



**UKids - East Village**

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STUDENT PARENT SUPPORT CENTER  
THE UNIVERSITY OF UTAH

# PARENT HANDBOOK

**Academic Year 2025-26**



## WELCOME TO UKIDS – EAST VILLAGE CHILD CARE PROGRAM

*The Mission of UKids – East Village is to provide access to high quality,  
affordable child care for student families at the University of Utah.*

### **Program services include:**

- Quality care for children 6 weeks through 5 years of age
- Hours- 7:00 am to 6:00 pm Monday through Friday (Closed for Major Holidays)
- Curriculum for children 12 months through 5 years of age (up to age 10 in the Summer only)
- M-F, MWF, and TTH full-day options
- Conveniently located in the Sunnyside Apartments East Community Center



**UKids – East Village is accredited by the National Association for the  
Education of Young Children**

### ADMINISTRATION

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*Policies and procedures are set by the UKids – Child Care Programs Advisory Board*

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## GOALS & PHILOSOPHY

The philosophy of the UKids - East Village is to provide an environment where children feel safe and are encouraged to explore materials, as well as their relationships with peers and adults. We believe that children learn by doing and thrive emotionally, socially, physically, and cognitively when they are actively engaged with their environment. The program is administered through the Student Parent Support Center, with program and policy development guided by an Advisory Board comprised of University specialists and parents whose children attend the program.

### **Goals for each child include helping them to:**

- Move along the development sequence at his/her own optimal rate, using learning objectives from the Teaching Strategies program
- Learn in a natural play setting into which their specific interests have been incorporated through teacher planning
- Develop positive attitudes toward school and learning
- Develop positive work habits and skills, such as: attention span, organizing work, and following a daily routine
- Develop foundations for reading, writing, visual skills, auditory skills, left-to-right orientation, interest in printing, letter awareness, association of letter to sound, and rhyming, at his/her own development
- Develop a love for literature and become familiar with literacy and language
- Develop cognitive skills such as: problem solving, synthesizing, analysis, and classification
- Develop the foundations of mathematics, one-to-one correspondence, counting association of set to symbol, part/whole relationships, and measurement and graphs
- Develop language skills, including speech and listening skills at his/her level of development
- Learn the social skills of compromise, cooperation, negotiation, and verbal assertiveness along with other developmentally appropriate social-emotional skills
- Develop large and small motor abilities
- Develop and understand the importance of creativity

### **Belonging**

We welcome every opportunity to expand the children's view of the world as a place rich in many cultures, races, religions, and customs. UKids - East Village is open to all families, regardless of ethnicity, religion and sexual orientation. We will work with families to provide a welcoming preschool environment for all children. Belonging extends to the family structure as well, and we are committed to the philosophy of treating all family situations equally and without bias. UKids - East Village is a non-denominational program; therefore, we respect all families' religious traditions. We encourage you to share your family's traditions with our children and staff.

## Societal Values

The themes of gender and racial equality, and respect for the earth, are an integral part of our philosophy and demonstrated in the following ways:

- We use non-gender specific titles such as; ‘fire fighters’ and ‘police officers.’
- We expose children to non-biased professional role models through literature, dramatic play and special classroom guests.
- We incorporate environmental awareness and respect in all areas of the curriculum.

### BELONGING AND EQUAL OPPORTUNITY POLICY

*“Early childhood [belonging and equal opportunity] embodies the values, policies, and practices that support the right of every infant and young child and his or her family, regardless of ability, to participate in a broad range of activities and contexts as full members of families, communities, and society. The desired results of [welcoming] experiences for children with and without disabilities and their families include a sense of belonging and membership, positive social relationships and friendships, and development and learning to reach their full potential. The defining features of [belonging and equal opportunity] that can be used to identify high quality early childhood programs and services are access, participation, and supports.”*

#### **Definition of Early Childhood Belonging and Equal Opportunity**, excerpted from:

“A Joint Position Statement of the Division for Early Childhood (DEC) and the National Association for the Education of Young Children (NAEYC),” April 2009

Our goal is to meet the needs of every child at the UKids - East Village, by acknowledging that all children have their own special needs at one time or another. We are often the first educators to identify these needs, and we see facilitation of early intervention services as a critically important aspect to our work with young children. We closely watch the development of all the children in our care and, should we have a question, we will take the following steps. Throughout this process, we ensure that the confidentiality of every child is protected:

- We will document development and note when behaviors seem outside the developmental range over time for children of this age (through anecdotal notes, and samples of work) and meet with the Program Manager.
- We will contact the family and communicate our concern in writing and verbally. We will request their permission to arrange for a screening. Should the family agree, we will help to coordinate a screening through the appropriate school system or agency for that family.
- If the family refuses to pursue a screening or consult with their child’s school system, and the need presented by the child requires additional programmatic resources, families may be asked to assume the costs of those additional supports for their child’s continued enrollment in the program. The Program Manager will be responsible for the hiring and supervision of the additional staff.

- Should the screening indicate an area of concern in a child's development, teachers, Program Manager, and parents will meet with the special needs coordinator for that school system or agency and develop a plan for the child in writing.
- Typically, these plans will involve modifications to our classroom environment or practice, and guidance will be provided to teachers to support their work.
- In some cases, a school system may recommend that a child be enrolled in a different program, where there may be more resources available to provide early intervention.
- In some cases, certain adaptations to our program may be impossible (an additional teacher at the cost of the family, for example) and we may recommend a different placement for the child. Please know that wherever possible, we will draw upon all resources to meet the child's needs.
- UKids - East Village may determine that we are not able to serve the child. Staff and administrators will let the family know as early in the year as possible if this is a possible outcome, so that the family can pursue other placement options. The family will be notified verbally and in writing.
- The program has three considerations when asking a child to leave:
  - a) Has implementation of strategies over time resulted in improvement, or have the concerns persisted or escalated?
  - b) Is the program able to meet the needs of the individual child and the needs of the group as a whole?
  - c) Is there a safety issue regarding the child or other children in the classroom?

Each case is considered on an individual basis, and the program will apply every recommended strategy to support the child's progress before considering termination.

**Our policy for welcoming children with special needs is as follows:**

- a) UKids - East Village will integrate children with disabilities and other special needs (such as chronic illness) and children without disabilities in all activities possible.
- b) Children with special needs and their families shall have access to and be encouraged to receive a multidisciplinary assessment by qualified individuals, using reliable and valid age and culturally appropriate instruments and methodologies, before the child starts in the facility. The multidisciplinary assessment shall be voluntary and focus on the family's priorities, concerns, and resources that are relevant to providing services to the child and that optimize the child's development.
- c) The Individualized Family Service Plan (IFSP) or Individualized Education Program (IEP) and any other plans for special services shall be developed for children identified as eligible in collaboration with the family, representatives from the disciplines and organizations involved with the child and family, the child's health

care provider, the staff of the facility (depending on the family's wishes), and the agency's resources and state laws and regulations.

- d) If a child has an IEP or IFSP, the Program Manager will be responsible for coordinating care within the facility and with any caregivers and coordinators in other service settings, in accordance with the written plan.
- e) A child with special health care needs shall have a special care plan on file that includes emergency contact information, health provider, triggers, signs and symptoms of the condition and treatment instructions.

In all cases, we place the best interest of our children and families at the center of all plans, and work with the family and with community partners to ensure that the best plan is developed.

### **Steps for Addressing Disruptive and Unsafe Behaviors:**

1. The behaviors of children shall be addressed by the classroom staff as outlined by our Positive Guidance Policy. This could include positive reinforcement for any appropriate behavior, redirection, reminders of classroom rules, modifying the classroom environment, or the teacher may respectfully help the child gain control when necessary. Classroom staff shall observe all children and document these behaviors to help ascertain any patterns or precipitating factors of the disruptive and unsafe behavior. At no time shall the staff use shaming, the withholding of food, or physical punishment of any kind.
2. When a child exhibits a specific disruptive and unsafe behavior on a continual basis that is not resolved through the appropriate behavior management strategies, the classroom staff will meet with the center administration to document the disruptive and unsafe behavior and ask for further guidance.
3. If the disruptive and unsafe behavior is still not resolved, the Program Manager will request a meeting with the child's parent(s)/legal guardian(s), to discuss the behavior. The Program Manager, parent(s)/legal guardian(s), and teaching staff will collaborate on the development of strategies to resolve the disruptive and unsafe behavior. During this process, the teaching staff will keep the Program Manager and parent(s)/legal guardian(s) informed of the progress in resolving the issue. Observations will be documented, and a copy will be given to the parent(s)/legal guardian(s) as well as placed in the child's file. If a child's behavior results in the injury of another child or staff member, that child's parent(s)/legal guardian(s) will be notified as soon as possible and written documentation will be given and placed in the child's file.
4. If the Center staff feel that they need further assistance in resolving the behavior, the program may, with parental permission, request the assistance of an outside agency. If the Center staff feels the behavior may result in a special need, the program may, with parental permission, refer the child for an evaluation. If the parental permission is refused, and the disruptive and unsafe behavior continues, the continued enrollment of the child will be reconsidered with the provisions of # 6 listed below.
5. If the results of an outside evaluation suggest the need for accommodations of special



needs, the program will provide these or other appropriate accommodations as long as they are not an undue hardship on the program as outlined by the Americans with Disabilities Act (ADA). In some cases, certain adaptations to our program may be impossible (an additional teacher at the cost of the family, for example) and we may recommend a different placement for the child. Please know that wherever possible, we will draw upon all resources to meet the child's needs.

6. If all of the above steps fail to resolve the disruptive and unsafe behavior, the program may ask the parent(s)/legal guardian(s) to obtain care for their child at another Center. The program will provide the parent(s)/legal guardian(s) with 2 weeks' notice, except where such notice is not reasonable because of safety concerns, and will try to assist the parent(s)/legal guardian(s) in obtaining alternative care and resources.
7. Written documentation of all of the steps above will be provided to the parent(s)/legal guardian(s) and placed in the child's file.

### NON-DISCRIMINATION POLICY

The University of Utah does not discriminate on the basis of race, ethnicity, color, religion, national origin, sex, age, disability, sexual orientation, gender identity, gender expression, genetic information or protected veteran's status, in employment, treatment, admission, access to educational programs and activities, or other University benefits or services. Additionally, the University endeavors to provide reasonable accommodations and to ensure equal access to qualified persons with disabilities. Inquiries concerning perceived discrimination or requests for disability accommodations may be referred to the University's Title IX/ADA/Section 504 Coordinator:

Director, Office of Equal Opportunity and Affirmative Action  
201 South East Village, Rm.135  
Salt Lake City, UT, 84112  
801-581-8365 (voice/tdd)  
[www.oeo.utah.edu](http://www.oeo.utah.edu).

### SUSPECTED CHILD ABUSE & MANDATED REPORTING

In accordance with the University Safety of Minors Policy (Rule 1-015) and State of Utah law (Code 62A-4a-403) all authorized adults working with minors are trained in mandatory reporting requirements.

A mandated reporter is a person who is legally required to ensure a report is made when abuse is observed or suspected. The state of Utah designates a Mandatory Reporter as "any person who has reason to believe that a child has been subjected to abuse or neglect" (Utah Code Ann. §62A-4a-403). They do not have to prove that abuse is occurring, just that there is reasonable cause to believe abuse or neglect is occurring. This report must be made to a law enforcement agency or the Division of Child and Family Services.

In addition to notifying law enforcement or DCFS, the Safety of Minors Policy (Rule 1-015) also requires that individuals report known or suspected abuse of a minor during a University program or event, or on University premises, to the Office of Equal Opportunity and Affirmative Action at the University of Utah. All staff members who are to be with minors are required to participate in a OEO/AA Minor Safety and Reporting training prior to employment.

If you, as a parent or guardian, have concerns about any misconduct in connection with a University program or event, please contact the University's Office of Equal Opportunity and Affirmative Action at (801) 581-8365.

Related links:

<https://dcfs.utah.gov/contact/>

<https://oeo.utah.edu/resources/minors-in-university-programs/>

### ENROLLMENT POLICY

UKids - East Village is operated within the Student Affairs Division of the University of Utah. University of Utah student parents have priority enrollment. Priority enrollment is then offered to families affiliated with the University at the time of enrollment (ie: faculty and staff) Members of the community with no university affiliation are also welcome, if availability permits. If an affiliated family loses their affiliation status at any point during the year, UKids must be notified in writing and the child(ren) will then move to the "community" tuition tier.

Limited financial assistance is available for **students** from the CCAMPIS Grant administered through the Student Parent Support Center. If you are interested in applying for aid, please contact the Student Parent Support Center at the following emails:

[CCAMPIS@sa.utah.edu](mailto:CCAMPIS@sa.utah.edu)

New families are encouraged to set up a tour of the program and meet the teachers prior to enrollment. Initial enrollment will be handled by the UKids – Child Care Programs Enrollment Specialist.

Once enrolled, families are invited to set up a New Family Orientation meeting, prior to attending, where parents can sign paperwork, receive a parking pass, meet the teachers, and familiarize with procedures.

All forms provided to you upon enrollment must be completed, and documentation of immunizations must be provided *before* your child may attend. Please be sure to update all emergency information as needed, including your address, home and work numbers, cell phone numbers, email addresses, any changes in your child's medical information, and changes of individuals authorized to pick up your child. Please read this handbook thoroughly so you have a clear understanding of our policies and procedures.

## **First Day Checklist**

All families are required to submit the following paperwork at the start of the semester:

- Semester Service Agreement
- About Your Child form
- Up-to-date immunization record
- Family Photo for classrooms to display

**Please provide the following items on or before your child's first day at our program (ALL items MUST be labeled with your child's first AND last name). Blankets, soft comfort items, and sheets need to be taken home and washed at the end of each week or more often if necessary.**

## **Infant and Toddler**

As the parent of an infant or toddler, you are required to bring a diaper bag with your child every day.

- Pacifier, lovie, or stuffed animal/small blanket (if needed for separation)
- 2 Complete changes of clothes (seasonal wear)
- Water cup or bottle
- Breast milk or formula (if needed outside provided meals and snacks)
- A child-sized blanket and fitted sheet.
- Sunscreen
- Diapers (large bag, and then as needed throughout semester)
- Wipes (as needed throughout semester)

## **Twos, Threes, and Preschool**

As the parent of a two-five year old, you are required to bring a bag with your child every day: a diaper bag or backpack, as appropriate for your child.

- 2 Complete changes of clothes (seasonal wear)
- Child-sized blanket and fitted sheet
- Soft toy for rest time (if needed)
- Water bottle or sippy cup
- Sunscreen
- Diapers (non-toilet trained children; large bag, and then as needed throughout semester)
- Wipes (non-toilet trained children; as needed throughout semester)

## **POSITIVE GUIDANCE POLICY**

Young children crave consistency and structure. They thrive in an atmosphere where they are given plenty of choices and a few simple rules to follow. It is our belief that children need space and opportunity for play in order to learn how to interact with their friends.

UKids is committed to a safe and educational environment for all children, free from harassment, intimidation or bullying. "Harassment, intimidation or bullying" means any intentional act (outside of the widely-held expectations of what is considered developmentally appropriate behavior) that is severe, persistent, or pervasive that creates an intimidating or

threatening educational environment; or has the effect of substantially interfering with a student's education; or has the effect of substantially disrupting the orderly operation of the school.

Our goal in guiding children is for them to move towards managing their own behavior. We avoid using techniques that will damage the child's good feelings about themselves or others. We begin by arranging the environment to prevent discipline problems. This includes planning interesting activities, not asking children to be still for too long, and meeting their needs for food, rest, and active play.

When children do misbehave, we positively guide them in finding a better way to solve the problem. Because a very young child does not have the cognitive maturity and is ego-centric, it can be difficult for them if they do not get their way. Conflicts will arise. When they do, we will guide children in a constructive manner. At UKids, discipline is viewed as an opportunity to teach children better ways of handling their frustration and anger. Very young children will be directed into other activities. When misbehavior includes destroying or abusing materials, the children will be given the chance to use the materials again in an appropriate manner, but if continued the materials may be put away until another day when the child will be given another opportunity to use it appropriately. When children disrupt group activities, they can choose to participate without interrupting or choose another activity which would not interrupt the group time. Small and large group activities are always optional in all classrooms.

If your child has had a difficult time, the staff will give you a verbal update or written note which summarizes your child's day. We will then work together with the family to assure consistency at home and at school in working with the child, and all will be discussed in a confidential manner that is respectful to your family.

#### Our Methods of Positive Guidance Include:

- Encouraging children to solve problems through the use of words
- Learning to acknowledge feelings and associate feelings with actions
- Redirecting children to focus on a different activity in a positive manner
- Telling children what they *can* do, rather than what they *can't* do
- Continually focusing on building self-help skills in order to strengthen self-esteem and positive self-image
- Using positive reinforcement and acknowledging appropriate behavior that should be continued in the future
- Assisting children in planning actions and language for similar situations in the future
- Modeling kind, patient, and gentle actions, words and behavior

### **OPERATIONAL POLICIES**

UKids- East Village is open year-round, and is subject to closure whenever the University of Utah campus closes for extreme weather or emergencies. The hours of operation are from 7:00 am – 6:00 pm, Monday through Friday. The center will be **closed** during all University holidays and closure dates, as well as the week between Christmas Day and New Year's Day.

## University Holiday Closures

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Pioneer Day
- Labor Day
- Thanksgiving Day and the following day
- Christmas Day
- University Closure Days (UCDs)\*

\*The Head of University of Utah HR will send notification of additional holiday closures (UCDs) by November each year. University closure days do not apply to employees of University Hospitals and Clinics, certain clinical employees in Health Sciences, and other University employees identified as providing critical services during the closure, however the center will still be closed, and the families will need to arrange other care for those days.

If it becomes necessary for the center to close early, it will be the family's responsibility to arrange for the child's pick-up.

Please note that we have an open-door policy with respect to families and caretakers in the Center. Families are welcome to visit classrooms or the office during any business hours.

**Due to staffing requirements, we are unable to give tuition credit if a child does not attend during their scheduled hours (illness, vacation, appointments, etc.).**

## Sign-in & Sign-out

You are **required** to sign your child in and out of the program each day using ProCare. Our staff assumes responsibility for your child once they are signed into the program. Parents must bring children all the way into their classrooms and acknowledge a staff member upon arrival and pick-up. It is essential that you connect with the teacher so they are able to also sign the child in/out on their pass down roll. Teachers must know which children are in their care at all times.

## Early Arrival & Late Pick-up

Dropping off out of your child's scheduled time creates a situation where the center is out of State licensing/NAEYC adult-child ratio compliance. Dropping off early is not permitted, unless you stay in the classroom with your child until your scheduled drop-off time. If you are running late, even by a few minutes, please call the center to let the office know that you are on your way.

A late pick-up fee will be assessed for any child who is still in the building after 6:00 pm, even

if the parent is also present. At 6:01 pm, a late fee of \$1.00 per minute/per child will be assessed. Regarding late pick-ups, the following guidelines will apply:

- We will attempt to contact you or the person(s) authorized to pick up your child.
- If we have not been successful reaching an authorized person in thirty minutes after closing time, the APC or person in charge will determine whether and when Child Protective Services or the appropriate authorities should be contacted.
- If appropriate authorities are contacted, a note in a sealed envelope will be posted on the center door advising you of the specific information, including the name and phone number of the agency person to contact.
- Please note that the APC or person in charge may not deliver your child to your home, nor transport them from the center under any circumstances.
- If late pickups become excessive, additional fees may apply, or dismissal from the center.

## **Schedule Change**

We understand that class schedules can change, and we will accommodate those changes pending availability and the Program Manager's approval. All changes to your schedule shall be submitted on the Schedule Change Request form at least 48 hours before the desired start date, and (if approved by the Program Manager) will become an amendment to your Service Agreement.

Administration staff will not check availability or accommodate requests until the proper form is submitted online on our website. *Also, please note that all schedule changes require a \$25 fee.*

Official confirmation from administration staff is required for both schedule change requests to take effect. Only requests submitted on the proper online form will be accommodated – any email or phone requests will be directed back to you with the proper form.

## **Authorization to Release Child**

***Your child must be picked up by an adult who is at least 18 years old and listed on your child's Emergency Contacts.*** Only those individuals listed as Emergency Contacts are allowed to pick up your child (this person must present a government-issued photo ID.) For reasons of safety and confidentiality, please do not give out the door code to persons who will not be regularly picking up.

In order for your child to be released to a person other than a parent/legal guardian or authorized pick-up, permission must be given to the office in writing. Text, TSG communication, ProCare, message, or email are sufficient. If a person arrives to pick up your child and they are not on your authorized pick-up list, they will not be permitted to receive your child(ren) until we reach you, obtain the need authorization, and the individual provides the required photo ID.

## **Legal Custody**

The Center cannot refuse to release a child to parent or legal guardian who has or shares legal custody of the child. In most cases, both parents have equal custody rights, unless a court or

valid written separation agreement proves otherwise. If you are experiencing custody difficulties, we strongly urge you to keep the center administration and teachers fully advised of circumstances that affect your child and their drop-off and pick-up routines at the center.

Divorced or legally separated parents are required to provide copy of custody documentation, or any applicable restraining orders. It is our policy to remain neutral in all custody matters and the center may not serve as a visitation site.

## **Withdrawal**

We understand that schedules, finances, living situations, etc. may change during the course of your enrollment this semester. In the event that you wish to withdraw from the program, UKids – East Village requires a 30-day, advance written notice, regardless of satisfaction of services. Payment is due for the notice period, whether or not the child attends during that time.

Withdrawal notices are accepted in writing by center administration. If you withdraw your child, their spot will be filled. If you wish to re-enroll in the future, you will be placed on the waiting list and will be responsible to repay registration or other enrollment fees.

While unlikely, if a particular child's or parent's behavior threatens the safety of or becomes physically or verbally abusive toward other children or staff in the center, or inhibits our ability to do business, we reserve the right to disenroll any child or terminate services as deemed necessary or appropriate at our sole discretion, with or without notice.

## **Tuition and Fees**

Tuition must be paid monthly online at <https://eastvillage.childcare.utah.edu/future-families/online-payment.php> Payments will not be accepted at the center.

Your Service Agreement includes your rates and tuition fee schedule. Tuition is to be pre-paid for the month, and must be paid by the identified dates on your Service Agreement. All fees are due regardless of attendance. There will be no reimbursement for unused childcare due to illness, vacation, or other absenteeism. The expenses of providing a developmentally appropriate program continues daily, whether a particular child is in attendance or not.

- Monthly payments are due by the 22<sup>nd</sup> day of the month for the next month's tuition
- If a tuition payment for child care services is not made by the 1<sup>st</sup> of each month, a \$25 late fee will be assessed.
- The first tuition payment is required to be paid one week prior to the first day of enrollment in order to hold your child(ren)'s spot.
- Accounts with balances remaining on the 7<sup>th</sup> of each month will not be permitted to return to the center for care until payment is made in full.
- Accounts will be placed on hold through the 14<sup>th</sup> of each month. If the account is not current by the 14<sup>th</sup>, your spot will be released and you will need to reapply for care.
- Balances over 30 days old will be turned over to University Collections and will result in a hold being placed on student registration and records and/or balances withheld from University employees' wages. Your child's spot will be filled with another family from

our waitlist. Accounts that remain delinquent and are placed for collections may be charged a reasonable attorney fee, collection fee up to 50% of the overdue charge, or court cost

## **Parking**

Parents should park in the designated Parent Drop Off or Visitor's Parking stalls located in the parking lot on the north side of East Village. Parking in the loading zone or handicap parking stall (without a placard) is not allowed.

UKids recommends locking your doors and keeping any valuables out of sight when dropping and picking up your child(ren). Children (including older siblings) are not permitted to be left alone in your parked vehicle for any reason or length of time.

UKids- East Village is located in a family apartment complex. Our parking lot is frequently used by families with very young children who are still learning proper safety rules, and who can be difficult to see before they dart out from behind a car. Please obey the posted speed limit, stop signs, and back out of your parking stall with extreme caution.

Salt Lake County is an idle-free zone. Vehicles are never permitted to leave their engines idling for more than two minutes. Violators will be reported and ticketed.

## **ADDITIONAL PROGRAMS**

### **Finals Week Care**

UKids – Presidents Circle hosts free child care for student parents during Finals Week. Priority is given to student families; however, staff/faculty and community members may utilize this service, depending on availability, at a 2-hour block rate. Pre-registration is required with the Student Parent Support Center. Contact the Student Parent Support Center at [childcare@sa.utah.edu](mailto:childcare@sa.utah.edu) for more information and to register up to two weeks prior to Finals Week.

### **Parent Night Out**

One Saturday each month the Student Parent Support Center provides free child care for student parents to have a night out. Parent Night Out alternates being held at UKids – Presidents Circle and UKids – East Village. This service is free for students; staff and faculty may attend pending space and paying a fee. Parents may find dates at any time and sign up two weeks prior to the event through the Student Parent Support Center website ([childcare.utah.edu](http://childcare.utah.edu))



## UKIDS - EAST VILLAGE CONFIDENTIALITY AGREEMENT

All records provided regarding your child and family finances are confidential. We also ask that you respect this confidentiality by not asking staff to discuss your child or other children outside of the center. The staff at UKids - East Village understand the importance of this policy and feel uncomfortable when asked to discuss confidential issues concerning other children in the program. We encourage you to bring up child and center issues with the Program Manager directly.

All information about families and staff, including life circumstances, are kept confidential. No personally identifying information will be released or discussed outside the program.

### **Photographs and Media**

UKids staff may use technology such as tablets and digital cameras to document children's activities. These photos are primarily used to document your child(ren)'s progress and may be hung up for view in the center. You will receive a release form during the registration process, granting or declining permission to UKids and staff to use still, motion, video, and/or audio recording of your child's image for use in conjunction with the production of visual bulletin boards, SPSC and UKids Child Care Programs social media, or other educational purposes.

UKids does have video cameras in the classroom. These cameras are not used as a replacement for direct sight and sound supervision, and are intended for safety purposes. Access to the cameras is only given to the center APC and SPSC director. Video cameras are not used for the production of bulletin boards, social media, or education materials, and therefore outside the release form.

## PROGRAM CURRICULUM

All classrooms utilize the Creative Curriculum approach to learning, which is a comprehensive, researched curriculum model that honors creativity and respects the role that teachers play in making learning exciting and relevant for every child. Each classroom environment is set up around learning centers:

- **Creative Art:** The Creative Art Area is a place filled with materials that children can enjoy on a purely sensory level. Here, children can create and represent their ideas in a visual form. On a table or the floor, at an easel or a workbench, children draw, paint, knead, cut, glue, and put together unique products of their own choosing. Sometimes they simply explore the materials and enjoy the process. At other times they create designs or make something that represents a real object, place, or living thing. Creative art is another language children use to express what they know and what they feel.
- **Library:** As they hear stories read aloud every day, look through books on their own, listen to story tapes, recite familiar stories, and make up their own stories, they also have many opportunities to grow in all areas of development.
- **Dramatic Play:** In the Dramatic Play Area, children break through the restrictions of reality. They pretend to be someone or something different from themselves and make up situations

and actions that go along with the role they choose. When children engage in dramatic play they deepen their understanding of the world and develop skills that will serve them throughout their lives.

- **Blocks:** - Blocks naturally appeal to young children because they feel good to the touch, are symmetrical, and invite open-ended explorations. When children construct, create, and represent their experiences with blocks, they grow in each area of development.
- **Science, Discovery, and Math:** The Science Area is a place to find answers to questions. It is a place to spark curiosity and wonder using new and interesting materials. In the Science Area, children can use their senses to touch, feel, taste, smell, and see. They can act on objects and observe what happens next. Teachers help nurture children's curiosity by joining children in the Science Area and posing questions. Children respond by using their thinking skills to investigate and explore. In the Science Area, all areas of development can be enhanced
- **Music and Movement:** Music naturally delights and interests of children. By including time for music and movement, we provide an outlet for children's high spirits and creative energy. Music and movement experiences help develop both sides of the brain (an important finding in recent brain research) and contribute to children's social/emotional, physical, cognitive, and language development.
- **Sand and Water:** Play with sand and water involves sensory experiences that appeal to young children. They need little introduction to playing with these materials. While sand and water play can delight the senses, it also can challenge children's minds and promote all areas of development.

We believe children learn and develop skills and confidence through active engagement with these learning centers and with each other. Children are encouraged to explore, at their own pace, activities and materials which have been planned to stimulate each of the five developmental areas (social, emotional, physical, language, and cognitive). It is our goal to create a nurturing environment where a child's natural love of learning will thrive. Each Lead Teacher plans weekly to create developmentally appropriate lesson plans. These plans are then reviewed by center administration to ensure a focus on the developmental needs of the individual children, as well as the group, and incorporation of children's interests. We utilize the Creative Curriculum's learning objectives, which are aligned with national Core Curriculum objectives.

We strive to partner with you regarding your child's care and education. Please take the time to review the weekly curriculum plan as well as communicate daily with the teaching staff regarding goals you may have for your child. Curriculum and assessment information is shared through the comprehensive program Teaching Strategies. This is the program in which teachers assess children's growth and learning, complete weekly lesson plans based on children's interests, and communicate with families. You will be given TSG access upon enrollment.

## Communication

Communication is a critical component of a quality program. Please watch for announcements through:

- ProCare app
- Our website at <http://eastvillage.childcare.utah.edu>
- E-mail (please make sure we have an updated address for your family).
- Flyers on the Family Boards

- Signs posted on the classroom door
- Classroom and Center newsletters
- Children's Daily Forms

Sharing information is not always easy, since parents and teachers are busy. If you have a concern or special insight that would help us with your child, please make an effort to visit with your child's teacher, call and leave a message, or drop a note for the Program Manager at the office. This will make things go more smoothly for your child, you, and the center.

*Your input is very important and always welcomed!*

## **Parent Teacher Conferences**

The teaching staff works hard, along with the support of the Curriculum Specialist, to observe, assess, and create developmentally appropriate experiences that meet the goals of your children. Twice per year, we will hold Parent Teacher Conferences. Our expectation is that you partner with us, and attend the conference for your child/children in order to maximize your children's learning experience, and prepare them to enter grade school with the necessary school readiness skills.

## **What to Expect at Your Parent-Teacher Conference**

- Your child's teacher(s) will have compiled daily observations and an assessment portfolio, individualized for your child, prepared for your conference.
- The teacher(s) will begin the conference by asking if you have any questions regarding your child's development, so he/s he can best know what areas of development to focus on.
- The teacher(s) will then go over those areas of development, highlighting strengths and areas of growth, as well as next steps individualized for your child.
- The teacher(s) will also present photo documentation of your child's development, creative artwork, and writing samples.
- Before the conference concludes, you and your child's teacher(s) will set goals, and discuss areas that you would like to focus on for the remainder of your time in our program, both at school and at home.

## **Program Staff**

UKids - East Village is supervised by a Program Manager, as well as supported by a Program Assistant. Each classroom is guided by the Curriculum Specialist who works collaboratively with the teachers to develop a developmentally appropriate curriculum based on the children's interests. Within all classrooms there are lead and assistant teachers that work to create a warm and positive environment that meets the needs of each child. At times we also have student teachers and interns participating in the classroom through the Department of Family and Consumer Studies. Student teachers, interns, and volunteers are always under the supervision of a UKids staff member and never left alone with children. All staff, substitutes, students, and volunteers go through a state background check and UKids - East Village orientation before

their first day with the children.

Lead and assistant teachers have various amounts of experience and education related to the development of children or are taking college classes in related fields. All staff must demonstrate a high level of comfort with children and be at least 18 years of age. Staff members are observed and evaluated frequently to ensure a high level of quality interaction. All staff are required to have a current CPR certification and Food Handlers Permit. Staff members are required to obtain 20 hours of continuing education annually by attending staff trainings, college courses, conferences, and/or workshops.

## CENTER POLICIES AND PROCEDURES

### **Clothing**

In order to allow maximum freedom in the experiences your child may engage in at the center, we suggest that casual clothing be worn - comfortable, easy to manage when needing to use the restroom, and completely washable. We believe in hands-on learning, which means your child may get messy! Also, please dress your child in shoes that permit running, climbing, and balancing. Children who are over the age of 1 who are brought without shoes will not be allowed to remain in the center until proper shoes are provided. Gross motor development is a major task of early childhood. All children need to bring two changes of clothing, to be used in the case of an accident (potty, spilled milk, etc). *Please label all of your child's clothes and belongings with his or her first AND last name.*

Clothing should reflect the season, as children go outside daily. Please be aware of the temperature and dress your child accordingly. A good rule of thumb is that it is better to overdress than underdress your child, as they can always remove layers if they get too warm throughout the day.

### **Diapering**

Parents are asked to provide their child's diapers and wipes for all diapering needs during attendance. If parents fail to bring diapers, or the child's diapers have run out during the day and a new supply cannot be dropped off, **parents will be charged \$1 per diaper used** until a personal supply is replenished. If parents fail to bring wipes, or the child's wipes have run out during the day and a new supply cannot be dropped off, **parents will be charged \$5 per pack** of wipes opened and used.

These fees also apply for potty-trained children when their personal extra supplies have run out during the event of an accident.

Parents are encouraged to check and restock their child's diapering regularly to avoid additional charges and ensure their child's comfort throughout the day.

### **Toileting**

When the parents and staff feel a child is ready, they will work together to create a supportive, positive approach to toileting. Every child begins toilet learning at a different age and progresses at a different rate. We're always available as a resource to answer questions about your child(ren)'s progress. Several complete changes of clothes and two pairs of shoes should be kept

at the center during toilet learning.

Children need to be fully potty trained prior to enrolling in any classroom ages 4 and up. For children under four, parents and staff can work together to create a supportive, positive approach to toileting. Older children are encouraged to use the toilet several times a day. We never force a child to sit on the toilet. **Our bathroom is an ‘Open Bathroom’ where children use the toilet in the same space. If a child asks to use the bathroom alone, staff stand with their backs to the child to give them privacy while still being nearby should the child need assistance.**

## **Bottles and Pacifiers**

Bottles and pacifiers are developmentally appropriate comfort and feeding tools for infants. To support children’s health, development, and safety in a group care setting, the following guidelines apply:

- Bottles and pacifiers are permitted only for children under **12 months of age**.
- Children **12 months of age and older** may use a bottle or pacifier **only with a written physician’s note** documenting a medical or developmental need.
- Physician documentation must outline the reason for continued use and any specific guidelines or duration recommendations. **Requests may be approved for a maximum of six (6) months per submission.**
- Without appropriate documentation on file, bottles and pacifiers will not be used for children over one year of age while in care.

## **Rationale**

This policy is based on developmentally appropriate practice, health guidance, and group-care considerations:

- Prolonged bottle or pacifier use beyond infancy may contribute to dental concerns, speech, and oral-motor development delays, and difficulty transitioning to age-appropriate feeding skills.
- By 12 months, most children are developmentally ready to transition to cups and alternative comfort strategies that support independence and emotional regulation.
- In a group care environment, limiting bottles and pacifiers help reduce germ transmission and supports consistent health and hygiene practices.
- This policy ensures consistency and equity across classrooms while still allowing individualized accommodations when medically necessary.

Families are encouraged to partner with staff during transitions away from bottles and pacifiers. Center administration is available to support families with questions or concerns related to this policy.

## **Hand Washing**

All staff and children are required to wash their hands upon entering our classrooms. When you and your child arrive at school, please assist your child in this procedure. We require the children to wash their hands often at school. This enables us to decrease exposure to communicable diseases.

Children and staff wash their hands:

- Upon arrival for the day
- Before and after meals and snacks, including bottles
- Before and after administering medication
- After using the bathroom, assisting with toileting, or diapering
- After outdoor play
- After playing with or handling animals
- After cleaning or taking out garbage
- After coming into contact with bodily fluids, including breast milk
- Before and after using sensory tables
- Any time hands are visibly soiled

### **Change of Address and Phone Numbers**

*If your address or phone number changes, please contact the office immediately.* If we do not have the current phone number, it is difficult to notify you should an emergency occur. If we cannot reach you or any of your listed emergency contacts, then we will be forced to contact local authorities.

### **Guest Observers, Practicum/Interns, and Volunteer Policy**

We will have guest observers, volunteers, practicum students, and interns from Family and Consumer Sciences, or related fields the University of Utah, throughout the year. These individuals are required to follow specific guidelines, which include not using children's names, refraining from taking photographs, signing in and out from the center, and wearing a badge indicating their status (Guest, Volunteer, Visitor). All individuals must adhere to these protocols to ensure the safety and privacy of the children.

Families are always welcome and encouraged to volunteer and spend time in the classrooms. We ask that families assist the teaching staff in promoting our program policies and program mission. Disciplining of any child, including that family's child, must be left up to the teaching staff in order to ensure consistency with our positive guidance policy. In the event a family volunteer or visitor acts inappropriately in the classroom, or is not following program policies, they may be asked to leave the classroom at the APC's discretion.

### **Sleep and Rest Time**

We have cribs and cots for the children to rest on. While all children might not sleep, they are all required to rest briefly in an environment with reduced lighting and noise. Our staff cannot force children to sleep, nor can they force them to stay awake. After a period of rest, awake children may be offered quiet activities to complete on their cot. Utah State child Care Licensing requires nap time to be a part of the day for all children birth to 5 years of age. We ask that whenever possible, families refrain from drop-offs or pick-ups between the hours of 12:30 pm-3:00 pm in order to leave the naptime environment undisturbed. *Blankets and sheets must be taken home daily and be washed at least weekly.*

Infants sleep according to their needs and the individual plans prepared by families in

cooperation with our teachers. In keeping with the recommendations of the American Academy of Pediatrics, all infants under 12 months will be placed on their backs to sleep unless a documented medical condition requires alternate sleeping positions. Sleeping in equipment other than a crib is prohibited. Wearable sleep sacks are permitted in the crib, but blankets are not. Infants may be swaddled at the request of the family up until they can roll over, at which point use of a swaddle must cease.

## Outdoor Play

Outdoor play is part of the early childhood curriculum. During the winter, your child needs a coat, hat, gloves, and appropriate footwear. During the summer, your child will need to come with sunscreen already applied, and the teachers will reapply as the day goes on. We will go outside every day except in the following cases:

- Orange or Red Air days (on Yellow days we will limit outside time)
- During heavy rain

All children will go outside, except for those who are restricted for medical reasons. *Medical restrictions must be in writing and signed by the child's physician.*

## Toys and Electronics from Home

Due to safety issues, choking hazards, and the risk of breakage, toys from home are not permitted at UKids, unless needed for the following.

- Comfort item to assist children with transitions, when appropriate
- Scheduled "show-and-tell" in your child's classroom (according to lesson plans)
- One soft sleeping toy (must be able to fit in child's cubby/bag, and not make electronic noises)

Electronics, including cell phones and tablets, are also not permitted for children's use in the center. Parents may utilize Procure and Center Administration as their point of contact throughout the day. If electronics are needed as part of an accommodation, Center Administration should be notified in advance.

## Transitions

### TO A NEW SCHOOL:

It can be difficult for both parents and children to start in a new child care program. Here are some tips on how to help:

- **Allow time for arrival and departure:** Upon starting at a new child care program, you can expect some children to have difficulty with separation. Allow time for transitions from home to school by staying for a few minutes to help ease your child into activity.
- **Reminders of home:** Invite your child to bring a special object, such as a stuffed animal or blanket for rest time, with them to their new space. Bringing a family picture to display in your child's classroom is another way to ease the transition.
- **Do not sneak away when your child is distracted:** This can make transitions even more difficult and promotes distrust. As the parent, it is important to be as calm and relaxed as possible. If you are nervous about leaving your child, or in a hurry to leave, it will make your child feel more anxious and uneasy about the transition. Tell your child

goodbye and reassure them that you will be back.

- **The teachers are there to make it easier on you:** You can be assured that your child's teachers will be there to comfort your child and provide activities to ease their transition.

#### **TO A NEW CLASSROOM:**

Transitions to a new classroom are based on the availability of a spot in the next age group, the child's birthday, and personal readiness. With part-time schedules, some transitions may also occur with the beginning of semesters. We do not automatically move a child into a new classroom on their birthday, as there are no guarantees slots are available in the next class. Our teachers are skilled at differentiating their curriculum to include developmentally appropriate activities for all the students in their classroom at any given time during the year. As much notice as possible will be given to families of children transitioning to a new classroom, but no less than one week. This allows time for parents to discuss the upcoming change with their child.

#### **Field Trips**

Field trips and walks away from the center are a regular part of the curriculum. Children enjoy the opportunity to explore and learn from the resources throughout the community. All field trips are approved by the Program Manager and are planned to ensure a positive and safe experience for the children. Methods of transportation include the UTA transit system, campus shuttle, and walking. UKids staff does not transport children.

For all field trips, a sign-up sheet is posted notifying parents of the date, time, destination, and means of transport at least three days in advance. Written parent permission is required before your child may participate in any field trip.

### **EMERGENCY PROCEDURES**

#### **Emergency Drills**

We are required by state licensing to do fire drills monthly, as well as other disaster drills once every 6 months. Fire drills are held on random days and times. We practice evacuating the classrooms, meeting at our designated points, accounting for all staff and children, etc. We discuss the importance of the drills with the children and talk about any fears they may have.

#### **Evacuation Procedures**

If we are advised to evacuate the building because it is deemed unsafe for us to remain in our space, we will go to our EAP, located in front of the Football Center, to await further instruction from the University. We also have arranged for Salt Lake City Sports Complex, and East High School to be potential evacuation sites. We will post this information on signs on our doors and gates. After arriving at the evacuation site, we will attempt to contact parents or emergency contacts for all children. As "essential staff," our teachers will stay with the children in an emergency until the APC releases them from their responsibilities. We are prepared to care for



children for seventy-two (72) hours, if necessary.

Please notify the center administration to see a copy of the complete Center Emergency Plan, if desired.

## STUDENT HEALTH

### **Allergies**

Although UKids - East Village strives to be a nut-free environment, ***we cannot guarantee our classrooms to be allergen-free zones.*** We ask families and staff to exclude all nuts and nut products from any food items brought in for children, including store-bought birthday treats. Food items served to children from our menu (during business hours, field trips, or at in-school activities/events) will not contain nut ingredients, but may be processed on the same equipment that also process those allergens during manufacturing.

If peanut products are found in your child's lunch, we will not be able to serve that food to your child, though we will do our best to supplement the missing item with left-over food from our snack service.

Students with severe, life-threatening food allergies may be asked to provide all of their own food from home. Should a food allergy require a child receive food items that differ from what is served on UKids' menu of complimentary foods, it will be the family's responsibility to provide those alternate foods, at their own expense. University policy, the Americans with Disabilities Act, and Sections 503 & 504 of the Rehabilitation Act prohibit discrimination against individuals with disabilities. UKids - East Village is committed to providing equal access to its programs, services and activities. To request an accommodation, please contact the Office of Equal Opportunity and Affirmative Action (OEO/AA) at 801-581-8365 or [oeo@utah.edu](mailto:oeo@utah.edu).

*Despite our vigilant attempts to keep nuts out of the building, UKids cannot be held responsible for any allergic reactions caused by contact with any allergen while a child is in the care of the center, whether it occurs inside or outside the facility.*

### **Illness**

Children must be well enough at school that they are able to participate in activities (Including outside time, gross motors, etc.) UKids reserves the right to send a child home if it is determined that they are too sick to be at the center that day. Please see below for symptoms that will warrant a mandatory, temporary exclusion.

If your child develops any symptoms of illness while at UKids, the child will be separated from the other children if possible, and parents will be contacted. Arrangements should be made to pick-up children as soon as possible, but no later than within one hour. If you cannot be reached within 15 minutes, your emergency contacts and authorized pick-up contacts will also be called.

If your child is ill, please notify us of the nature of the illness. UKids will post an exposure notice

when any of our children have been exposed to certain serious, contagious illnesses. For confidentiality reasons, UKids cannot divulge the name of any child with a contagious illness.

If your child exhibits symptoms of illness (fever, vomiting, diarrhea, sore throat, frequent cough, heavily running nose, frequent sneezing, unknown rash, Conjunctivitis (pink eye), etc.) during the 24-hour period prior to scheduled attendance at the Center, your child **should be kept home** until the symptoms have disappeared or a note is obtained from your physician stating that your child does not have a contagious condition. Even with a physician's note, children must wait a minimum of 24 hours after the last fever, vomiting, and diarrhea episode before they return. For details on each individual illness' exclusion criteria, please see the center administration. Center administration solely reserves the right to determine if the child satisfactorily meets the established criteria for return.

For the welfare of all the children in the center, UKids excludes a child from care if the following symptoms are present:

- Temperature of 100.4 F or higher
- Thick yellow or green discharge from the eyes or ears, until 24 hours after beginning treatment
- Any infections skin disease or rash, including unexplained rashes that may be contagious
- Persistent, excessively forceful, or 'bark' like cough
- Vomiting in the previous 24 hours
- Persistent diarrhea, which is defined as an increase in the number of stools compared to the child's normal amount, with increased and/or decreased stool water
- Mouth sores associated with the inability to control saliva
- Impetigo, until 24 hours after beginning antibiotic treatment
- Strep throat, until 24 hours after beginning medication
- Ringworm infection, until 24 hours after beginning medication
- Chicken pox, until one week after onset of rash, or until all lesions have dried and crusted
- Children needing individual, one-on-one care
- Infestation (scabies, lice, pinworm) until 24 after first treatment with a medicated product
  - Parents must notify the teacher or administration that their child has/had lice.
  - The child may return to school after receiving a lice treatment and thorough head combing. Parents should wash all bedding at home, spray car seats/car fabric, rugs, etc.
  - When the child returns to school, the teachers will check the child's head to make sure there are no live lice, nits, or eggs.
  - After sending home the infected child, teachers will check each child's head, remove all soft materials from the classroom (pillows, toys, etc.) to be washed and bagged.
  - Parents should recheck their child's head in the next 3-5 days

UKids is not licensed by the state to care for sick children. Please have a reliable back up child care plan for the possibility your child may become sick. It is prohibited to attempt to mask your child's symptoms with Tylenol or similar medication. To control the spread of illness, contagious children must stay home. If parents consistently send their ill child to the center or frequently do not pick up an ill child in a timely manner, UKids reserves the right to dismiss the child from their UKids Child Care program.

## **Injuries**

Every effort is made to keep your child safe; however, children are likely to acquire bumps, bruises, and scratches during their early years. If an accident resulting in injury occurs at school, an “Accident/Incident Report” will be filled out and sent through ProCare. If the injury is serious you will be notified by phone. If, in the opinion of our staff on duty, the injury warrants emergency treatment, an ambulance will be called and your child will be taken to the nearest medical facility. You will then be notified immediately. Parents will be responsible for any costs incurred due to any emergency treatment.

## **Medication**

If your child has a condition that requires medication, the following policy will be in place:

1. All medication must be given to an office staff member upon arrival at the center and will be stored out of reach from children. *No medications should be left in cubbies or bags from home.*
2. *Prescription medication must be in the original containers*, with the child’s full name, have the original pharmacy label and date clearly marked on the prescription. Must have a child safety cap.
3. Over-the-counter medication must be marked with dosage instructions for the child’s age/weight, or else a doctor’s note will be required.
4. All medications must be accompanied with a Medication Permission Form, which can be obtained at the front office.
5. Topical ointments must be accompanied by a Topical Ointment Authorization Form, which can be obtained at the front office

## **Immunizations**

Your child must be up-to-date on immunizations as required by the Utah Department of Human Services prior to enrollment at the center. After admission to the center, you are responsible for regularly updating your child’s health files to reflect current immunizations. If you opt out of having your child immunized, the center must have a current Religious, Medical, or Personal Exemption Form from the Board of Health on file.

Under immunized children may be temporarily excused from care if a vaccine-preventable disease that the children are susceptible to occur in the program.

Failure to provide up-to-date immunization records or an Exemption letter for your child will result in exclusion from UKids Child Care Programs.

## **NUTRITION**

### **Meals and Snacks**

UKids- East Village provides a complimentary daily morning and afternoon snack for all

children old enough to eat solid foods. The menu is posted for parents to read prior to serving. The snacks are developed to provide children with nutrient rich foods. The center uses the food groups and USDA recommendations as guidelines to our snacks, and our menu is approved by a registered dietician.

Every child *must* have a lunch. As meal times are a communal activity at our center, no child should feel excluded from eating with the others, and so we allow no exceptions to this policy. All lunch boxes must be clearly labeled with the child's first and last name, as per state licensing rules.

### **Special Diet**

It is your responsibility to notify the center if your child has a known food allergy or a specific diet. Families must provide written notification of any allergies, sensitivities, preferences to the center administration. No verbal notification will be accepted. Should the diet require a child receive food items that differ from what is served on UKid's menu, it will be the family's responsibility to provide those alternate foods, at their own expense.

UKids will also provide complimentary soy milk to children who have a documented request to substitute for cows' milk. All other dietary substitutions must be paid for and provided by the family.

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### **FAMILY GRIEVANCE AND DISMISSAL POLICY**

UKids administration and staff are committed to maintaining an open door, open forum approach to problem solving and conflict resolution. If a family has a concern regarding the behavior of a teacher, the concern should be discussed with the Program Manager. If a family has a concern regarding the behavior of the Program Manager, they should speak directly to the Program Manager. If they feel their concerns still have not adequately been addressed, they should present their grievance in writing to the Student Parent Support Center Director. The Student Parent Support Center will respond in writing to the parents and schedule a meeting if necessary.

The Program Manager reserves the right to withdraw a child or family from the center if it is decided that the relationship between the center, child, and parent or guardian is not mutually beneficial. The most important factor is assuring the child is in an environment that best meets their needs, and that everyone involved is treated with the upmost respect. UKids is a unique setting with many transitions, which may not meet every child's needs. A two-week written notice will be given to the parent or guardian should the center decide to exercise this right to withdraw a child or family. In extreme situations, the immediate removal of a child or family from the center may be necessary. Reasons may include health and safety issues for the child or for the larger group or children/staff, or parental behaviors that create a hostile environment where children or adults feel unsafe.

### **Reasons for Dismissal:**

- Child or parents needs cannot be met by the center.
- Child appears to be a danger to himself, other children or staff, and behavioral issues cannot be resolved through a support process:
  - Documented concerns
  - Meeting with child's parents/guardians to develop a behavioral plan
  - Follow through with action plan which may include bringing in an outside specialist
  - Follow up meeting to discuss child's progress and subsequent actions
  - Continued enrollment or dismissal
- Nonpayment or habitual late payment of fees
- A family owing tuition at the end of their time at any UKids center may not re-enroll their child in the center until the balance due has been paid. A tuition hold may be placed on student parent records, and will prevent enrollment at any UKids facility on campus.
- Failure to complete required enrollment forms promptly, including physical/medical information, emergency information, employment status, etc.
- Physical or verbal abuse or intimidation of staff or children
- Parent behaviors that inhibit our ability to do business
- Habitual late pick-ups

### **BABYSITTING SERVICES**

It is not the mission of the center to provide child care for its clients in any location other than at the UKids center during regular operation hours. Any arrangement for child care which does not take place at the center is strictly a private arrangement between the parents and the individual staff member. No such private arrangements shall be made for child care on campus or during the work shift of a staff member, or interfere with the operation of the center or the individual's job performance. Parents and staff should understand that such arrangements are not within the course and scope of the staff member's job duties, and that staff members are free to either accept or reject such requests from parents.

Prior to utilizing a UKids staff member to babysit, a Babysitting Release Form must be signed by both parties and turned in to the Center Administration. This form can be obtained from the Center administration, and is also posted online under Forms.

### **PROHIBITED MATERIALS**

The use of tobacco or alcohol on the premises is prohibited. The use of illegal substances or sexually explicit materials on the premises is prohibited. Except as expressly permitted by law, explosives (including firecrackers, fireworks, and pyrotechnics) and other weapons are not permitted on the premises. Firearms and ammunition must be inaccessible from children. If a firearm is visible, the University of Utah's Public Safety will be called.

### **POLICY REVISIONS**

Effective policies based on best practices and field research are essential for the operations of our center, and must be followed by all families and staff. Should you have a suggested revision for a policy, please submit your feedback to the center administration in writing, who will then take your comments to the

next SPSC staff meeting to initiate the process for potential revision. Together, appropriate policy changes can be made for the benefit of all.



## **UKids - East Village**

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STUDENT PARENT SUPPORT CENTER  
THE UNIVERSITY OF UTAH