING & SUPPORT

CUCC is committed to supporting children's social-emotional well-being through safe, predictable, and relationship-based learning environments. We recognize that children and families may be affected by stress, adversity, grief, transition, or trauma, and that these experiences can influence behavior, relationships, communication, and learning. All staff complete trauma-informed early childhood training, including "Creating Safe Places: Trauma-Informed Practices for Early Childhood Settings," and use this understanding to guide daily interactions, classroom routines, environments, and family partnerships.

Our approach emphasizes warm relationships, co-regulation, positive guidance, inclusive communication, developmentally appropriate expectations, and opportunities for children to practice problem-solving and repair. When children are having a difficult time, staff seek to understand what the child may be communicating through behavior and respond with calm, supportive strategies that help the child return to safety, connection, and learning. We avoid practices that shame, isolate, or escalate children and instead focus on prevention, relationship-building, skill development, and collaboration.

We value open communication with families and work together to assess needs, establish goals, and connect children and families with appropriate resources when additional support is needed. CUCC collaborates with Nurturing Connections Colorado and may consult with early childhood mental health, developmental, or community resources to strengthen supportive learning environments. This work is not a substitute for clinical diagnosis or therapy; rather, it reflects our commitment to treating children and families with dignity, respect, and care.

PROGRAM OVERVIEW

DAYS & HOURS OF OPERATION

The CU Children's Center operates year-round, Monday-Friday from 7:30am to 5:30pm.

SCHEDULED CLOSURES

The CU Children's Center is closed on all CU Boulder designated holidays, during Fall and Spring Breaks, two weeks for Winter Break, and at the start of each semester for staff training. There are also early closures for monthly staff meetings. Please check our yearly school calendar for all scheduled closure dates.

SCHEDULES

We offer three full-day scheduling options to meet the needs of your family. We do not offer half-day schedules.

- Monday through Friday
- Tuesday and Thursday (limited spaces available)
- Monday, Wednesday and Friday (limited spaces available)

CLASSROOM AGES, RATIOS & GROUP SIZES

The CU Children's Center is composed of 5 classrooms.

Room Name	Ages of Children	Teacher: Child Ratio	Maximum # of Children
Otters	6 weeks to 18 months	1:4	8
Bears	12 months to 2 years	1:5	10
Penguins	20 months to 3 years	1:5 or 1:7 if all are 2+	10 or 14 if all are 2+
Roadrunners	2.5 years to 4 years	1:8 or 1:10 if 80% are 3+	16
Rainbows	3 years to 6 years	1:10 or 1:12 if 80% are 4+	20

Infant Program
6 weeks – 18 months



Our infant program provides a safe and nurturing environment that supports key physical and social skills. Our infant room staff emphasize the importance of consistency and responsive care that starts with building a foundation of trust and security. We partner with families to support your child's growth at this very critical stage of development.

Toddler Program
12-36 months



Toddlers are typically active explorers who are eager to try new things and use materials in different ways. They strive to be independent and have a strong sense of ownership. Our toddler teachers work to foster their sense of autonomy as they explore how they fit into the world around them.

Preschool Program
2.5–6 years



Preschoolers begin to transition from independent to social play. The need for a balance between group and individual time is one of crucial importance. We emphasize social development and intentional play to prepare our children to be skillful negotiators and creative problem solvers.

DAILY SCHEDULE OVERVIEW

Arrival:	7:30-9am
Breakfast:	Served between 8:00am and 8:45am
Curriculum:	Activities begin at 9:00am
Lunch:	Transition into lunch begins at 11:45am and rooms finish with lunch between 12:30-12:45pm
Naptime:	Lights out begin at 12:45 / after nap transition begins at 3:00

Snack time: Varies by classroom, but generally between 3:00pm and 4:00pm
Curriculum: Activities occur until closure

- Outdoor play and transitional activities vary by classroom. Parents can review the daily schedule, lesson plans, and calendar posted in each classroom.
- Our infant program children are fed and put down for naps based on their cues and individual needs; their schedule varies from day to day as well as from child to child.

LEARNING EXPERIENCES

We recognize that the early years of a child's life are the most formative. We encourage and support overall development by offering children choices among activities in literacy, math, science, art, dramatic play, manipulative tasks, and sensory experiences. Group times feature music, movement, stories, sharing, discussion, and games, focusing on the creative process over product. Children can choose materials and activities that challenge them to explore and learn at their own pace, fostering critical thinking, independence, and a positive outlook. We encourage parents to communicate with their child's teacher about classroom daily schedules and activities to ensure that individual needs and early childhood educational goals are met.

PLAY-BASED, EMERGENT CURRICULUM

We nurture curiosity and independence through our play-based, emergent curriculum aligned with Colorado Early Learning and Developmental Guidelines (ELDGs). Children are encouraged to explore their environment in a way that is meaningful to them. We allow our children opportunities to direct their own learning experiences. The activities, environment, toys and materials, the daily schedule, and interactions with the children, are all designed to address each child's individual skills, needs, and interests. Teachers play a pivotal role in facilitating experiences that extend a child's learning experience by offering guidance and modeling based on our observations and assessments. Teachers use children's questions, interests, observations, and discoveries to guide meaningful exploration, while highlighting curiosity, collaboration, language, confidence, and critical-thinking skills.

We integrate academic learning into play and during small and large group activities. We place a strong emphasis on social and emotional learning, recognizing that the development of skills such as empathy, self-regulation, and positive relationships provides the foundation for lifelong success and well-being.

OUR STAFF

The cornerstone of any child care program is its staff. At the CUCC, our team of professionals is committed to nurturing, guiding, ensuring the safety of, and educating young children. All staff members obtain Early Childhood Professional Credentials from the State of Colorado, reflecting their education, training in early childhood development, and classroom experience. We recruit highly qualified individuals who undergo annual performance evaluations. Teachers regularly participate in monthly staff meetings, weekly planning sessions, and complete a minimum of 15 hours of continuing education in early childhood each year. When appropriate, we adhere to the corrective action and disciplinary procedures as outlined by the state Department of Personnel and Administration.

CONTINUITY OF CARE

We understand the importance of consistency and continuity of care for all children in our program. Two (2) primary educators are assigned to work full-time in each of our classrooms. In our infant classroom, each teacher is the primary caregiver to half the group of children to meet their basic needs throughout the day such as feeding, diaper changes, and rocking to sleep. Support staff are available to assist classrooms with tasks, so the main caregivers can remain present with the children in their assigned rooms.

If a primary educator is not present, you will be welcomed by another classroom teacher, one of our Quality Support Team members, or by one of our well-qualified and trained Substitute Teachers. The infant and toddler teachers, the preschool teachers, and our support staff work in collaboration and are often seen assisting in other classrooms. Our substitute teachers are employed through the Children's Center and have the same qualifications

and training as our full-time teachers. They attend Professional Development In-Service Days and spend a great deal of time in all the classrooms.

CU BOULDER STUDENT ASSISTANTS

The Children's Center hires CU Boulder undergraduate and graduate students as classroom support staff. All student employees complete the required early care and education training prior to starting their work under the supervision of a classroom teacher.

INTERNSHIP PROGRAM

The CUCC Internship Program is designed to provide participants with experience in early education and prepare them for potential teaching careers. The program also allows experienced teachers to further develop their skills and share knowledge with high school and college students interested in this field. After completing initial training, interns work under the supervision of classroom teachers.

COLORADO SHINES QUALITY RATING & IMPROVEMENT SYSTEM

Colorado Shines is a quality rating and improvement system administered by the Colorado Department of Early Childhood. CUCC is a Colorado Shines Level 4 rated program, showing our commitment to supporting children's health and safety, ensuring our staff are well-trained and effective, providing a supportive learning environment, and helping families be active in their children's learning. For more information, visit Colorado Shines | Home



FARM TO ECE

The CUCC is a designated Farm to ECE Child Care Program. Farm to Early Care and Education (ECE) is a nutrition education program that gives children the opportunity to learn about healthy, local foods through a seasonal farm share, gardening, cooking activities, taste tests, field trips, farmer visits, and nutrition lessons. Farm to ECE focuses on teaching children where food comes from and how it is grown.

BOULDER FOOD RESCUE

Our program partners with Boulder Food Rescue who aims to redistribute healthy food that would otherwise be wasted. They provide donations from local grocery stores that can no longer be sold often due to damaged packaging, past best by dates or overstocking. These goods are made available to our families and staff to take home.

REGISTRATION & ENROLLMENT

WAITLIST INQUIRIES & APPLICATION

All families must apply to the waitlist to be considered for enrollment. To secure a space on our waitlist, families are required to complete our Interest Form. If it is determined that you would like to move forward with securing a space on our waitlist, a $60 application fee is payable through www.myprocare.com or by dropping off/mailing payment to CU Children's Center to 2202 Arapahoe Ave, Boulder, CO 80302.

Applications are evaluated according to several criteria including sibling status, campus affiliation, child's age, classroom capacity limits, and the submission date. Please note that space is limited and enrollment cannot be guaranteed. An enrollment offer may take one to three years due to capacity constraints.

Once a space in our program becomes available, you will receive notification via the email you provided on your waitlist application. If we do not receive a response to an enrollment offer within five business days, we will make one more attempt to reach you before removing you from our communication and extending the offer to another family.

Your application will remain active until your child is enrolled, ages out of the program, you request it be withdrawn, or if you do not respond to communications from the CU Children's Center Administration within five business days. Families will receive notification that your waitlist application has been inactivated via email.

ENROLLMENT INVITATION & REGISTRATION – NEW FAMILIES

Upon accepting a space in our program, families receive an enrollment invitation outlining the registration process. The invitation includes your child's start date, schedule, monthly tuition, enrollment agreement, and Registration & Enrollment Packet. All required forms must be completed, signed with a verifiable timestamped signature, and returned to the CUCC Administration Team before your child can be accepted into the program. If all required information and fees are not received by the deadline, the space may be offered to another family. Enrollment agreements are valid for one school year, August through July. Families who enroll mid-year will complete an agreement for the remainder of the current school year.

Required tasks due by the deadline outlined in your invitation:

- Complete Registration & Enrollment Packet
- Pay a non-refundable registration fee of $200.00 by cash, check, or through www.myprocare.com
- For those confirming enrollment in advance, 50% of 1 month's tuition is required as a deposit. This is non-refundable and will be credited towards the child's first full month's tuition. This deposit can be paid by cash, check, or through www.myprocare.com along with the registration fee.
- Sign Enrollment Agreement and return or digitally submit to CUCC Administrative Team.

Required paperwork due prior to your child's first day at the center:

- Child Intake Form
- Current Health Appraisal, outlined by the American Academy of Pediatrics (AAP) and signed by a physician
- Current immunization record signed by a physician
- Medication and medical paperwork signed by a physician if applicable

RE-REGISTRATION – RETURNING FAMILIES

In spring, current families are given the opportunity to reserve a space for the following academic year through Procare re-registration. There is a $200.00 non-refundable deposit required, which is credited towards September's tuition. Program agreements, disclosures, and emergency documents must be updated and signed via a verifiable timestamped signature and are valid for 1 year.

TUITION, FEES & BILLING

For current and upcoming tuition rates, please visit: Enrollment | Children's Center | University of Colorado Boulder. Rates are valid from August 1 through July 31. New school year rates go into effect each August 1.

Tuition is computed to allow for periods when the center is closed. This includes holidays, in-service days, necessary building maintenance or improvements, mandatory health and safety closures of up to 14 consecutive calendar days, and school breaks. Full tuition is charged for closures lasting 14 consecutive calendar days or fewer. If a mandatory closure extends beyond 14 consecutive calendar days, tuition will pause beginning on the 15th calendar day and will remain paused for the duration of the closure. The total annual tuition amount is divided into

equal monthly payments due on the first of each month. The first and last months are prorated for each child based on their start and end dates.

FEE SCHEDULE

- **Waitlist Application Fee:** $60/child to secure a space on our waitlist
- **Registration Fee** (non-refundable): $200/child upon registration
- **Registration Deposit** (non-refundable)**:** 50% of 1 month's tuition is required as a deposit to secure a space for your child(ren)
- **Re-Registration Deposit** (non-refundable): $200/family upon re-registration to secure a space for your child(ren) in the upcoming school year
- **Late Tuition Fee:** $25 if tuition is not received by the 9th of the month
- **Returned Payments/Checks:** $25
- **Credit Card Fees:** 2% Processing Fee
- **Late Pick-Up Fees:** Late fees will be imposed as follows:
    - 5:31-5:35 pm $5.00 *This fee may be waived at the director's discretion.
    - 5:36-5:45pm: $15.00
    - 5:46-5:55pm: $25.00
    - 5:56pm or later: $25.00 + $5.00/minute

The Registration Fee and Deposits are non-refundable. The Waitlist Application Fee is refundable if a family submits a written refund request after their child has remained on the waitlist for at least six months without being enrolled and agrees to forfeit their space on the waitlist. An administrative fee required by the Colorado Department of Early Childhood will be retained, and the remaining balance will be refunded to the family. All late charges appear on your next bill and are due with your monthly tuition payment.

SIBLING DISCOUNT

Families with more than one child enrolled concurrently at the Children's Center receive a 10% discount on the lesser tuition rate.

MONTHLY STATEMENTS

Tuition statements are posted on the first business day of each month. Invoices are sent to email addresses on file and statements are accessible through the Procare app and your www.myprocare.com account. Generating a Statement in MyProcare

PAYMENTS

Cash, check, credit card or ACH (Electronic) bank transfers are accepted forms of payment. ACH bank transfers, the preferred method of payment, are set up as recurring automatic payments that are processed during the first week of each month for the upcoming month's tuition. Checks should be made payable to CU Children's Center. Please note that checks may take up to two weeks to be withdrawn from your bank account as they are collected in person and must go through CU's Bursars Office. One-time credit card payments are at your discretion though they are due by the 9th of the month and are subject to a 2% processing fee. For cash, please enclose it in an envelope and include your child's name and the month. All cash, check, and ACH payments do not include any additional fees. Debit cards are not accepted forms of payment due to the fee structure of our payment processor.

DELINQUENT ACCOUNTS

You must be current with tuition by the end of the month. Your child will be disenrolled from the Center if tuition is consistently more than one month late. Please contact the administrative team as soon as possible if you are experiencing financial difficulties as a payment plan may be available to you.

GIFT FUND

Financial support is dependent on private donations and may be available for children whose parents are full-time students at CU Boulder. This is specifically to relieve the pressures of child care costs. Funds are allocated in advance of each academic year, and award amounts are based on the number of applications received, demonstrated need, donor intent or fund restrictions, and the total funds available. Undergraduate student applications are prioritized. To inquire about financial support please contact the CU Admin team at cuchildcare@colorado.edu.

BOULDER COUNTY CHILD CARE ASSISTANCE PROGRAM (CCAP)

We accept CCAP from families with an existing Boulder County CCAP agreement.

SCHEDULE AGREEMENT / COMMITMENT

For the consistency of our classrooms, your child's schedule will remain in effect for the duration of the school year. Should you wish to modify your child's days of attendance, you must submit a written request a minimum of two weeks in advance, to the CUCC administration. Such requests will be reviewed and approved on a space-available basis, in the order in which they were received and confirmed through a Temporary Schedule Agreement.

TEMPORARY LEAVE

Families may request temporary leave for absences of 30 to 60 consecutive calendar days in order to retain their child's space at the center. Requests must be submitted in writing approximately two weeks in advance and confirmed through a Temporary Schedule Agreement. Temporary leave does not need to begin on the first day of a month. During an approved temporary leave, families will be charged 50% of the child's current tuition rate for up to two months. Each family may use up to two months of temporary leave per school year. Absences shorter than 30 consecutive calendar days are not eligible for a tuition discount. If a child is absent for more than 60 consecutive calendar days, formal withdrawal from the program may be required. For families participating in UPK, absences greater than three weeks must be approved by the Colorado Department of Early Childhood (CDEC).

EXTRA DAYS

Extra days may be added on a space-available basis and are billed accordingly. A written request must be made and approved by CUCC administration. Our billing policies do not allow you to use an extra day in place of a missed scheduled day.

DONATE

If you would like to provide financial support for the Children's Center, you may do so online through the CU Boulder Children's Center Support Fund or by making a check payable to the CU Children's Center with a memo indicating it is intended for the "CUCC Gift Fund". Funding provides resources for supporting low-income families, advancing strategic initiatives and program improvement goals. All gifts, no matter the size, enrich the lives of our children and by extension, our community and society.

**In the state of Colorado, contributions to support child care facilities may be eligible for a 50% state income tax credit. For more information, see Childcare Contribution Credit Information.*

CHILD CARE WHEN THE CU CHILDREN'S CENTER IS CLOSED

Bright Horizons Family Care Benefit at CU Boulder may provide child care when the CU Children's Center is closed, such as Fall Break, Spring Break, Winter Break, etc., Bright Horizons | CU Advantage. For families needing drop-in care when we are not open, or for those who have a part-time schedule, we encourage you to register with a partner agency such as Persimmon drop-in care through the YWCA.

NOTICE OF WITHDRAWAL

A written notice of one month is required for a parent to withdraw their child from the program. An email sent to cuchildcare@colorado.edu that specifies your child's last day of attendance meets this requirement. If less than

one month's notice is given, you will be charged one month's tuition from the date we receive your notice. If a child's last day falls mid-month, tuition will be prorated accordingly.

DISENROLLMENT

The Children's Center director has the right to revoke/refuse a student's enrollment for the following:

- Delinquent payments – Families who have been delinquent in payments for two consecutive months or three times in a year may lose their child's place at the Children's Center.
- Failure to provide or renew your child's medical statement and immunization record. Both forms are required by state licensing.
- Lack of cooperation with the center's efforts to resolve differences or to address behavioral issues disruptive to normal class functioning.
- Abusive behavior and/or verbal threats toward children, employees, or other families.
- Failure to provide accurate updated affiliation or contact information.
- Lack of cooperation or failure to adhere to written center policies and procedures.

PROGRAM POLICIES

NOTIFICATION OF CHANGES

Families must notify the center administration immediately in writing or through www.myprocare.com of changes in name, address, employment location, and phone numbers, or child's physician. All contact information must be current and correct in case of an emergency. It is expected that the family will notify the center of any changes in CU affiliation, for example, student to employee or alumni. If the change in affiliation results in a tuition increase, the increase will go into effect 30 days after the change in affiliation.

PARENT SUPERVISION

Parents are responsible for their child's safety and supervision at all times in the parking lot, sidewalks, entryway, and other areas outside of the classroom before drop-off and after pick-up. For the safety and well-being of our children and staff please take note of the following:

1. The front entrance of the building is a high-traffic area with many cars entering and leaving. Please keep children close and use caution around moving vehicles in the parking lot. Children may never be left unattended in a vehicle.
2. Please do not allow your children to climb the railing on the ramp in front of the school.
3. Parents must ensure that teachers are aware of the child's arrival and departure by offering a greeting and eye contact. Children are never to be left alone in the classroom or at the center.
4. Center policies include a requirement that a child must use "walking feet" indoors (especially in our hallways) and that the opening of exterior doors is a task for a parent or teacher, not for a child. Both policies are for the safety of all our children.

Following the above allows us to remain compliant with state licensing rules and regulations.

PARENT ACCESS

Parents are permitted access at any time their child is in attendance at the center. Making an appointment is not necessary. However, we expect that you will take into consideration the children's daily schedule before interrupting activities.

Access Key Cards

For security purposes, physical access to the center is controlled by an access key card. CU employees who have a key issued to provide access to their work area may use the same key to access the center. Parents are asked to be courteous and to use the card key when entering the building. While the center staff is happy to help parents who have forgotten their keys or who have their arms full, parents need to appreciate that

stopping to open the door means that other work is interrupted. Please do not allow access to individuals you are unfamiliar with. Have them ring the doorbell for administration to authorize access.

LACTATION SPACE

The University recognizes the importance and benefits of breastfeeding to parents and their infants and supports new parents as part of its commitment to promoting a family-friendly work and study environment. We welcome all parents/caregivers to come to the center to feed their child in the classroom or in our designated lactation space.

VISITORS' POLICY

All visitors must sign in and follow the center's policies. The sign-in sheet is located by the front door. Visitors must list their name, time, purpose of visit, and present photo identification to staff. The Children's Center has the right to deny entry to any visitor if they do not follow the center's policies or provide proper identification.

RELEASE AUTHORIZATION

Children are not allowed to leave the center with anyone other than those people listed on the Emergency and Registration forms. Please inform those authorized to pick up your child that picture identification is required. Written notice will also be accepted from parents for individuals with temporary authorization (visiting relatives, etc.) to pick up a child. In emergencies, permission may be given over the phone, via email, or through a Procare message for an alternate pick-up person.

CUSTODY

Persons identified as parents on a child's enrollment forms are allowed to pick up the child at any time unless legal documents are submitted to administration. If there is a court issued order limiting or restricting access of a parent to a child, a court stamped copy of such an order must be submitted to the Director. Parents may be asked to revise copies of emergency and registration forms prior to restricting a parent's access to their child.

BABYSITTING

Staff are permitted to provide babysitting services to families outside of their scheduled work hours. Babysitting arrangements must be made independently from the Children's Center. The Children's Center is not liable for care provided by staff offsite and outside of work hours. Staff are not authorized to sign children out of school unless they are listed as an approved pick-up person on the child's enrollment paperwork.

LATE PICK-UP POLICY

Your key card is programmed to allow you access to the school between 7:30 a.m. and 5:30 p.m. If you arrive at the school for pick-up and your key card no longer works to let you in, you are considered late and will need to complete a late pick-up form in the office. Please allow time to pick up your child, gather belongings, and talk to teachers and be ready to leave the center by 5:30pm. For the welfare of our staff, we are committed to teachers finishing their workday on time. A late fee, outlined in the fee schedule section, will be imposed starting at 5:31 pm.

We understand that there are times when traffic or other factors beyond your control delay you. In such instances, please send the office and classroom teachers a message through Procare so we are aware and can share that information with your child too.

If someone else is picking up your child and is late, you are responsible for fees. Please inform any person who is authorized to pick up of this policy. If your child is not picked up and we are unable to reach you within 15 minutes of closing, emergency contacts will be called, and within an hour of closing Social Services will be called. Two late arrivals within one semester will require a meeting with a member of the administrative staff. Continuing to arrive late could result in losing your child's space in our program.

CONFIDENTIALITY

We are prohibited from disclosing personal information about staff to parents or other third parties.

Maintaining confidentiality about each child is legally required and must always be respected. We are prohibited from disclosing a child's health, behavior, home situation, or other personal information to another parent or third party. We do not discuss a particular child in front of other children or third parties. If we are seeking advice from a professional, we do not refer to the child by name.

Children's records are considered confidential and will only be viewed by the following personnel: Classroom Staff, Administrative Staff, Licensing Agency, Nurse Consultant, Public Health Department (Medical/Immunization Records), or Professional Consultants (with a parent's permission only)

GRIEVANCE PROCEDURE

Any concerns involving children, parents, or staff should be communicated directly to a relevant staff member. Schedule a meeting with the person involved first; many issues are resolved through open discussion. If not resolved, inform the person you'll speak with the director and schedule a meeting with the director providing relevant details for an effective meeting. If the problem persists after meeting with the director, contact the Assistant Vice Chancellor for Auxiliary and Business Operations, who supervises the Children's Center. Confidentiality will be maintained when possible.

The center reserves the right to consult with other CU agencies, including Human Resources and the CU Police Department, for support in maintaining the safety and wellness of our community. Abusive behavior and/or verbal threats toward children, employees or other families will not be tolerated. Lack of cooperation with the center's efforts to resolve differences or disruptive behavior or failure to adhere to written center policies and procedures may result in a formal warning followed by dismissal from the program.

CLASSROOM POLICIES & PROCEDURES

ARRIVAL

Parents help facilitate a calm, safe and healthy environment by assisting their child to walk throughout the building and wash their hands for 20 seconds upon entry into the classrooms. Teachers work hard to establish a trusting relationship that allows your child to feel safe and secure in the classroom. Consider joining your child in putting their belongings away and washing their hands before saying a quick goodbye. Establishing a consistent routine at drop-off can help children know what to expect each morning. Know that the tears you might see as you leave underline the child's bond to you. If your child remains sad over an extended period, we will reach out to you via the Procare messaging feature.

SIGNING IN/OUT

Parents/guardians or individuals identified as someone authorized to pick up your child are required to sign their child in and out on the Procare App upon arrival and departure. Again, teachers must be made aware of the child's arrival and departure.

ABSENCES AND LATE DROP-OFF

Arrival by 9:30am allows your child a smooth transition into the school day and ensures they have the opportunity to participate in most of the classroom learning activities. Drop-off after 10:30am is strongly discouraged as it is difficult for children to transition into the school day after many of the activities have concluded.

Picking up at naptime (12:30pm to 3:30pm) is disruptive to the group. Please communicate any scheduling adjustments, including absences, late arrival or pick up times, to teachers and administration through email or the Procare messaging feature so we can best support the classrooms and plan classroom coverage accordingly.

CHILDREN'S CLOTHING

Each child is assigned a cubby in their classroom to store all items brought from home. Please label all clothing, including underwear, hats, and gloves with their first and last name. Please dress your child in comfortable, easy-

to-wash clothing that does not restrict movement. Shoes should be sturdy and safe; sneakers are best. Backless sandals (flip-flops) and loose shoes are not as safe for running, climbing, or using bikes. Each child should have at least two seasonally appropriate outfits in their cubby, replaced as needed. An extra pair of shoes is handy, especially during toilet training. If we are unable to provide adequate clothing for your child, you will be notified to drop off extra clothing.

Dressing for the weather: Please make sure your child has appropriate clothes to be comfortable in changing weather conditions. During cold weather, your child should be dressed for outdoor activity with layers, a warm coat, hat, and gloves. Teachers will notify parents and request them to return to school with additional clothes if the child does not arrive appropriately dressed for outside activities. CUCC does not have an option to keep one child inside while all the others are outdoors.

ITEMS FROM HOME

Do not allow your children to bring toys or items that are valuable or important to you as they may get lost. The CU Children's Center is not responsible for misplaced or broken items brought from home. Do not send any objects with your child that could be considered a choking hazard including coins/lip balm/keys). Do not put any medicines or lotions (including lip balm) in your child's bag. This is a licensing violation and a safety hazard. Lotion and creams should be handed directly to the teacher. All medication must be handed directly to a member of the administrative staff.

DIAPERS

Families must provide diapers and wipes as needed. Classroom teachers will send notices through Procare if your child is running low. We encourage families to bring a supply of each at the beginning of each month. If we are assisting your child with toilet learning, Pull-Ups with reattachable sides are best. Cloth diapers are permitted with a waterproof storage bag for soiled items to return to you at the end of the day.

SUNSCREEN/SUN SAFETY

Sunscreen is a vital protection in our climate and is applied to children 15 minutes before going outside to play. Rocky Mountain sunscreen is provided by the center (minimum KIDS SPF 30, Octioxate and Oxybenzone Free, Water resistant/Broad Spectrum UVA/UVB Protection). We re-apply sunscreen as directed by the product label. Children over four may apply their own sunscreen under supervision. Infants under six months are kept out of direct sunlight. Parents are asked to apply sunscreen if they are dropping off during the planned outside activities.



Parents are given the option to provide their own sunscreen. Families select their preference in the enrollment packet and can change their preference at any time throughout the year by notifying CUCC administration. Family provided sunscreen must be unexpired, labeled with their child's first and last name, a minimum of SPF 30, and remain at school. Sprays and aerosol cans are not permitted.

OUTDOOR PLAY AND INCLEMENT WEATHER

Outdoor activities extend our learning space, and we go outside daily when temperatures are between 20º and 90º, including snowy days. Teachers conduct playground safety checks and apply sunscreen before heading outside. Classroom ratios and group sizes are maintained outside. If the weather is severe or excessively hot/cold, we may limit outdoor time, adjust schedules, and make sure children stay hydrated and shaded. On days we are unable to go outside, large motor activities will be facilitated indoors.

MEALS AND SNACKS

The center provides breakfast, afternoon snack, and milk for lunch.

Breakfast includes milk, fruit, and a grain.

Snack includes two of the following items: Protein (cheese), fruit or vegetables, and a grain.

Lunch: Families must provide a healthy packed lunch that includes an ice pack and does not require heating. Per licensing regulations, packed lunches need to meet current USDA CACFP guidelines.

What to pack: Lunch needs to consist of a protein, a grain, a fruit, and a vegetable.

What to avoid: We ask that you avoid nuts and nut products to protect those children that are allergic from being exposed as much as possible. Sometimes nuts are hidden in things, such as pesto sauce, and we appreciate your vigilance.

How to prepare items: Certain items that are round or tube-shaped need to be cut in half the long way (in sticks) to prevent the risk of choking for children under 4. These items typically include grapes, cherry tomatoes, hot dogs/sausages, and carrots. Cutting these items into disk/coin shapes should be avoided.

If a child's diet must be modified for health reasons, a physician's written explanation is required. If a child's diet is modified for personal reasons, the parent is asked to put the request in writing. If your child has special dietary needs, you may need to supplement with food or an alternative milk from home to meet the requirements for a well-rounded meal.

NAP/REST TIME

Rest/nap time is an essential part of our program. It begins at approximately 12:45pm for toddlers and 1:00pm for preschoolers and concludes at 3:00pm. Infants' nap times are based on their individual cues and needs. All children have an individual crib, cot, or mat with a sheet provided by the center. Families in the toddler and preschool program can provide a small blanket and lovey/stuffy that fits into your child's cubby. All children, according to licensing regulations, are required to rest on their mats/cots for at least 30 minutes, although children are not required to sleep. Preschool children who do not sleep after 30 minutes will be allowed to move to another area and be provided with quiet toys and equipment to play with such as puzzles or books. Please note that we cannot accommodate individual sleep schedules outside of these parameters. Nap items need to be taken home on the last scheduled day of the week, laundered, and returned to school the following week.

FIELD TRIPS & WALKS

Occasionally, classrooms may participate in field trips, walks, or visits to local parks. When a field trip is scheduled, parents will be notified in advance with details including the date, destination, departure time, expected return time, and any associated fees. Children will either walk or use public transportation for these excursions. If a family arrives after the class has departed, it becomes the parent's responsibility to supervise their child until the group returns.

Should public transportation be utilized, all Regional Transportation District (RTD) safety protocols will be strictly observed. These include standing a safe distance from the curb, avoiding contact with moving buses, holding on during the ride due to possible sudden stops, remaining seated while approaching the bus stop, and refraining from loud behavior that could distract the driver. All children will be seated always facing forward and under adult supervision. Prior to departure, teachers will review safety guidelines associated with bus travel with the students. In the event of a transportation emergency, CU Transportation Services will be contacted first for assistance. If they are unable to provide support, parents will be promptly notified to pick up their child from the current location and transport them back to the center so care may continue.

HELMETS, TRIKES, BIKES AND SCOOTERS

Children must wear helmets when riding bikes, trikes and scooters. Each child will provide their own appropriately sized helmet, clearly marked with their first and last name. Helmets may be taken home at the end of the day or the end of the week and then returned when coming back to the classroom. If your child forgets to bring a helmet, they may not ride a trike, bike, or scooter that day.

SCREEN TIME AND MEDIA USE

Screen time is not permitted for children under two years of age. For children aged two years and older, electronic media use for academic purposes is limited to fifteen minutes a day. Any recorded media usage exceeding fifteen minutes per day for academic purposes or for a special occasion requires prior written approval from the director. There are no limitations regarding the use of personal adaptive equipment. Educational videos may be incorporated into classroom instruction, provided their duration does not exceed the specified time limits and an alternative developmentally appropriate activity is provided once child(ren) lose interest.

FAMILY & COMMUNITY ENGAGEMENT

HOLIDAYS & CELEBRATIONS

The CU Children's Center is committed to fostering an environment that reflects the diverse backgrounds and traditions of our enrolled families as well as cultures from around the world. We strive to incorporate each child's culture, traditions, celebrations, and interests into our program to ensure every family feels valued and develops a sense of belonging, thereby enriching the overall CUCC community and experience. These events are an integral part of our offerings at CUCC.

If your family observes holidays that we do not currently recognize, we invite you to discuss them with your child's teacher. Should we already celebrate a holiday connected to your cultural heritage, we encourage you to coordinate a classroom visit to further share and enhance this tradition within our community. Depending on the children's age, activities may include a cooking activity, sharing family photographs, leading special art projects, or reading a significant book.

BIRTHDAY CELEBRATIONS

Birthdays are very special for young children, and we want to recognize that day. We ask that the celebration is not disruptive or poses a safety risk for anyone involved. A special snack or a book may be appropriate. Snacks must be store-bought with the original label listing all ingredients. If your child has an allergy or dietary preference, you may provide teachers with an alternative treat that can be stored at school for such occasions. Check with teachers beforehand for protocols as they differ slightly in each group. For celebrations outside of school, invitations may not be handed out at school unless all the children in the class are invited.

PARENT RESOURCES

We know that there may be times when families are seeking additional support from the Children's Center. Leveraging our relationship with CU Boulder, in addition to other community services, we have gathered many family resources over the years which we are ready to share. Please talk to your child's teacher or one of our administrative staff for help. There are also a variety of family resources on display near the front of the school and accessible in the following links from the CDEC: Programs to Support Families & Family Support Programs .

COMMUNICATION

Strong relationships between CU Children's Center staff and families help connect children's experiences at home and school. Open communication—through emails, the Procare app, casual conversations, and conferences—lets parents and teachers share updates, goals, and concerns.

A child's experiences outside of school can influence their mood and behavior in class, just as school can affect how they act at home. Please let us know about any significant family changes or challenges, such as a sleepless night, an ill family member, changes in living situations, a parent traveling, a visiting grandparent, etc., so we can better support your child through them. If we know that your child is experiencing something new, we can help them process their emotions, worries, and fears with added attention and understanding.

COMMUNICATION METHODS

Procare Mobile App allows you to stay up to date on your child's activities, milestones, and more! Your child's teacher can send you photos and messages, however you will find that the teachers prioritize working with and caring for your child each day rather than sending daily photos. The app allows you to easily message the classroom with information that will help teachers fully support your child. Please note that teachers will check messages only during hours in which the center is open. If you have an urgent matter to discuss, please email or call administration.

Drop-off and Pick-up Opportunities: Drop-off is a perfect time to update your child's teacher on how well your child slept, if breakfast was eaten, if a relative is visiting, or doctor's visit is planned. Similarly, pick-up is a time for your child's teacher to share an update on what interests your child had during the day, meals eaten, and other information that will support in the care of your child.

Other Formal Methods of Communication with Parents: The following are sent via email or Procare, our parent communication app, including information pertaining to billing or school events.

Short Weekly Classroom Updates: including photographs

Classroom Monthly Newsletters: Update on classroom events, lesson plans, parent education, and resources in the classroom and around the school.

Community Newsletter: The school releases a regular newsletter covering issues of importance to families and staff, with shorter email communications as needs arise.

Conferences & Support: We provide and encourage families to attend two parent-teacher conferences per year. In addition, our teachers will gladly meet with you at any time by appointment.

Family Events: Social events for families are held throughout the school year. There are times for the whole community to gather and times for families to interact with one another. Please look for details on dates/times in newsletters.

Daily Activities: Through the Procare App, the infant classroom teachers record detailed information on each child including notes regarding the child's eating, sleeping, diapering, etc.

APPOINTMENTS

Please make an appointment if you need to speak with a teacher or the administrative staff to ensure uninterrupted time is scheduled for you. We try to keep classroom interruptions to a minimum so if you need to speak with a teacher immediately, please let the office know the nature of your appointment request so that we can get you in touch with your child's teacher as soon as possible.

FAMILY FEEDBACK AND INVOLVEMENT

The CU Children Center distributes an annual Family Satisfaction Survey to gather feedback which we use for future improvements and goals of the school. However, if you have questions, concerns, or suggestions, feel free to talk to the administrative staff as we are always open to collaboration and aim to provide the best quality support for your family. We encourage families to be actively involved in their child's growth and development. For interactions that need longer than a few minutes, with advance notice, we can arrange time to meet with an administrator and/or teacher.

The Children's Center engages in an on-going quality improvement process. As new information comes to the administrative team through surveys, written, or verbal communications we identify items that the program will work towards in the coming period. When available, we provide updates through community newsletters, staff meetings, and in-person interactions. Our Continuous Quality Improvement Plan can be found posted in the entryway near our license. We encourage you to share your thoughts with us to ensure you are a part of this process.

Transparency: We are committed to sharing information with families about why we do things and how decisions are made whenever possible. This includes communicating the reasoning behind program practices, policy updates, classroom routines, and operational decisions so families understand the goals, requirements, and

considerations that guide our work. While some information must remain confidential, we strive to provide clear, timely, and respectful communication that supports trust, partnership, and shared understanding.

FAMILY VOLUNTEERS

The CU Children's Center values the involvement of families in our learning community. We believe that family engagement strengthens the bridge between home and school, enriches the learning environment, and fosters a sense of community. Volunteering is a meaningful way for families to connect with staff, other parents, and their child's educational journey. Families may volunteer in a variety of ways, including but not limited to, supporting classroom activities, assisting with field trips, gardening, participating in or hosting a family event. Please contact your child's teacher for ideas. Volunteers must coordinate with the classroom teachers and administrators in advance and agree to adhere to all center policies.

CHILD GUIDANCE & DEVELOPMENT

PREPARATION FOR THE FIRST DAY AT THE CU CHILDREN'S CENTER

We require each child and parent to attend 2-3 (1-1 ½ hour) visits to the classroom in advance of your child's official start date. These visits allow you and your child to meet the teachers, explore the classroom, and assist in your child's transition to school. The Children's Center will extend an outreach to coordinate times that work best for both you and the classroom. Children react very differently to new experiences, so we work with you to ensure this period is as stress-free as possible.

TRANSITIONS THROUGHOUT THE PROGRAM

Our goal is to keep children with the same caregivers for as long as possible. The main time for move-ups takes place in late August when our oldest preschoolers graduate to kindergarten. Some children may move up at other times as their age and development require. When teachers and the center administration agree that a change in classrooms would be desirable, parents will be notified. Before a child is moved, the child and family will be given an opportunity to visit and become comfortable with the new teachers. A lot goes into planning for a move such as the child's age, length of stay in the current room, demonstration of readiness for the next level, and timing. We usually try to avoid moving when the child has experienced a big change such as a new sibling or moving homes. Per licensing regulation, children must move to the toddlers from infants between 12-18 months of age and from the toddlers to the preschool between the ages of 2 ½ -3. For children who become eligible for Colorado's Universal Pre-Kindergarten program, we provide regular email communications, and in-person guidance as needed to assist with the application.

TRANSITIONING OUT OF THE PROGRAM

For children who are transitioning to other child care programs, including when families move away from our area, we provide advice to help with the transition as well as photo memories/books from their child's time at our program.

When children transition into the public school, either for needed services or to enter Kindergarten, we provide resources to parents. These include items such as open enrollment flyers and links to the School District's websites.

GUIDANCE POLICY

The goal of our program is to help children develop self-discipline, encouraging adaptation to acceptable standards of behavior from inner motivation rather than external controls. We set limits and rules that are specific, positively framed, consistent across all activities, and enforced consistently for all children. Teachers work to prevent problems before they arise by arranging materials and classrooms to meet children's developmental needs. Examples include offering a wide selection of toys, arranging classrooms so children can be as independent as possible, providing a daily schedule that balances physical activity and rest, and offering challenging activities suited to each child's developmental level.

When correction is necessary, teachers will use a kind, firm voice to redirect or restate the rule. No physical or harsh verbal discipline of children is allowed. The tone of our school environment is respectful. Teachers model and encourage respect for each other, the children, and the environment. We do not allow children to hurt themselves, others, or classroom materials. Children whose behavior endangers others are supervised away from the situation until they are ready to rejoin the group in a more socially acceptable manner. Teachers facilitate the development of responsibility, self-regulation, and self-control in children.

Our teachers also use a supportive framework called **FLIP IT** to help children work through challenging moments in a calm, respectful, and developmentally appropriate way. FLIP IT stands for **Feelings, Limits, Inquiries, and Prompts**. Teachers first help children identify and name their feelings, then restate clear and positive limits, ask questions that invite problem-solving, and offer prompts or choices when children need additional support. This approach aligns with our commitment to warm relationships, co-regulation, self-regulation, and helping children build lifelong social-emotional skills. [FLIP IT | Strategy for Challenging Behavior]



Gently talk with the child about his feelings. Tell him what you see and hear as a result of his emotions. Help him to identify the root feeling causing the behavior.



Remind the child of the positive limits and expectations you have for his behavior. Loving and simple limits help surround children with a sense of consistency, safety and trust.



Encourage the child to think about solutions to his challenges. Ask questions that promote problem-solving and healthy coping skills. Inquiries invite children to think, learn, and gain self-control.



Provide creative cues, clues, and suggestions for the child who is having difficulty. Enthusiastic, bright ideas can lead the way to better problem-solving skills.

BEHAVIOR MANAGEMENT POLICY

At the first incident or sign of undesirable behavior (defined as actions that harm the child, another child, or staff member) the teacher notifies the parents and the director. This may include verbal abuse, hitting, kicking, biting, throwing objects, or behaviors that disrupt the daily routine. If harmful behaviors continue regularly, the center will determine what action plan to take. This may include charting the behavior, arranging a planning meeting with parents, and/or requesting a referral to an early childhood mental health specialist, early intervention, Child Find, or another agency.

When a parent/teacher meeting takes place, it will focus on a plan designed to assist the parent, child, and teacher with the behavior. After agreeing to a plan to address the child's behavior all parties will sign a document detailing the discussion and each parties' responsibilities. All parties may meet again in several weeks to discuss and evaluate progress. If the parent chooses not to be an equal partner in this process, this may be grounds for the family to leave the program.

The center will participate, document, and help with referrals, completing assessments, and working with the family. If the child is referred to an agency, the classroom teachers will contact that agency to convey factual, pertinent information. If an independent agency is involved in observation, the center has a right to a copy of the observer's report.

Given ample time to evaluate the child, even with parental cooperation, if we do not see progress in reducing harmful behavior, we have the right to ask the family to leave the program if we determine we are not able to meet the child's needs. We strive to make every child's experience in our center successful and attempt to adapt our classroom to

meet the needs of all children. We consider it a last resort, after exhausting all possible resources, to exclude a family from our program.

DEVELOPMENT SCREENINGS

CUCC is committed to the holistic development of the child. A child's healthy body and mind are an integral component of the whole-child approach. We offer no cost Speech, Language, Hearing, and Vision screenings, in support of this commitment, at the center. Parents provide permission for screening in advance and later receive a letter from the screeners with the results.

We partner with The CU Boulder Speech, Language, and Hearing Clinic to provide screenings for all children attending the Center. Hearing screenings can be performed on children of all ages, and speech-language screenings will be available for children 2-5 years of age.

We also partner with the Colorado KidSight Program. This screening uses state-of-the-art technology and is 85-90% effective in detecting vision problems. No physical contact is made with your child, and no eye drops or medications are used. The first few years of a child's life are critical in the development of good vision. New research suggests that as many as one in four preschoolers may have a vision problem. Fortunately, vision screening can provide early detection of vision problems. Early detection and correction can significantly improve a child's school readiness and ability to learn.

Our program uses the ASQ-3 and ASQ:SE-2, a highly rated developmental screener that practitioners and early childhood educators use to track developmental progress and create the snapshot needed to catch delays and celebrate milestones.

ASSESSMENTS

Each child's individual progress across each developmental domain and learning standard is assessed by making observations, collecting works of art, taking photos/videos, collecting data from screenings and asking inquiry questions and tracked within their Procare Assessment Profile. The information outlined in these profiles is shared with families upon request and during conference times.

REFERRALS

Based on assessments or results from a screening, we may determine whether a child or family could benefit from additional support or services from an agency outside of our program. In such instances, we may provide information or make a referral in partnership with your family for further evaluation. Referral agencies may include: Early Intervention Colorado, Child Find for Children Ages 3 Through 5 Years Old | CDE, Kid Connects or another program that may be able to provide additional supports for your family. The Screening, Assessment, Referral and Evaluation process can feel overwhelming and often confusing. We also understand there may be some hesitation in making a referral. Please know the classroom teachers and program administrators are here to guide you through the process and answer any questions you may have.

Safe Sleep – See Appendix A

Toilet Training – See Appendix B

Universal Pre-K (UPK) – See Appendix C

CHILD HEALTH & SAFETY

WELL-CHILD VISITS

Colorado law requires that CUCC has documentation of all required well-child visits after your initial enrollment unless otherwise formally stated by your health provider. Required visits occur at 2, 4, 6, 9, 12, 15, 18, 24, and 30

months of age. Then at 3, 4, and 5 years of age. The center has the right to refuse to admit a child if a statement from a health care provider or documentation of immunization status, or exemption, is not submitted.

IMMUNIZATIONS AND EXEMPTIONS

State law requires children be vaccinated against certain diseases unless they have a certificate of medical or nonmedical exemption on file. A medical statement with updated immunizations signed by an approved health professional is required for all children. This must be submitted to the office before enrollment and whenever updated. Children who are not up to date must have a medical exemption or catch-up plan signed by an approved health professional. The CU Children's Center only accepts unimmunized students if these criteria are continually met. We may protect unvaccinated children by requiring them to be home during a disease outbreak.

ILLNESS POLICY

CUCC provides care for well children. We do not have the facilities or staffing to care for sick children, and caring for sick children at the center increases the possibility of others being exposed to communicable diseases and illnesses. We enforce our illness policy to protect all children and staff. Your child should be well enough to participate in normal daily activities, including playing, eating, and going outside, without the aid of medication. If you receive notice that your child has become ill at school, your child must be picked up within 60 minutes. If we are unable to reach you within 30 minutes, we will begin contacting your emergency contacts. If we cannot reach a parent/guardian or emergency contact, CUCC administration will follow emergency procedures and contact appropriate support services as needed to ensure the child's safety.

For the safety and protection of the children and staff, children will not be admitted to the center if they are experiencing any of the following symptoms unless they have a doctor's note stating symptoms are non-contagious OR are the child's baseline (ex. runny nose due to allergies).

Our program uses the How sick is too sick? and Infectious diseases in child care and school settings provided by the Colorado Department of Public Health & Environment for making decisions about when children and staff should stay home and when they may return to school. There may be situations where public health determines more stringent return-to-school requirements.

There are four main reasons for children and adults to stay home.

1. The child or staff member could infect others with a contagious illness, either because of symptoms, a diagnosis, or recent exposure to a contagious illness.
2. The child or staff member does not feel well enough to take part in the usual activities. For example, a child is overly tired, fussy, or will not stop crying.
3. A child needs more care than teachers can provide while still caring for other children.
4. The child or staff has symptoms or illnesses on the following list, and staying home is required.
    - **Severe, new or worsening cough, including croup** (uncontrolled, wheezing or rapid breathing)
    - **Diarrhea** (frequent, loose or watery stools compared to normal not caused by food or medicine)
    - **Flu-like symptoms** (fever, sore throat, cough, runny nose, congestion, fatigue, body aches, vomiting or diarrhea)
    - **Fever** (100.4°F or higher; babies 3 months or younger must see a doctor right away for fever of 100°F or higher)
    - **Chicken Pox** – must be excluded until blisters have dried/crusted
    - **Lice, Scabies, Ringworm** – exclude at the end of the day until after the first treatment
        - **Hepatitis A, Salmonella, Shigella, Shiga toxin-producing E. coli** – may return to school when cleared by the health department
    - **Impetigo** - 24 hours after antibiotic treatment has started

- **Norovirus** - exclusion is necessary for 48 hours after last episode of vomiting or diarrhea (during an outbreak, exclusion may be increased to 72 hours last episode)
- **Strep Throat -** until 12 hours after starting antibiotics and able to participate in activities
- **Vaccine Preventable Illness** (Measles, Mumps, Rubella, Pertussis): Once they are no longer contagious as outlined in the CDPHE | Infectious Disease Guidelines
- **Respiratory Viruses (Covid-19, Influenza, RSV)**: Must remain home until they are fever free for 24 hours without the use of fever-reducing medication and other symptoms have been improving for 24 hours.

NOTE: For the symptoms listed above, children and staff must remain home for at least 24 hours after the last incident without the use of medication and symptoms are improving. For the illnesses listed above, children and staff must remain home as indicated by the exclusion requirements set forth by the CDPHE | How sick is too sick? & Infection Disease Guidelines. They may return to the center if exclusion is not necessary for other symptoms or illnesses.

If your child displays the symptoms listed, even on a day they do not attend school, please notify the center of the symptoms observed. To maintain everyone's health and safety it is imperative that we accurately track all symptoms of illness, including when the symptoms begin and end.

We recommend making advanced alternate pick-up and/or child care arrangements. Parents who repeatedly fail to follow policies related to keeping children at home, providing proper documentation to return and not following isolation or quarantine guidelines when they or their child are ill may be subject to disenrollment from the center. Remember, the best way to stop spreading infection is through good hand washing and staying home when sick.

INFECTIOUS DISEASES

When a communicable disease has been introduced into the center, parents will be notified as deemed necessary by the nurse consultant, local health department, and Centers for Disease Control and Prevention. The center will also report these occurrences to local health departments when required. Parents are urged to notify the center when their child or they are known to have been exposed to a communicable disease outside the center.

INFECTION CONTROL AND PERSONAL HYGIENE

Children are encouraged to develop desirable habits of personal hygiene, including washing hands for 20 seconds after toileting, diapering, and before and after meals. Eating a variety of nutritious foods is also encouraged. In addition to instructing, guiding, and teaching children in these tasks, teachers also model positive, healthy, personal hygiene behaviors.

OUTBREAKS & PANDEMICS

In the instance of an outbreak or pandemic, the center will follow all requirements issued by the Colorado Department of the Public Health and Environment, Centers for Disease Control and Prevention, and Boulder County Public Health. The center will also follow any state, county, or city-mandated orders. The CU Children's Center expects families to follow all requirements and orders as members of the CU Children's Center community.

STAFF CHILD HEALTH AND SAFETY TRAINING

Our staff receive and remain current on the following trainings, as required by state licensing rules, to ensure the health and safety of our community:

- Introduction to First Aid and CPR or valid First Aid and CPR Certification
- Building and Physical Premises Safety
- Emergency and Disaster Preparedness for Child Care Providers
- Standard Precautions
- Preventing and Responding to Child Abuse and Neglect
- Infant Safe Sleep Practices *Staff caring for children under the age of 1

- Prevention of Shaken Baby Syndrome and Abuse Head Trauma *Staff caring for children under the age of 3
- Medication Administration Training and Delegation *At least one staff member on duty at all times

RECALL NOTICES

CUCC regularly receives notices from the Consumer Products Safety Commission regarding current recalls of toys and other products that we might use. We regularly check food, equipment, and toys for safety and remove anything from the center that is recalled or deemed to be unsafe or requires repair or replacement.

ACCIDENTS AND INJURIES

Active play, exploration, and developing motor skills are an important part of early childhood and may result in minor bumps, bruises, scrapes, bites, or falls, even with close supervision. When an accident or injury occurs, staff will comfort the child, assess the injury, provide appropriate first aid, monitor the child for any concerns, and notify administration as needed. All accidents and injuries are documented using an injury report checklist and shared with the child's parent or guardian. Injury reports are kept in the child's file. Families will be contacted promptly after first aid has been provided for head or face injuries, injuries requiring medical attention, serious injuries, or any injury or incident that staff believe requires immediate family awareness. If emergency medical care is needed, CUCC will follow the Medical Emergencies procedure outlined in this handbook. For children who are newly mobile, learning new physical skills, or experiencing repeated minor injuries, teachers and families will communicate about prevention strategies and supports. Teachers may work with families to determine a written agreed-upon communication plan for frequent minor injuries. If your child arrives at the center with an existing injury or visible mark, please notify a teacher or member of the administrative team at drop-off so we can document and monitor the injury appropriately.

ALLERGIES

If your child has allergies, please discuss them in detail with the administrative team. CUCC must receive a written allergy plan signed by the parent and doctor, and any medications indicated on the form, before the child's first day of attendance. The allergy plan must be on file and updated yearly or if allergy status changes. The staff of the center will take appropriate precautions. If at any time your child develops an allergy, please tell us immediately.

We evaluate each situation on a case-by-case basis, working with the family to determine the steps we can take to prevent exposure to certain items. Sometimes, this may require a family to provide food from home to replace a necessary item in the center-provided snack or meal.

MEDICATION ADMINISTRATION

Medications and non-prescriptive medications will be administered to a child only when the parent and physician have completed and signed the "Permission to Administer Medication in Childcare" form. This form must accompany the medication to allow us to administer the medication. A teacher trained to administer medication will do so noting the time, date, and amount given on a log.

- Please check with your child's healthcare provider to see if a dosage schedule can be arranged outside of school hours.
- Children may not transport medication to and from school. This includes medication left in a diaper bag, backpack, or lunchbox.
- No medication will be dispensed without parental and physician's permission. For topical lotions, including lip balm, parents complete a permission form, and these can only be applied to unbroken skin or lips.
- Nebulized medications and emergency injections (EpiPen) require an Individualized Health Care Plan. Please arrange this in advance with the office to allow time for implementation.
- All medication needs to be handed to the administrative team with all required paperwork. Any medication error will be documented in a Medical Error Report and reported to the child's parents and nurse consultant.

Poison Control will be notified if any medication is given to the wrong child, or if a child is given too much medication.

- In the case we are unable to administer medication for any reason, a parent or guardian will be contacted immediately.
- Medications that have expired will be returned to the parent or given to the nurse consultant.

STORAGE OF MEDICATION

All medication must be in the original container, and include the proper device to deliver, with a legible label, and must not be expired. Medication prescribed for an individual child must bear the original pharmacy label, showing the prescription number, date filled, doctor's name, directions for use, and child's name. We reserve the right to dispose of expired medications. For students with Diabetes, Seizures, Severe Allergies, or Asthma, a Health Care Plan must be on file and updated annually or whenever there are changes.

MEDICAL EMERGENCIES

When a medical emergency arises, we immediately call 911. Every effort will then be made to contact parents, guardians, or emergency contacts. If they cannot be reached, the CUCC administration and/or classroom teacher will accompany the child to emergency care, remaining with them at the facility until a parent arrives. Emergency forms filled out at enrollment serve as consent for your child to be transported by ambulance to a local medical facility for emergency care. The CU Children's Center and CU Boulder assume no responsibility for costs associated with this care. Key center staff receive training in CPR, First Aid, and emergency procedures. We consult with the CUPD to determine measures needed to provide a safe environment for children.

CHILD CARE HEALTH CONSULTANT

Our Health Consultant follows the guidelines under the Colorado Nurse Practices Act. The qualifications of a health consultant may include a pediatrician, pediatric nurse practitioner, or an R.N. or BSN. experienced in child care health. Our consultant reviews and advises changes to our health policies.

SMOKING POLICY

The use of smoking products of any sort is prohibited on all University of Colorado Boulder owned and operated campus grounds. This means parents, employees, and visitors may not smoke or vape any substance including tobacco, cloves, or marijuana indoors or outdoors. This includes the CU Children's Center, our playgrounds, the parking lot, and the sidewalk. Infants in our program are protected from second and third-hand smoke using teacher smocks. Smocks are not to be worn outside the center for any reason.

EMERGENCY PREPAREDNESS & PROCEDURES

When the CU Children's Center is notified of an impending emergency or threat through The University of Colorado Police Department (CUPD), CU Boulder Alerts or Reverse 9-1-1, we will follow the outlined Emergency Procedures to ensure the safety of our staff and children. Our communication system allows us to use our radios to directly communicate with CUPD dispatch. Please note we receive the same alerts and information as families.

SECURITY CAMERAS

CU Children's Center does not have cameras in classrooms and does not independently manage video recording equipment or video footage. Any safety or security cameras located at the building entrance, directly inside the entrance, or around the exterior of the building are operated by the University of Colorado Boulder and are subject to applicable university policies and procedures.

EMERGENCY DRILLS

Emergency drills are practiced regularly throughout the year.

- Fire drills are monthly and are initiated by the Boulder Fire Department.
- Flood siren tests begin on the first Monday of the month from April through August.

- Tornado drills are monthly from March through October and are initiated by CUCC Administration.
- Shelter in place drills are completed quarterly and are initiated by CUCC Administration.

Emergency drills are crucial for early childhood programs as they help ensure the safety and well-being of children and staff. These drills simulate various emergencies, such as fires, floods, and natural disasters, and are essential for preparing children to respond calmly and effectively. By practicing these drills regularly, children become familiar with the emergency process, reducing confusion and anxiety in case an actual emergency arises. Additionally, emergency drills help staff members know their roles and can perform under pressure, ensuring a coordinated response during a crisis.

EMERGENCY PROCEDURES

Upon receiving notification of an emergency or threat, administration ensures all staff are immediately informed and are aware of the situation and what emergency procedures to follow. Staff take attendance compared to the Procare App and check classrooms, bathrooms, and other areas to ensure everyone is accounted for. The radio, iPad and the emergency backpack containing first aid kits, emergency supplies (food, water, diapers), contact information, medications, and comforting items including pacifiers and books, accompany the classroom during all drills and emergency procedures.

1. **Evacuations:** During fire and flood drills and all emergencies requiring evacuation, including bomb threats and hazardous material exposure, all staff and children exit the building according to planned evacuation routes posted in all classrooms. In the event of a flood, children and staff relocate to the 2nd floor of the Naropa Institute at 2130 Arapahoe, just west of CUCC. For other emergencies that require off-site relocation, children and staff relocate to the Graduate and Family Housing community rooms.
2. **Shelter in place:** During tornado and shelter in place drills and all emergencies requiring seeking shelter, all staff and children take shelter in their classrooms designated area. Children may be moved to the school's inner closets or bathroom depending upon the situation. The center will ensure all doors and windows are closed and locked, blinds are shut, and classes will proceed as usual. During an active harmer situation or under circumstances where there is an unidentified threat, lights will be turned off and everyone will keep away from doors and windows to prevent visibility and all exterior doors, including card-access doors, will be locked to prevent unauthorized entry. Staff will keep children engaged in quiet activities to maintain a calm environment. No person (parent, student, staff member, etc.) may enter or leave the building until we are notified by CUPD that it is safe to do so.

Please note that keeping the children safe is our number one priority. Contacting the CUCC may impact our ability to focus on the children. If the situation allows, the CUCC Administration will alert families via Procare and provide regular updates. The best way to ensure you receive updates is to sign up for CU Boulder Alerts and the CU Boulder Safe mobile app.

RELOCATION SITE

If the CU Children's Center needs to relocate off site for an emergency other than a flood, children and staff will relocate to Residential Life Graduate and Family Housing **Newton Court Community Room 2A 101** and/or **Athens North Community Room**. In the event of a flood, children and staff will relocate to the 2nd floor of the Naropa Institute at 2130 Arapahoe, just west of CUCC. Campus map references for Graduate and Family Housing locations include Newton Court Campus Map and Athens North Campus Map .

REUNIFICATION PLAN

If we are unable to return to the center and once it is deemed safe for families to pick up their child(ren), the CUCC staff will send a written note through Procare. Included in this message will be the location of the group and any special instructions needed.

MISSING/LOST CHILDREN

The safety and security of each child is a top priority at the CU Children's Center. Every employee is part of the supervision team for all children in the program. All teachers have the primary responsibility for knowing where the children in their class are. The teacher must always maintain contact with children by sight and sound. Additionally, several times throughout the day and during transitions to and from the playground, teachers are required to verify that all their children are accounted for by using the name to face feature in the Procare App. At the close of the day, management will verify with each classroom teacher that all the children have been properly picked up and signed out. In an instance where a child is suspected to be missing, staff members will notify the director immediately. Staff will look for the child for five minutes. If the child is not located, 911 will be called. After the police have been notified, the parents will be notified of the situation.

SUSPICIOUS ACTIVITY

If there is an immediate threat, dial 9-1-1 or utilize the CU Boulder Safe mobile app and make a report to the police. Any suspicious persons or activities are to be reported to the administrative staff immediately. Administration will monitor the situation carefully, communicate with staff, and be prepared to escort children inside. If any suspicious persons or activities are reported to CUPD they will ask them to move along, and an official report will be created. If the suspicious person continues to frequent the area, they will have the previous report on file to ensure the individual does not return.

EMERGENCY/UNPLANNED CAMPUS CLOSURES

Our center follows CU Boulder campus closures for snow and weather-related events. In the instance the campus closes for nonweather-related events, the Children's Center closure is evaluated on a case-by-case basis. Health, safety, and the need for childcare are the main drivers in the decision-making process to remain open or close the program.

We reserve the right to adjust operating hours as necessary to accommodate the needs of the program. The change in hours may include an early dismissal time or late arrival time. Although rare, there may be instances where the center may need to close for days, weeks, or months to maintain the health and safety of the community. In the instance the center is deemed temporarily unsafe, such as for a flood, pandemic, construction, or fire, parents will need to make other child care arrangements. Full tuition is charged for closures lasting 14 consecutive calendar days or fewer. If a mandatory closure extends beyond 14 consecutive calendar days, tuition will pause beginning on the 15th calendar day and will remain paused for the duration of the closure.

Families will be notified via email and potentially other forms of communication and kept up to date as circumstances allow. You are strongly encouraged to sign up for CU Boulder Alerts or call the campus info line at (303) 492-4636 to receive the most current information related to campus closures. Emergency alerts are available to employees in multiple languages

How to Receive Alerts | CU Boulder Alert

CHILD ABUSE AND REPORTING

Colorado requires that child care providers report all known or suspected cases of child abuse or neglect to a child protective agency as set forth in section 26-5-111, C.R.S. Staff members of the county department of human or social services or a law enforcement agency that investigates an allegation of child abuse must be given the right to interview staff and children in care, and to obtain names, addresses, and telephone numbers of parents or legal guardians of children enrolled at the child care facility.

If you believe that your child has been abused, you should seek immediate assistance from **Colorado Child Abuse and Neglect Hotline 1-844-CO-4-KIDS or 1-844-264-5437.**

COLORADO DEPARTMENT OF EARLY CHILDHOOD

The CU Children's Center is maintained on a level to fulfill the requirements necessary to be fully licensed as a Child Care Center by the Colorado Department of Early Childhood. The license indicates that the program has met the required standards for the operation of a child care facility.

For additional information regarding licensing, if you have any concerns about a child care facility or would like to file a complaint about this facility, you can do so by contacting:

Colorado Department of Early Childhood 710 S. Ash St, Denver, CO 80246, **1-800-799-5876**

ACKNOWLEDGMENT

Our staff takes pride in the education, care and support we offer to children and families. We rely on our family partners to ensure the environment is safe, welcoming, and conducive to the well-being of all children, teachers, staff and family members. To make this possible, we ask all families to agree to the following as a part of the terms and conditions for enrollment:

- Review and adhere to the policies and procedures in this Parent-Family Handbook.
- Respond in a timely manner to requests from teachers or administrative staff regarding questions, concerns or specific needs (clothing, diapers, etc.) for your enrolled child.
- Model kind, respectful communication for your child when talking with CUCC educators and staff, children and other families.

Upon enrollment, each parent/guardian's signature in the Disclosures and Permissions document confirms they have read and understood this Parent-Family Handbook and agree to be bound by its contents.

APPENDIX

APPENDIX A. SAFE SLEEP POLICY – INFANTS

At the CU Children's Center safety is of top priority, therefore we ask for your help in providing a safe sleeping environment for your infant. Should you notice an unsafe sleep environment please notify the teacher or administration immediately. If you have questions, comments, or concerns regarding the safe sleep policy please let us know.

Safety

Cribs meet Consumer Safety Product Commission Standards. Mattresses are firm and are manufactured for the specific model of crib. Sheets are fitted to the mattress and not loose fitting. All cribs are safe, sturdy, and free of hazards. Items such as toys, blankets, stuffed animals, bibs, head bands, barrettes, pacifier straps, and hoods could pose a suffocation hazard and are not permitted in cribs. Cribs, mattresses and sheets are checked often for safety. All cribs are accessible, and infants will be monitored and checked often by staff when sleeping.

Supervision

All staff who work with infants must complete safe sleep training beforehand and annually. Infants must be placed on their backs for sleeping. Infants who use a pacifier will be offered their parent-provided pacifier when being put down. Infants asleep in a car seat, infant seat, or other equipment not approved for infant-safe sleep must be moved immediately to their crib and placed on their back. Babies who roll onto their tummy will be replaced on their back unless their crib is labeled with "*Rolls Over". Sleeps sacks are permitted as long as a child's arms are not confined. Swaddling is only allowed with a health care plan completed/signed by the child's physician.

Environment

Music and/or white noise played in or near the sleeping area will be played at a volume that does not prevent the caregiver from hearing the infant. Supervised tummy time will be offered to infants over 1 month old for up to 30 minutes a day. If the infant falls asleep during this, they will immediately be placed on their back in their crib. The temperature in the infant room will be maintained at a comfortable level, so the infant does not overheat or become sweaty. Sleep sacks can be used if needed for extra warmth.

LEARN MORE ABOUT SAFE SLEEP

- Infant Safe Sleep Partnership | https://illuminatecolorado.org/issp/
- AAP Safe Sleep | https://www.aap.org/en/patient-care/safe-sleep/
- Safe to Sleep Campaign | SafeToSleep.nichd.nih.gov

APPENDIX B. TOILET TRAINING

We know that potty training can bring on a variety of emotions! We are here to work with you to support your child in meeting this developmental milestone. Toilet training begins in partnership with parents when children begin to show an interest in using the toilet or wearing underwear, can indicate their needs and express discomfort when wet or soiled, and can help manage their own clothing. This typically begins in our (2-3 year old) Penguin Room where we encourage younger toddlers to "practice" toilet training by having them sit on the potty to get used to it while older toddlers sit at regular intervals throughout the day.

Readiness

Can your child: remain dry at least 2 hours at a time during the day/remain dry at naptime? have regular/predictable bowel movements? walk to the bathroom, pull down & pull up his/her pants? Do they: follow simple directions? seem uncomfortable with dirty or wet diapers? show interest in the toilet or potty chair? Ask for grown-up underwear? If you answered "yes" to most of the questions, you may want to introduce your child to toilet training. If you answered "no" to many, you may want to wait a while longer. Starting too soon can cause frustration and may delay learning. If you are anticipating major life events in your home (i.e. new baby, relocation, etc.), you may want to postpone training for a later date since it's easiest when both parents and child can give it their full attention.

Once we start toilet training, there needs to be consistency between home and school. During this important time, we will ask you to supply appropriate clothing, allowing your child to use the toilet easily (avoid belts, overalls, onesies or dresses) and reinforce toilet training efforts at home. We will need lots of extra clothing and a pair of shoes for mishaps. Soiled clothes are treated casually, and children are supported by keeping a positive and upbeat attitude. If we are unable to provide adequate clothing for your child, you will be notified to drop off extra clothing. Children entering the preschool program are expected to wear underwear. If potty training is not yet started or completed by that time, the classroom will work in collaboration with parents to plan for completing the process.

Some parents find it helpful to establish routines by putting a child on the toilet (regardless of whether they use it) a few minutes after they get up in the morning, before and/or after naps, after meals and before bedtime. Diapers or Pull-Ups may be put on for nap. It is also alright to keep your child in diapers or pull-ups for sleeping, as nighttime control generally comes many months after daytime control. It may be helpful to use a plastic mattress cover underneath the fitted sheet until your child gains nighttime control. Treat accidents casually. Give your child support by keeping a positive, upbeat attitude.

Toileting training may be a challenging, yet rewarding, process. We ask families for open communication about progress and struggles. Our goal is for you and your child to feel comfortable and supported in this process.

APPENDIX C. COLORADO UNIVERSAL PRE-K (UPK) PROGRAM & POLICIES

The CU Children's Center is a UPK provider. The Colorado Department of Early Childhood (CDEC) offers options for Colorado children to attend high-quality preschool the school year before they are eligible to enter kindergarten. Children who turn four before October 1st are eligible. CUCC offers 3-day or 5-day schedules for families enrolled in

UPK with us. Three-year-olds may qualify for UPK if they meet certain criteria; however, this option is only available in public school districts.

Funding

The state covers 15 hours of tuition weekly for the school year to families who apply and are approved for UPK. Funds are credited in 10 monthly installments, August through May, for which families cover the difference between UPK funding and our tuition. Families pay the full tuition rate for the other 2 months. Funding is determined and allocated by the state. If a family is absent for 14 consecutive calendar days with no explanation, funding will be suspended.

Healthy Development & Child Screenings

To support your child's healthy development, our program provides information on and coordinates access to voluntary developmental screening services. Please email the CUCC Admin team at cuchildcare@colorado.edu for information on obtaining any of the following:

- Developmental or Health Screenings
- Vision, Hearing, or Dental Screenings
- Social-emotional, Cognitive, or Language Screenings
- Mental Health or Special Education Referrals
- Translation Services

Family and Community Engagement

We believe you are your child's first and most important teacher. Our program is committed to partnering with you in the following ways:

- **Language Support:** We provide opportunities to utilize interpreters or other language resources as needed to ensure clear communication.
- **Cultural Sharing:** We invite and encourage you to share your home's cultural and social practices within our classroom community.
- **Goal Setting:** We will partner with you to set individual learning and development goals for your child.
- **Program Decision-Making:** We offer opportunities for families and community partners to engage in our program's operational decision-making processes.
- **Transitions:** We will actively involve you in your child's transitions between classrooms or when moving to a new school.
- **Feedback:** We value your perspective and provide opportunities for you to give feedback on the quality of program-family and program-staff interactions.

Annual CDEC Family Survey

Each spring, the Colorado Department of Early Childhood (CDEC) conducts an annual family survey. You will be notified of the opportunity to participate and share your experiences regarding your meaningful and culturally appropriate involvement in our program, as well as the healthy development supports provided.