



# Student Staff Handbook



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# WELCOME

Dear Student Employee,

Welcome to the University of Houston Children's Learning Centers (CLC). I want you to know that you have joined a department that strongly believes in making your work experience a rewarding one. I want your job here to compliment your education at UH. The Center has established a number of policies concerning program and classroom practices. These guidelines have been developed to comply with both state licensing standards and national accreditation criteria, and to reflect input from the teachers, students and parents. Please look over this student staff handbook and then keep it for future reference.

## What WE Expect From YOU

- 🐾 **Customer service excellence** (friendliness, courtesy, helpfulness and respect). This applies for anyone with whom you come into contact.
- 🐾 **Being a positive role model** for the children. We must not do the things we do not want the children to do. For example: sitting on the shelves or tables.
- 🐾 **Cooperation.**
- 🐾 **Dependability**, reliability and working your assigned schedule, as well as punctuality and completion of assigned tasks.
- 🐾 **Open and effective communication** with supervisors, co-workers and customers. This is the key to efficiency.
- 🐾 **Custodial duties** are an integral part of working at a Children's Learning Centers so come prepared to share in the responsibilities.
- 🐾 **Initiative and assertiveness** – show us what you can DO without being told, and share your thoughts and ideas.
- 🐾 **Familiarity and knowledge.**
- 🐾 **Advance notice when employment is no longer desired.**

## What YOU Can Expect From US

- 🐾 **The chance to gain valuable work experience and skills** to get you into the next phase of your life: work.
- 🐾 **Flexibility in your work schedule** with supervisors who give your education priority.
- 🐾 **Opportunity for advancement and raises.**
- 🐾 **The chance to learn** the “behind-the-scenes” of Early Childhood Development.
- 🐾 **Not only are you receiving training in technical skills, but also you are learning the skills** it takes to be a valuable part of ANY workforce, not just here at the University Children's Learning Centers.
- 🐾 **Approachable and available supervisors**, but not “softies”: they enforce University policies.

Sincerely,  
Sherry Howard, CLC Director

# CHILDREN'S LEARNING CENTERS OVERVIEW

## HISTORY

After students voiced a need for quality child care on campus in the early 1970's, President Hoffman appointed a Child Care Student Group to examine the feasibility of opening a child care center at the University. With the Board of Regents approval the University of Houston Child Care Center opened in February 1975. In response to the increasing demands of the UH community for child care services the Center gradually grew. In 1989, the addition of four classrooms expanded the Center's capacity to 153 children. Then in 2010, five additional classrooms were opened at the Cameron building across the street from the original location. Today, the Children's Learning Centers, formally UH Child Care Center, has two convenient locations on campus with a combined capacity of 221 children.

## EDUCATIONAL FRAMEWORK

**NAEYC Standard Three:** "The program uses developmentally, culturally, and linguistically appropriate and effective teaching approaches that enhance each child's learning and development in the context of the program's curriculum goals."

**SACS Standard One:** "The school establishes and communicates a shared purpose and direction for improving the performance of students and the effectiveness of the school."

## MISSION

Our mission at CLC is to provide exemplary early childhood education, for the children of faculty, staff and students at the University of Houston, by offering a model program tailored to ensure the quality of a child's daily experiences while building a foundation for future learning.

## PHILOSOPHY

At CLC a primary goal is for children to feel safe and secure. Additionally, we believe that a learning environment which fosters respect for cultural diversity and utilizes an eclectic approach to education allows for optimal growth and development of young children. Young children's developmental tasks are to build trust, learn social skills, begin mastery of academic skills and develop positive self-esteem. In order to best support these tasks, our program strives to provide developmentally appropriate activities, well-trained and consistent staff, a safe and healthy learning environment, and continuity of care. Also, throughout the whole learning process we believe parents are their child's first teacher; thus, we work to support parents in their efforts to guide their child's development as well.

## CORE VALUES

Standards of ethical behavior in early childhood care and education are based on commitment to core values that are deeply rooted in the history of our field. At CLC we have committed ourselves professionally to:

- 🐾 Appreciating childhood as a unique and valuable stage of the human life cycle.
- 🐾 Basing our work with children on current knowledge of child development.
- 🐾 Acknowledging and supporting the close ties between the child and family.
- 🐾 Recognizing that children are best understood and supported in the context of family, culture, community and society.
- 🐾 Respecting the dignity, worth and uniqueness of each individual child, family member and colleague.
- 🐾 Helping children and adults achieve their full potential in the context of relationships that are based on trust, respect and positive regard.
- 🐾 Fostering an appreciation for and building a natural connection between the arts and learning.

## CURRICULUM GOALS & FRAMEWORK

**NAEYC Standard Two:** "The program implements a curriculum that is consistent with its goals for children and promotes learning and development in each of the following areas: social, emotional, physical, language and cognitive."

**SACS Standard Three:** "The school provides research-based curriculum and instructional methods that facilitate achievement for all students."

The early years in a child's life set the tone for future learning. Our goal at CLC is to stay current on research in child development so that we are able to build a foundation for each child that lasts a lifetime.

Our curriculum is designed with specific learning objectives for each age level and child, integrating assessments and portfolios, which guide the teacher's development/implementation of classroom activities, individualized learning, and a predictable yet responsive daily schedule.

All classroom curriculum is implemented in a manner that reflects sensitivity to family home values, beliefs, experiences, and language as well as incorporates the following goals:

- 🐾 Developing safe and healthy habits in young children.
- 🐾 Fostering positive self-esteem.
- 🐾 Providing opportunities for creative expression.
- 🐾 Supporting the development of social skills.
- 🐾 Stimulating cognitive problem-solving skills.
- 🐾 Strengthening communication skills necessary for listening, reading, writing, and speaking.

- 🐾 Enhancing fine motor and gross motor skills.
- 🐾 Offering opportunities for children to learn individually and in groups according to their developmental needs and interest.
- 🐾 Assessing the individual needs of each child.

## PROGRAM QUALITY/STANDARDS OF EXCELLENCE

High quality early childhood education benefits children. Children who experience a quality program are more likely to have greater academic success, enhanced self-esteem and increased self-control. CLC aligns the program and curriculum with federal and state guidelines.

CLC is licensed by the **Texas Department of Family and Protective Services**, accredited by the **National Association for the Education of Young Children (NAEYC)** and the **Southern Association of Colleges and Schools Council on Accreditation and School Improvement (SACS CASI)** and certified by **Texas School Ready™**.

For more information about early childhood program quality:

Texas Department of Family and Protective Services (DFPS),

[www.tdprs.state.tx.us](http://www.tdprs.state.tx.us)

National Association for the Education of Young Children (NAEYC),

[www.naeyc.org](http://www.naeyc.org)

NAEYC Accreditation, the Right Choice for Kids, [www.rightchoiceforkids.org](http://www.rightchoiceforkids.org)

AdvancED, SACS CASI accreditation, [www.advance-ed.org](http://www.advance-ed.org)

Texas Education Agency – Pre-K Curriculum Guidelines (TEA),

[www.tea.state.tx.us/curriculum/early/prekguide.html](http://www.tea.state.tx.us/curriculum/early/prekguide.html)

Child Development Associate Council (CDA), [www.cdacouncil.org](http://www.cdacouncil.org)

## INTERACTION GUIDELINES

**NAEYC Standard One:** “The program promotes positive relationships among all children and adults to encourage each child’s sense of individual worth and belonging as part of a community and to foster each child’s ability to contribute as a responsible community member.”

CLC staff members share the following values as a guide for interactions among staff members, between staff and children, between staff and parents and between staff and University employees/Houston community:

- 🐾 We strive to respect each individual and work to create a positive emotional climate for all learners with sensitivity to differences in age, ability, background, language, culture, religion and family structure.
- 🐾 We use direct eye contact, smiles, and a warm tone of voice, positive touch, social conversations and joint laughter to support the development of positive working relationships.

- 🐾 We emphasize the need to work as a team and promote team building processes.
- 🐾 Our partnership in learning is supported by regular reciprocal communication affirming recognition of effort and accomplishment.
- 🐾 We are committed to reaching out to people of different races, genders, ethnicity, and ability, and we strive to create an environment of inclusion that celebrates our differences and highlights our commonalities.
- 🐾 We strive to build community partnerships and advocate for families and children both on campus and within the greater Houston area.

## RATIOS

CLC maintains developmentally appropriate teaching staff-child ratios within each group size to facilitate adult-child interaction and constructive activity among children. These ratios are applicable both indoors and outdoors.

- 🐾 Minimum of 1 teacher to 4 children for infants
- 🐾 Minimum of 1 teacher to 4 children for toddlers
- 🐾 Minimum of 1 teacher to 10 children for preschoolers

Teaching staff provide ongoing personal contact, meaningful learning activities, supervision, and immediate care as needed to protect children's well-being. All staff members are responsible for knowing all children and should take appropriate action in response to any child's needs or behavior. In addition, staff should consistently account for every child in their group at every transition of the day. Use the classroom two-way radio to call for help or assistance if needed. Be sure to take the two-way radio and hand-held panic device with you to the playground. Outdoor first-aid kits are stationed throughout the Center.

**Staff members may not leave children alone at anytime!**

## ALONE WITH A CHILD/CHILDREN POLICY

CLC has a "Best Practice" policy in place to limit occasions and define situations when a staff member can be alone with a group of children. It is also important to recognize there may be situations when it is not only appropriate to have just one staff member present but also necessary. **"Alone" means one staff member with one group of children.**

- 🐾 Never to be alone with a group of children: **Grade One Student Assistants**
- 🐾 May be alone with an individual child if assisting a child with a special circumstance such as a toilet break, first aid, etc.: **Grade One Student Assistants.**
- 🐾 May be alone with a group of children or an individual child anytime that it is necessary for CLC to conduct business and give services to children and families provided designated group size and child: teacher ratios are met: **Grade Two Student Leaders and above and any Fulltime staff.**

- 🐾 May be alone with a group of children or an individual child in an emergency situation: **Grade Two Student Leaders and above and any Fulltime staff.**

## STAFF-CHILD INTERACTIONS

We make every effort for all children to know and be known by all adults in our school environment so that they are comfortable interacting with and seeking assistance from any adult. Each child is assigned a primary classroom with a Teacher and an Associate/Assistant Teacher. Student Assistants are generally assigned to Program areas and make an effort to know all of the children in their area. Interactions in our open spaces i.e. multi-purpose room, courtyard and playgrounds encourage continuity of relationships between all staff and children, as well as among groups of children so that they are comfortable learning in any of our indoor or outdoor spaces. Because we strive to encourage diverse interactions and not gender stereotypes, we address children as frequently as possible by their individual names or we refer to groups of children as "friends".

## STAFF-FAMILY INTERACTIONS

CLC staff aims to communicate regularly and effectively with families so that their perspectives can be incorporated into our understanding of the child's development, our curriculum planning and our assessment process. In addition to a detailed Parent Handbook and easily navigable website, we have scheduled parent meetings/conferences, monthly newsletters, parent information boards, parent feedback forms, family & child questionnaires, and frequent face-to-face interactions. Teachers and managers are easily accessible by phone and/or email to answer questions, discuss changes or challenges and address any concerns. Some of our popular family events include Preschool Open House, Alumni Reunion Picnic, Family Holiday Musical, Little Cougar Homecoming Pep Rally and several holiday parades.

## DISCIPLINE/GUIDANCE METHODS

At CLC the purpose of discipline is to help children develop self-control and to become responsible for their own behavior. Knowing what behavior is appropriate or acceptable in a situation is an important skill. We are committed to helping children learn to express feelings appropriately, to consider other people's feelings and to negotiate their own conflicts.

We use non-punitive methods of discipline, which are directly related to the child's behavior and encourage the child's participation. We ask the child to think about the problematic behavior and to find ways to remedy the situation. Teachers like to work closely with parents to understand each child and to determine which methods work best for that child, thus, teamwork with parents is very important.

Challenging behavior is addressed first through teacher observations. It is important to identify events, activities, interactions, and other contextual factors that predict



and may contribute to the child's use of challenging behavior. After the function of the child's behavior is assessed, positive and supportive strategies are then put into effect.

If a child exhibits continually challenging, disruptive and/or unsafe behavior that is not resolved through appropriate behavior management strategies, the teachers will discuss the situation with a supervisor, parent, and/or other professionals to develop an individualized action plan that supports the child's inclusion and success. All reasonable attempts will be made to work with the child and the family to resolve the behavior problem. Staff will keep parents informed of the progress made. Referrals to community resources or an outside evaluation may be suggested.

**If a parent refuses to work with the staff in resolving the problem and/or the behavior problem persists resulting in a chronic situation requiring greater need for care than the CLC teachers can provide, then the child's enrollment is subject to termination.**

*The CLC discipline/guidance policy complies with the Texas Administrative Code and the rules in the Subchapter L of Minimum Standards ([www.tdprs.state.tx.us](http://www.tdprs.state.tx.us)).*

***Discipline and Guidance Policy for the UH Children's Learning Centers***

*Texas Administrative Code, Title 40, Chapters 746 and 747, Subchapters L, Discipline and Guidance*

*Discipline must be:*

- (1) Individualized and consistent for each child;*
- (2) Appropriate to the child's level of understanding; and*
- (3) Directed toward teaching the child acceptable behavior and self-control.*

*A caregiver may only use positive methods of discipline and guidance that encourage self-esteem, self-control, and self-direction, which include at least the following:*

- (1) Using praise and encouragement of good behavior instead of focusing only upon unacceptable behavior;*
- (2) Reminding a child of behavior expectations daily by using clear, positive statements;*
- (3) Redirecting behavior using positive statements; and*
- (4) Using brief supervised separation or time out from the group, when appropriate for the child's age and development, which is limited to no more than one minute per year of the child's age.*

*There must be no harsh, cruel, or unusual treatment of any child. The following types of discipline and guidance are prohibited:*

- (1) Corporal punishment or threats of corporal punishment;*
- (2) Punishment associated with food, naps, or toilet training;*
- (3) Pinching, shaking, or biting a child;*
- (4) Hitting a child with a hand or instrument;*
- (5) Putting anything in or on a child's mouth;*
- (6) Humiliating, ridiculing, rejecting, or yelling at a child;*

- (7) Subjecting a child to harsh, abusive, or profane language;
- (8) Placing a child in a locked or dark room, bathroom, or closet with the door closed; &
- (9) Requiring a child to remain silent or inactive for inappropriately long periods of time for the child's age.

## NAEYC CODE OF ETHICAL CONDUCT

The NAEYC Code of Ethical Conduct offers guidelines for responsible behavior and sets forth a common basis for resolving the principle ethical dilemmas encountered in early childhood care and education. CLC staff adheres to the NAEYC standards and uses the following Statement of Commitment as a professional guide:

### ***Statement of Commitment***

As individuals who work with young children, we commit ourselves to furthering the values of early childhood education as they are reflected in the NAEYC Code of Ethical Conduct. To the best of our ability we will:

- 🐾 Ensure that programs for young children are based on current knowledge of child development and early childhood education.
- 🐾 Respect and support families in their task of nurturing children.
- 🐾 Respect colleagues in early childhood education and support them in maintaining the NAEYC Code of Ethical Conduct.
- 🐾 Serve as an advocate for children, their families and their teachers in the community and society.
- 🐾 Maintain high standards of professional conduct.
- 🐾 Recognize how personal values, opinions and biases can affect professional judgment.
- 🐾 Be open to new ideas and be willing to learn from the suggestions of others.
- 🐾 Continue to learn, grow and contribute as a professional.
- 🐾 Honor the ideals and the principles of the NAEYC Code of Ethical Conduct.

*Above all else, we strive to develop a caring community and maintain a harmonious environment for children, staff, families and University partners.*

## OPERATIONS

**NAEYC Standard Ten (Rationale):** "Excellent programming requires effective governance structures, competent and knowledgeable leadership, as well as comprehensive and well functioning administrative policies, procedures, and systems."

## HOURS

CLC **operates year-round**, Monday through Friday, 7:00 a.m. to 6:00 p.m., except for early dismissal days 12 times a year. The Center is closed on all UH scheduled holidays and any other time that the University has an emergency closing.

## CHECK IN/CHECK OUT PROCEDURES

- Children must be escorted into the Center and **checked in** on the computer at the front desk, using an assigned **PIN** code. Children should then be escorted to their classroom and released to a staff member.
- Children must be **checked out** by an authorized adult on the computer at the front desk, using an assigned **PIN** code. A classroom staff member must be informed when a child is being picked up.

*If a child's parent is on the CLC premises, the parent is still responsible for his/her child.*

## PARKING

CLC parking is part of the University of Houston. Staff parking requires a permit; visitor's spots (with appropriate permit) and the circle drive are only for temporary use and you may be issued a UH ticket for an extended stay in these areas. The 24/7 reserved parking space requires a special permit. UH parking tickets are expensive and CLC cannot "fix" parking tickets. CLC may request your annual parking permit number/registration for our records.

*The University of Houston parking and traffic program is administered by Parking and Transportation Services (713-743-1097) and enforced by the UH Department of Public Safety, Parking Enforcement Division (713-743-5849).*

## VISITOR POLICY

Any visitor to CLC must:

- Sign in at the front desk & get a visitor's badge/parking pass.
- Provide identification.
- Have an approved purpose for a limited visit.
- Be courteous of the classroom schedule and activities.

**CLC Student Assistants not on duty are not to be visiting in any classroom or playground.**

## CHILD PHOTO RELEASE POLICY

**Children are not to be photographed for any type of personal use.** All parents choose to give consent/not give consent for their child to be photographed for specific CLC purposes only.

## CHILD RELEASE POLICY

**CLC cannot release** any child to an unauthorized person; children are **released only:**

- To an authorized parent/guardian.
- To a person authorized by written permission from the parents.
- To an authorized person with a picture I.D. and/or other identification.
- To an authorized sibling 18 years of age or older.

*State Licensing requires that any request for a new person to be added to a child's pickup list must be in writing and delivered by the parent to the Center.*

## CHILD CUSTODY ISSUES

It is the Center's intent to meet the needs of children especially when the parents may be experiencing difficult situations such as a divorce, separation, or remarriage. However, the Center **cannot legally restrict** the non-custodial parent from visiting the child, reviewing the child's records, or picking the child up unless the Center has been furnished with current legal documents. Copies of these court documents must be kept in the child's file.

## CHILD ABUSE & NEGLECT

If we suspect a child has been abused or mistreated, we are required to report it within 48 hours to the Texas Department of Family and Protective Services and/or to a law enforcement agency.

*Child abuse and neglect are against the law in Texas, and so is failure to report it.*

**[CHILD ABUSE HOTLINE 1-800-252-5400](http://www.dfps.state.tx.us/Contact%20Us/report%20abuse.asp)**

**[http://www.dfps.state.tx.us/Contact Us/report abuse.asp](http://www.dfps.state.tx.us/Contact%20Us/report%20abuse.asp)**

A staff member who is accused of child abuse may be suspended, given leave without pay or be removed from the classroom and given a job that does not require interaction with children. However, no accusation or affirmation of guilt will be made until an investigation is completed by following all UH personnel procedures and collaborating with UH General Council. Staff members found guilty of child abuse will be dismissed in accordance with UH policies.

## CONFIDENTIALITY STATEMENT

CLC maintains confidentiality and respects the family's right to privacy, refraining from disclosure of confidential information (without parental written consent) and intrusion into family life. However, when we have reason to believe that a child's welfare is at risk, we will share confidential information with agencies, as well as with individuals who have legal responsibility for intervening in the child's interest.

*A parent must complete at Consent to Disclose Information and/or Educational Records form prior to a teacher releasing a child's information to an outside source.*

When staff discusses behavior incidents with families they are to use discretion regarding the identity of the aggressor. The teacher's responsibility is to focus any discussion with parents on their child only and to avoid violating confidentiality.

*All adults (staff & volunteers) working at the Center must sign a confidentiality agreement and participate in annual Family Educational Rights and Privacy Act (FERPA) training.*

**<http://www.uh.edu/ogc/ferpa/>**

## EMPLOYMENT OVERVIEW

### POLICY FOR EMPLOYMENT OF STUDENTS

In order to qualify for a student staff position you must be enrolled as a student at the University of Houston, central campus, and be in good academic standing (2.0 or better overall GPA). Student staff members are allowed to work a maximum of 20 hours per week during fall and spring semesters. Students may be able to work up to 40 hours per week during interim periods and summer semester (students with F1 Visa's are only allowed to work 20 hours per week year round).

**Once you have committed yourself to a schedule, we expect you to be responsible for those hours, even during the week(s) of finals and spring/summer/winter breaks.** You must have written approval from your supervisor/Program Manager to work more or less than your scheduled hours, to work a different schedule or to make up any hours that you were out. **This form is available on our website under CLC Student Forms.**





### APPLICATION PROCESS

Application for student employment for the UH Children's Learning Centers may be obtained at the Children's Learning Centers office or online at [www.uh.edu/ccp/pages/about\\_emp.php](http://www.uh.edu/ccp/pages/about_emp.php). It is important to fill out the application as completely as possible, including your signature on the Expectations of Student Employees page, and the Time Availability Form. Completed applications are to be returned to the UH Children's Learning Centers office. Once you have been interviewed and are selected for employment at the UH Children's Learning Centers, the following documentation will be provided to you and must be submitted within 2 weeks:

- Criminal History Record Investigation
- Personal Data Sheet
- Foreign National Tax Form (*for International students*)
- Important Employee Information
- Staff Health Assessment Form/TB Test Verification
- Employment Eligibility Verification (with proper documentation)
- Notarized Affidavit for Employment
- Personnel Information Record
- Employee Emergency Contact
- Discipline & Guidance Policy
- Confidentiality Statement

All CLC employees must:

- Pass a criminal-record check which includes state mandated fingerprinting
- Be free from any history of substantiated child abuse or neglect









-  Be at least 18 years of age or older
-  Have completed high school or the equivalent
-  Provide personal references
-  Provide a current health assessment (see Appendix for CLC Staff Health Assessment)

*All staff positions at CLC are security sensitive. Any applicant seeking employment in a security sensitive position must successfully complete the University process of a criminal history record investigation before being recommended for employment.*

All UH Children's Learning Centers employees must have electronic fingerprints on file. This is an additional fee to student employees.

**New student employees must complete 8 hours of early childhood pre-service training, 6 hours of the UH Children's Learning Centers New Staff Training, CLC New Hire Orientation, CLC Classroom Orientation and Program/policies Sign-offs as having read the Student Handbook before being assigned to a position. See Orientation Section for more information.**

#### **Expectations of Student Employees While on Duty at the UH Children's Learning Centers:**

-  Be positive, happy and friendly! We count on our student staff to bring fresh energy into the Center throughout the day.
-  Treat every child with dignity and respect at all times, even if you are redirecting or correcting them. Let the children know what they **can** do and how they **can** solve their problems.
-  Conduct all communications with parents and other UH Children's Learning Centers staff in a courteous and professional manner.
-  Do not discuss any child's behavioral, development or personal issues with the parents. If you have any concerns or questions about a child discuss them with the teacher or your immediate supervisor/Program Manager.
-  Interact with the children; you are here to guide the children through their adventures in learning, **not** to baby-sit.
-  Get down on the level of the child. Positive interaction cannot occur when an adult is standing over a child. You need to be down at the child's level at the table or on the floor.
-  Be a flexible team player. You may be asked to help in another classroom and this should be done with the same enthusiasm you bring to your classroom. We are here for all the children not just those in one room.
-  Remember to smile and be pleasant at all times; always greet the child and the parents first.

**\*\*All students must adhere to these guidelines whether it's within the classroom, working in the kitchen, and/or working at the Front desk.**

## UH COLLEGE OF EDUCATION PRACTICUMS/INTERNSHIPS







CLC has a collaborative agreement with the UH COE to offer Practicum I & II and Internship assignments. These students are placed here through the COE to receive college credit hours for UH classes they are enrolled in. The COE students meet child care licensing requirements which are on file with the HDFPS Program Chair. These students are not typically counted in the teacher: child ratio and should not be left alone with children.

## DUAL/MULTIPLE ON-CAMPUS JOBS











If you are working more than one job on campus it is your responsibility to track your time and make sure your hours are recorded on your timesheet. You will only be given one paycheck. Remember to keep your hours to a maximum of 20 per week. Unit/office areas track work time through different methods such as timesheets, use of a time clock, or other specialized automated systems.

## ORIENTATION

**CLC's** onsite orientation includes a review of policies regarding General Classroom Guidelines (**see Appendix**), diaper changing procedures, discipline and guidance, child release policy, supervision and ratios, playground policies, hand washing procedures, nutrition, child abuse and neglect (and the responsibilities of reporting these), illness and injury, fire drills and other emergency procedures, use and location of fire extinguishers and first aid supplies and the following:

-  UH Children's Learning Centers Student Staff Handbook
-  UH Children's Learning Centers Parent Handbook
-  Texas Child Care Licensing Minimum Standards
-  Classroom Procedures and Policies
-  NAEYC Accreditation Standards (**see Appendix for NAEYC Training Module**)
-  SACS CASI Accreditation Standards

State Licensing requires eight clock hours of pre-service training in:

-  Developmental stages of children
-  Age-appropriate activities for children
-  Positive guidance and discipline of children
-  Ways to foster a child's self-esteem
-  Supervision and safety practices in the care of children
-  Positive interactions with children
-  Preventing the spread of communicable diseases
-  Recognizing and preventing shaken baby syndrome
-  Preventing sudden infant death syndrome
-  Understanding early childhood brain development

*New staff may obtain this training by viewing the Child Care Worker Video Series at the Center and passing the exams before going to a classroom, and/or from attending classroom training.*

**Classroom** orientation consists of:

- 🐾 Training on the job given by the Program Manager/Lead Teachers of the assigned program and classroom.
- 🐾 Overview of the daily routines of the assigned classroom, including how to handle and talk to kids in a friendly manner, follow lesson plans, create additional activities, supervise children both inside and outside and communicate with parents.

*The UH Children's Learning Centers welcomes input and ideas from new staff members so please feel free to share your knowledge and creativity.*

## POLICIES & STAFF RESPONSIBILITIES

First and foremost CLC follows all policies and procedures outlined by the UH Office of Human Resources and in the UH Staff Handbook.

*A complete look at University of Houston System MAPP (Manual of Administrative Policies and Procedures) provides guidelines for developing and maintaining administrative polices and procedures to assure the most effective and timely communication and compliance throughout the University of Houston community. [www.uh.edu/mapp/](http://www.uh.edu/mapp/)*

*A complete look at University of Houston System SAM (System Administrative Memoranda )is the new on-line edition of the System Administrative operating principles and related process of those functions which are the responsibility of the Office of the Vice Chancellor for Administration and Finance. [www.uhsa/uh/sam/](http://www.uhsa/uh/sam/)*

### ATTENDANCE/COVERING & MISSING SHIFTS/CALLING IN PROCEDURE

The UH Children's Learning Centers must ensure that adequate staff is present for work everyday in order to accomplish our mission and provide quality care for the children. To maintain this productive work environment we expect all employees to be **reliable and punctual** in reporting to work as scheduled. Please remember that your work commitment to the UH Children's Learning Centers includes working during finals and spring/summer/winter breaks. If you are unable to work your scheduled shift you must make prior arrangements for schedule changes well in advance by filling out a Time-off Request form (**See appendix**). If you have a conflict and you don't think you will be able to make your scheduled shift, find someone else to substitute for you with the approval of your Master Teacher. If you cannot do that, then do not be surprised if your Manager does not give you permission to be off.

**\*When you are absent or late to work, the UH Children's Learning Centers will follow these guidelines:**



- 🐾 Monthly attendance records/time sheets must indicate that you worked **85%** of your scheduled/assigned hours. This percentage will include any scheduled time off, as well as time that you were late or left early. Any month that you are not in compliance with this policy you may receive a written warning. You are allowed one written warning and then the violation becomes grounds for termination.
- 🐾 No more than two late arrivals will be allowed each month. After two late arrivals, you will be given a written warning one time only and then the violation becomes grounds for termination.
- 🐾 In the event that you are tardy **more than 15 minutes and do not call the Center** it is grounds for termination.
- 🐾 To just not show up for your scheduled shift and failure to call in to report the absence is grounds for termination.
- 🐾 No employee may come late and then **work past their scheduled** time without receiving prior approval in writing.

**The procedure to follow when calling in when you have not already filled out a Time-off Request form in advance:**

You must speak directly with a Manager (Program Manager, Lead Teacher, or Administrator Manger) when calling in to report not coming to work. Just leaving a message on the machine at the front desk is not acceptable. In order to have the absence excused, when you have not filled out a Time-off Request form and had it signed by the management in advance, you must have a written and signed note from a doctor/professor.

## **TRAINING/MEETINGS**

Training is very essential to your success here at the UH Children's Learning Centers. To begin, we require 8 hours of pre-service training as mandated by the state of Texas Department Family and Protective Services. In addition, we offer a 2-hour training class on policies and procedures. The UH Children's Learning Centers has a library of self-study training courses that you may pursue at your own pace; each additional training hour you complete counts towards your performance evaluation. You may also complete training through UH classes, off campus workshops and conferences.

Meetings for students are scheduled each month and are usually scheduled along with training hours. Attendance at scheduled training classes and/or meetings is **mandatory**.

Your training will encompass much of what you need in order for you to perform your job at the UH Children's Learning Centers; however, you will be working directly with your supervisor/Program Manager and other student employees who will train you on the job. Experience is a great teacher and you will learn many things here by being in the classroom. If you are not sure about something, then ask.

## EMERGENCY CONTACT INFORMATION

The UH Children's Learning Centers has a form for staff emergency contact information that must be completed and kept on file in the office. It is your responsibility to keep this information current and updated.

## STAFF DRESS CODE & APPEARANCE

Remember this is a Children's Learning Centers, looking respectable and being prepared for the child care work environment is what we expect at all times. As an employee you are a representative of our program and personal appearance is very important to our overall professional image. The following standards are to be observed:

- 🐾 Wear clothing and shoes that will enable you to participate in safety drills, physical/custodial or classroom activities/duties. **We strongly recommend that closed toe shoes be worn at all times.**
- 🐾 Be prepared for the seasonal and daily weather conditions of Houston by bringing a jacket/sweater/raincoat.
- 🐾 Clothes that are really tight or revealing are not acceptable.
- 🐾 Shirts, blouses and tops must cover the breast, shoulders, back and tummy.
- 🐾 Shorts, dresses or skirts shorter than four inches above the knee are not acceptable.
- 🐾 Logo shirts must not have profanity, violence or provocative images on them.

## HOLIDAYS/EMERGENCY CLOSING

The Center is closed for University observed holidays ([Refer to School Calendar below](#)), inclement weather and/or announcements from UH Administration. The **Center is closed when the University is closed.**

## SCHOOL CALENDAR

As part of the University of Houston we follow the University staff holiday schedule closing on the following days:

- 🐾 New Year's Day
- 🐾 Martin Luther King, Jr. Day
- 🐾 (Spring Break, only when approved by the Board of Regents for a staff holiday)
- 🐾 Memorial Day
- 🐾 Independence Day
- 🐾 Labor Day
- 🐾 Thanksgiving Day and the following Friday
- 🐾 Winter Vacation Days (as determined by the University annually; includes Christmas Day & New Year's Day)

## COACHING/MENTORING/DISCIPLINE

You are responsible for knowing the material contained within this handbook. If you do not follow the policies and procedures in this handbook or you exhibit unsatisfactory job performance, you will be subject to disciplinary action, which can result in dismissal from your job. The University of Houston is committed to fair, efficient, and equitable solutions to problems arising out of the employment relationship and to adherence to the requirements of state and federal laws.

The process is as follows:

- 🐾 The first step of the process is a verbal warning (1<sup>st</sup> Offense). Verbal warnings may be given for a range of reasons. The most common are: Tardiness, Missing a Shift, Inappropriate Dress, Insubordination, Leaving Early without Permission.
- 🐾 A written warning is the second step in the disciplinary process (2<sup>nd</sup> Offense). Written warnings are usually given after a verbal warning.
- 🐾 A final warning (3<sup>rd</sup> Offense) will be used when necessary and it may result in termination. In some instances an employee may be terminated after receiving a verbal and written warning.
- 🐾 Immediate termination can occur under more serious conditions such as physically hurting a child, inadequate supervision of the children, theft, sleeping on duty and inappropriate language.

## JOB PERFORMANCE APPRAISALS/EVALUATIONS


Here at the UH Children's Learning Centers, student staff members receive an appraisal or evaluation each and every semester of employment. The performance appraisal figures heavily into the awarding of raises. The awarding of raises is not automatically granted; they are based upon your job performance. In order for you to be eligible for a raise as a student staff member, you must first have completed one semester which is considered a probation period and you must have completed one positive performance appraisals/evaluations with your supervisor

## PERSONAL USE OF PHONES & EQUIPMENT

Staff members should not make personal calls on the school phones except in case of an emergency. It is our policy to take a message from callers so that we do not disturb the classroom. In addition to telephones, copy machines, computers and other building equipment should not be used for personal use.....there is **NO exception** to this!

## CELL PHONE POLICY




Personal cell phone use is prohibited at CLC while any staff member is on duty and counted in the child: teacher ratio. However, CLC has a "Best Practice" policy in place to define the occasions/situations when a fulltime staff member, counted in the child: teacher ratio, can have their personal cell phone turned on and in use. It is important to recognize there may be times this is not only appropriate but also necessary. These policies are enforced at all times.

-  **Full-time staff:** Cell phones are to be kept off or on silent/vibrate during work hours. Personal calls/text/emails are prohibited at all times while on duty and counted in the child: teacher ratio. Special circumstances are noted below.
- **Special circumstances (Professional):** Any fulltime staff member may use their cell phone for school related reasons such as contacting parents when a child is sick, staff members when they are late, or for references/interviews.
  - **Special circumstances (Personal):** Any fulltime staff member may make a request to use their cell phones for personal reasons by acquiring special permission from a Manager. The approval must be only for a specific date(s) or circumstance.
  - **Emergencies:** Cell phones are expected to be used in case of a CLC emergency and personal cell phone numbers should be registered at the front office as part of the CLC emergency preparedness plan.









 **Student Staff:** Cell phones are prohibited in the classroom at anytime.

## TWO-WAY RADIO USE

CLC utilized two-way radio communication for daily operations and emergency situations. Like any other tool, a two-way radio can be misused. Before using the communication device please note that:

-  All departmental personnel shall use the two-way radios for the purpose of **CLC business only**.
-  **Official radio channels must adhere to federal regulations; conversations are public.**
-  The Federal Communications Commission (FCC)\* strictly **forbids the use of obscenities**.

When using the two-way radio, transmissions must:

-  Be **necessary**; safety information must take priority.
-  Be **secure**; avoid discussing sensitive, confidential or personal issues.
-  Be kept as **brief** as possible; short and to the point.
-  Be **clear**; pronounce your words clearly and slowly, speak in a normal tone of voice, and keep your mouth within a reasonable distance from the microphone.
-  Be **simple**; your message should be simple for everyone to understand.
-  Be used in a **positive** manner; never use profanity or threatening remarks over the airwaves.
-  Use **standard expressions**; this can reduce the amount of time transmitting and reduces confusion. Do not use slang.
-  **Identify the speaker and/or location.**

Remember to:

- 🐾 Hold down the push-to-talk button BEFORE you begin to talk, otherwise some of your message may not get through.
- 🐾 Always perform radio checks and ensure that your radio is in good working condition.
- 🐾 Ensure that the battery is charged and the power is on.

## CONFLICT OF INTEREST

Although the University of Houston System depends upon the integrity and discretion of its staff with respect to actual or apparent conflict of interest, all University of Houston System employees are subject to the prohibitions of state law and applicable federal guidelines.

<http://www.uhsa.uh.edu/sam/2HumanResources/2A9.pdf>

## FOOD AND BEVERAGE POLICIES

The UH Children's Learning Centers does not provide food or snacks for student employees; all food prepared and served at the Center are for the children only. No outside food or drinks are allowed in the classrooms. If outside food or drink is brought to the Center it must be labeled and stored in the refrigerator which is located in the resource room.

## SMOKING/ALCOHOL/DRUGS

Smoking and other use of tobacco is prohibited in the Children's Learning Centers and within 25 ft. of the entrance to any campus building. All members of the University community and guests are required to comply with federal, state, and local laws regarding the distribution, possession, and consumption of alcoholic beverages. Employees may not consume alcohol while on duty. Reporting for duty under the influence of alcohol or drugs, thereby impairing an employee's ability to perform his duties, is grounds for disciplinary action up to and including immediate termination.

## WEAPONS

State law and University policy prohibit the possession, carrying, or use of prohibited weapons including firearms, illegal knives, and clubs on University owned or controlled properties. Violation of this policy is grounds for immediate termination and is a felony offense. The Concealed Weapons Law does not permit the carrying of weapons on campus.

## STUDYING ON THE JOB

While some jobs on campus allow students to study on the job, here at the UH Children's Learning Centers studying on the job is **never** permitted and should be done on your own time. If you find that you have completed all assigned tasks while







on duty it is up to you to take the initiative to contact your supervisor concerning additional duties.

## SLEEPING ON THE JOB

Sleeping on the job is never acceptable especially in the classroom when children are involved. Sleeping on the job can result in termination.

## PAYROLL INFORMATION

**This program provides the following advantages:**

-  Promotes quality of care for young children.
-  Increases awareness of our student employee process.
-  Improves possibility for employee retention.
-  Provides all student staff consistent and on-going feedback.
-  Encourages advancement of professional skills and work ethics.
-  Puts forth a model of excellence for student staff development.

## PAY DAYS

Yes, your efforts are rewarded. You get paid every other Friday. You may view your paycheck the Monday before pay day by logging into P.A.S.S.

### **Paychecks/ Payroll Procedures:**

All timesheets must be signed before 7:00 a.m. on the Wednesday following a Friday payday. At the end of each fiscal year and in December there will be a pay period that requires an estimate of your hours worked. During these times you may receive two paychecks for the one pay period but these two checks will be the total of your hours worked or the same as one pay check.

## DIRECT PAYROLL DEPOSIT

As a cost-saving measure, the state of Texas requires employees to have their salaries deposited directly into their checking or savings accounts unless they qualify for an exemption from direct deposit. The employee's financial institution must be a member of the Southwestern Automated Clearing House Association in order to activate direct deposit. P.A.S.S. is used to complete this process.

## COMPUTER TIME REPORTS

You are responsible for clocking in and out on the computer in the front lobby. This means checking in on the computer when you arrive for work or returning from an extended break, as well as checking out on the computer when your shift is over or when you are leaving for an extended break. Please do not check in/out on the computer just to pass through the security door. If you are on duty use the resource room door and if you are not on duty you should not be pass the security door, in the courtyard or any classroom. If you forget to clock in you may not get paid for the

hours you were not clocked in. To avoid this situation, please provide the front office written documentation with your supervisor's signature for the hours worked. If you forget to clock out, you will not be paid for the additional hours and once again you must provide the front office with written documentation signed by your supervisor stating the hours you worked. If you have problems or questions about your check or the hours worked please consult with a Manager. All interactions should be handled in a courteous and professional manner.

## HEALTH & SAFETY

**NAEYC Standard Five:** "The program promotes the nutrition and health of children and protects children and staff from illness and injury."

At all times, health and safety are top priorities at CLC. Each individual staff member's vigilance regarding health and safety issues contributes significantly to our effectiveness as a whole.

### ACCIDENTS/EMERGENCIES/FIRST AID

CLC works diligently to provide a safe environment for the children at all times. However, part of growing up can include bumps and bruises. Our Center is equipped with first aid supplies and an automated external defibrillator (AED). Fulltime staff members maintain current infant, child and adult CPR and pediatric first aid certification. Each classroom team is responsible for maintaining the appropriate items in the classroom first aid kit and for checking expiration dates.

If a child has a minor accident the staff will administer appropriate first aid to the child and provide a written report to the family. If a child has a serious injury, a trained staff member will provide first aid and a parent/guardian will be contacted to pick up the child. If there is an emergency requiring immediate medical attention, 911 emergency personnel will be called and the parent and/or the child's physician will be notified.

**Hand-held panic buttons are on-site for staff to alert the front office and the UH police immediately in an emergency.** If a child needs to be transported by an ambulance, a staff member will accompany the child if the parent is not available. When the parent is unavailable, alternate names in the child's file are contacted as well.

*For questions regarding CLC medical accident insurance refer to the UH Risk Management Department @ [www.uh.edu](http://www.uh.edu)*

## ENVIRONMENTAL HEALTH & RISK MANAGEMENT

The UH Environmental Health and Risk Management policy and procedure manual can be reviewed at:

[http://www.uh.edu/plantops/ehrm/ehrm\\_manuals\\_ehrmsafety.html](http://www.uh.edu/plantops/ehrm/ehrm_manuals_ehrmsafety.html)

## HAZARDOUS MATERIALS INCIDENTS

Follow instructions below:

- Dial 713-743-3333 to report potential hazardous materials incidents.
- Remain on the scene only if it is safe to do so.
- If uninjured, be available as a witness to UHDP.
- Do not leave the building if told to shelter-in-place.
- If instructed to relocate, take only your personal belongings (medications, etc.).
- Do not use the elevators (unless instructed to do so).
- Keep campus phone lines open for emergency communications.
- Stay away from outside windows and doors—keep closed.
- Help individuals who can't negotiate the stairs.

## SECURITY CAMERAS

CLC has security cameras to assist us in monitoring the property at all times including the front door entrance. This addition, along with other safety/security measures, helps CLC continue to meet accreditation standards by creating and maintaining a safe/healthy setting for children, staff and families.

## HYGIENE

Every effort is made by CLC staff to prevent the spread of germs. Non-porous gloves are provided for use when diapering, cleaning, etc. and food handler's gloves are provided for serving food.

**HAND WASHING:** We strive to maintain the highest standards of cleanliness, which includes required hand washing for children and teachers and instruction in hygiene to help minimize the spread of germs (*see the Appendix for the Hand Washing Guidelines*).

Hand washing is the #1 preventive measure to avoid the spread of disease. Use the posted hand washing procedure and then turn off the faucet with your paper towel: *on arrival for the day, after diapering or using the toilet, after handling bodily fluids, before meals and snacks, before preparing or serving food (or after handling any raw food that requires cooking), after playing in water that is shared by two or more people, after handling pets and other animals or any materials such as sand, dirt, or surfaces that might be contaminated by contact with animals, when moving from one group to another (visiting) that involves contact with infants and toddlers, before/after feeding a child, before/after administering medication, after assisting a child with toileting and after handling garbage or cleaning.*



DIAPER CHANGING: CLC uses only disposable diapers or pull-ups. When changing a child on the changing table, never leave the child unattended, always wear gloves, and be sure to sanitize the pad and wash your hands afterwards. Always leave the changing table free of objects and ready for the next use (see the Appendix for the CLC Diaper Changing Procedures I & II).

TOOTH BRUSHING: With parental permission, teaching staff also provide an opportunity for tooth brushing with children older than one year and for an infant's teeth and gums to be wiped with a disposable tissue after each feeding.

## ILLNESS/'SYMPTOM FREE' RULE

One of the most serious challenges facing group care situations for young children is preventing illness.

CLC uses the following guidelines to protect children and staff from contagious illness. If any of the following conditions occur while a child is in attendance, the child will be kept comfortable and isolated in a supervised space and parents will be notified to **pick up their child from the Center as soon as possible**:

- 🐾 The child has one of the following:
  - ✕ Fever, armpit temperature of 99.4 degrees or greater
  - ✕ Vomiting
  - ✕ Diarrhea
  - ✕ Head Lice
  - ✕ Symptoms of an infectious disorder such as ringworm, pink eye, etc.
  - ✕ Communicable disease, (refer to the Communicable Disease Chart for Children's Learning Centers @ [www.tdprs.state.tx.us](http://www.tdprs.state.tx.us)).
  - ✕ Any other condition deemed necessary by the Director/Teacher for the well being of the child and the other children enrolled.
- 🐾 The illness prevents the child from participating comfortably in facility activities.
- 🐾 The illness results in a greater need for care than the staff can provide without compromising the health, safety, and supervision of the other children.

One of the best ways to prevent the spread of disease is to have strictly enforced standards regarding the exclusion of ill children and staff. We need your help for this; the guidelines for the exclusion of children who have infections that pose a risk to others apply equally to staff members. When you are sick, seek treatment and take steps to recover as quickly as possible.

### **THE 24-HOUR 'SYMPTOM FREE' RULE**

*The Center's policy requires that a child be free of symptoms of illness: fever, diarrhea or vomiting for at least 24 hours before returning to the Center.*

*Fever-free means without medication for fever reduction.*

Please keep in mind that if we send a child home because of illness, the child will not be admitted to the Center the next day because the **24-hour period** will not have elapsed. The Center reserves the right to require a doctor's statement before any child or staff can be re-admitted to the Center.

## CHILDREN'S PRODUCT SAFETY

CLC will distribute and post monthly Consumer Product Safety Commission recall lists (CPSC) according to Texas Child Care Licensing Standards. It is mandated that no unsafe products are in the Center or in the classrooms.

## CAR SEATS

### *Texas Transportation Code: 545.412*

Injuries suffered while riding in cars are the number one preventable cause of death in young children. If a parent borrows a car seat from CLC, he/she must sign a consent form first. Here are the guidelines to follow to keep a child safe in the car:

- 🐾 The rear seat is the best seat for children 12 years or younger.
- 🐾 All children must use a car seat, booster seat or seat belt.
- 🐾 Never hold a child in your arms or lap while traveling in the car.
- 🐾 Children should ride in a car seat made for their size and age.
- 🐾 The car seat should be buckled tightly in the car and not move more than one inch when pulled.

*CLC staff members are not permitted to violate these regulations by buckling a child into an improper position or device.*

## TRICYCLE HELMET USE

Any child riding a tricycle at CLC must wear a helmet designated to that child. Most bike accidents involve a head injury, so a crash can be very serious if a helmet is not worn.

## SUN SAFETY

CLC is a *Sun Wise* school. We limit outside activities between 10:00 a.m. and 5:00 p.m., provide teacher training regarding sun safe practices and request that every child/staff member bring sunscreen and a protective hat for daily use. Check parent consent forms prior to applying children's insect repellent/sunscreen. Additionally, we ensure that children/staff have the opportunity for sun safe play with a variety of shade structures on our grounds.

## EMERGENCY PROCEDURES/DRILLS

*(Refer to the CLC Emergency Preparedness Plan in the classrooms)*

CLC places a high priority on being prepared for a variety of emergencies that may arise. We have set up an emergency plan as follows:

- 🐾 **Stay informed.** CLC staff monitors any kind of status alerts. When an alert is in a heightened state (for weather or otherwise), the radio and Internet are checked regularly for breaking information. CLC monitors all severe weather @ [www.nationalweather.com/](http://www.nationalweather.com/)
- 🐾 **Assess the situation and act.** Upon receiving pertinent information and/or official notification, a decision is made to either move to a predetermined safe area of the building, evacuate or conduct a shelter-in-place.
- 🐾 **Communicate.** Two-way radios located in each classroom enable communication (within the Center and campus wide) to continue throughout the emergency. Each classroom maintains an emergency contact list with information for each child. In the event of an emergency and after the necessary actions are taken, CLC staff will inform parents of the status of the children and the situation.

First aid kits are located in each classroom, outdoor stations, and in the front office. Extra supplies are stored at the front office. In addition each classroom has a two-way radio and hand-held panic alarm that when activated in an emergency notifies UH police and sounds an alarm in the front lobby.

Each staff member is responsible for daily checks of the following:

- 🐾 Classroom two-way radio is charged, on and operational.
- 🐾 Safety covers are on all electrical outlets.
- 🐾 Adult's personal belongings are stored out of children's reach.
- 🐾 First aid kits are stocked and expiration dates are current.
- 🐾 All poisonous substances are stored in high, locked cabinets.
- 🐾 All exits and hallways are free from obstruction.
- 🐾 The playground is free from debris and hazards.

In addition, every staff member is responsible for knowing safety and health hazards, protecting children from harm and responding immediately when encountering the following:

- 🐾 Tripping, slipping, choking, pinching hazards.
- 🐾 Physical problems with the classroom or grounds.

**Evacuation** – Fire and evacuation drills are held monthly to acquaint the children with evacuation procedures. These practice drills are supervised and documented by the UH Office of Safety and Risk Management. Evacuation routes are posted in each classroom and in the CLC lobby.

If the CLC site at Wheeler must be evacuated, the children will be directed to the grassy area between **UH Entrance 11 and Entrance 12**, or in the event of inclement weather conditions, the UH Police department (multi-purpose room) to await further instructions from the proper authorities. If the CLC site at Cameron must be

evacuated the children will be directed to the grassy area on the Cullen side of the building to await further instructions from the proper authorities.

**Shelter-in-Place** – In the event of a shelter-in-place decision, each room is equipped with an emergency supply kit that includes all of the items recommended by the Department of Homeland Security. Each room has a step-by-step manual on what to do in a variety of situations. Each classroom team is responsible for periodically checking this emergency kit for supplies and expiration dates.

**Severe Weather Emergency/General Procedures**

- Stay inside away from windows.
- Assume protective posture.
- Keep calm and do not get excited.
- Use two-way radios to monitor the situation and to communicate if further action is necessary.

**For more information regarding emergency preparedness for the University please refer to [www.uh.edu/emergency](http://www.uh.edu/emergency) and/or for the United States refer to [www.dhs.gov/dhspublic/](http://www.dhs.gov/dhspublic/).**

**GANG-FREE ZONE**

The University of Houston Children's Learning Centers is in a Gang-Free Zone. A gang-free zone is a designated area around a specific location, including day care centers, where prohibited gang related activity is subject to increased penalty under Texas law. The gang-free zone is within 1000 feet of our Children's Learning Centers. Parents may contact their local municipality or court house for information about obtaining a copy of a map if they choose to do so.

*For more information about what constitutes a gang-free zone, please consult sections 71.028 and 71.029 of the Texas Penal Code.*

Similar to the motivation behind establishing drug-free zones, the purpose of gang-free zones is to deter certain types of criminal activity in areas where children gather by enforcing tougher penalties. Certain gang-related criminal activity or engaging in organized criminal activity within 1000 feet of our center is a violation of this law and is therefore subject to increased penalty under state law.

**As a result of House Bill 2086 that passed during the 81st Legislature, Regular Session, Chapter 42 of the Human Resource Code includes section 42.064, effective September 1, 2009. This new statute requires that information about gang-free zones be distributed to parents and guardians of children in care at licensed Children's Learning Centers.**

## ADDITIONAL INFORMATION

### ORGANIZATIONAL STRUCTURE

CLC has a Management Team to assist with on-going communication and supervision at the Center. This team includes: Director, Assistant Director, Administrative/Operational Managers and Program Managers. Each manager can assist with questions or concerns about the Center. The Office Coordinator is also available for questions about your accounts/vacations.

Each classroom has two fulltime staff members, a Lead Teacher and an Associate/Assistant Teacher and several part-time Student Assistants.

***For problem solving at the classroom level we recommend the following three-step process:***

- 🐾 First, bring any concern to your classroom Teacher.
- 🐾 Next, if you are not satisfied, request a meeting with a Program Manager or the Administration/Operation Manager.
- 🐾 Last, if you still have a concern, schedule a meeting with the Director/Assistant Director.

*Refer to Parent/Teacher Communications below (see Appendix for the Solution & Resolution Worksheet).*

### UH POLICE DEPARTMENT ESCORT SERVICE

The UH Police Department Escort Service is designed for community members who have specific safety concerns and desire having another person present when traversing the campus. This program utilizes UHPD's Cougar Patrol to escort students, faculty, and staff to locations beginning and ending on campus. If you feel that you need an escort, please call (713)743-3333. The Cougar Patrol may either accompany you to your requested destination on foot or, if necessary, use our new "Think" vehicles.

### MOTORIST ASSISTANCE

Parking Enforcement, UH Police Department (713)743-5849

Parking Enforcement offers motorist assistance such as: jump starts, tire assist, gas assist and unlocks. These services are offered to students, faculty, staff, and visitors from Monday through Friday, 6:00 a.m. – 10:00 p.m.

### SECURITY

Don't succumb to the false sense of security that gets fostered in the nurturing environment of the UH Children's Learning Centers. There are still people that like to take things from others; do not leave valuables lying around. Put it in a safe place. Also, please report any suspicious behavior/activity to your supervisor immediately.

## SEXUAL HARASSMENT

[www.uh.edu/fs/handbook/AA-EEEE.htm](http://www.uh.edu/fs/handbook/AA-EEEE.htm)

The University of Houston has authorized an interim sexual harassment policy and procedure subject to change based on review by the Faculty Senate, Staff Council, the Student Government Association and other appropriate officials. The policy is summarized as follows:

*The University of Houston is committed to providing a professional working and learning environment free from sexual harassment. Sexual harassment is a form of sex discrimination and is illegal. Sexual harassment on a University campus most often exploits a relationship between individuals of unequal power and authority (as, for example, between an employee and supervisor or between a student and teacher), but many also occur between student peers or employees of equal rank. At a university, sexual harassment also constitutes unprofessional conduct which compromises the University's commitment to the integrity of the learning process. As such, the University of Houston will not tolerate any form of sexual harassment. Failure to investigate allegations of sexual harassment or failure to take timely corrective action is considered a violation of the University's sexual harassment policy and may also violate federal and state laws. Furthermore, this institution is committed to providing the training necessary to educate the staff, faculty, and students to understand and respect these policies and procedures. Additional information regarding the Interim Sexual Harassment Procedures may be obtained from the Office of Affirmative Action, Student Service Center 2, ph. (713) 743-8835.*

## NONDISCRIMINATION POLICY

Even though we're living in a progressive age, discrimination does still exist. However, at UH and with the UH Children's Learning Centers you will not encounter discrimination due to race, national origin, religion, sex, physical or mental disability, medical condition, ancestry, marital status, age, sexual orientation, citizenship or veteran status when seeking employment. If you hear of any instance(s) this policy is not being followed please notify the Director immediately.

[http://www.uh.edu/ogc/oaa/Employment\\_Discrimination\\_Handout.pdf](http://www.uh.edu/ogc/oaa/Employment_Discrimination_Handout.pdf)

## GRIEVANCE

If something concerning your job is bothering you, please communicate because eventually it could affect your work and/or the children. If the problem is with another staff member, try to work it out between the two of you or if that is not an adequate solution, then talk with your immediate supervisor. If there is still a problem please schedule a time to talk with the Assistant Director or Director (see Appendix for the Resolution/Solution Worksheet).

## **APPENDIX**

- 1. Diaper Changing Procedures I & II**
- 2. General Classroom Guidelines**
- 3. Resolution/Solution Worksheet**
- 4. Student Employee Evaluation**
- 5. Student Employee Self-Evaluation**
- 6. Student Employment Program**
- 7. Standards Training Module- NAEYC**

**CLC**

**All Changing Table Procedures I:**

- *Before changing a child, make sure you have all items needed (diaper, cream, gloves, wipes, plastic bag, etc.)*
- *Place child on a clean, disinfected, dry changing table.*
- *Remember to keep a hand on child at all times.*
- *Put on a new pair of gloves for every child. Throw used gloves away after each use and **BEFORE** putting on a new diaper.*
- *Clean the child's bottom gently from front to back with a fresh disposable wipe.*
- *When applying diaper cream, use a small wipe and put on a **NEW** glove.*
- *Dirty diapers are placed in a small plastic bag along with used wipes and gloves.*
- *Remove soiled gloves.*
- *Diaper the child with a clean, dry diaper.*
- *Sanitize hands, remove child from changing table and wash child's hands under running water with soap and dry hands with a disposable towel*

**OR**

- *Wipe the child's hands with a disposable wipe at the changing table and then remove child from the table.*
- *Tie bag with soiled items and discard in designated trash can.*
- *Clean diaper changing area and disinfect the table with labeled disinfectant solution after each use.*
- *When finished wash your hands with soap and warm water for at least 15 seconds.*
- *Mark daily reports after each changing.*
- *Remember to **NEVER** leave a child unattended.*





## CLC

### Standing Up Diaper Changing Procedures II:

- 🐾 Standing up changing procedures is used **for wet diapers only**.
- 🐾 Use changing table for soiled diapers.
- 🐾 Have child stand on the floor in the bathroom.
- 🐾 Encourage child to pull down shorts/pants with assistance.
- 🐾 Un-Velcro the diaper for the child and have the child throw wet diaper in the designated trash can.
- 🐾 Encourage child to sit on the toilet and attempt to use the potty.
- 🐾 Replace diaper with a clean, dry one.
- 🐾 Encourage child to pull up shorts/pants with assistance.
- 🐾 Have child wash hands with soap and running water and dry hands with a disposable towel.
- 🐾 Teacher must wash hands after each diaper change with soap and running water and dry hands with a disposable towel.
- 🐾 **All accidents require gloves** when changing child and cleaning up the accident.



## General Classroom Guidelines:

### General Guidelines:

- **Never leave children alone**
- Every child is supervised and accounted for at all times
- Redirect children when having a hard time whether it is at circle, during activities, or on the playground
- Counter tops and tabletops are not for sitting
- Dress appropriately for children interaction
- Unauthorized personal cell phone use is prohibited
- Professionalism is expected at all times
- Store personal belongings out of reach of children
- Store poisonous substances in high & locked cabinet
- Keep all exits / hallways free from obstruction
- Maintain a clutter free outdoor / indoor environment
- Changing table surfaces are not to be used for temporary placement of objects unrelated to diapering
- Utilize classroom communication log books daily

### In the Morning: (Make sure every child is supervised and accounted for)

- Wash hands upon entering the room
- Turn on two-way radio and check to make sure it is operational
- Check outlets for protective covers
- Prepare morning bleach water
- Log children's attendance
- Date lunchboxes as they come in
- Assist with morning snack
- Wipe down tables, counter tops, and chairs after snack
- Sweep if needed after snack
- Assist children in the bathroom
- Assist with morning activities and circle times
- During circle time, help the children to be independent by sitting next to them, interacting with them, and helping them to listen
- Help clean up after morning activities
- Put out cots during lunch / close blinds
- When children finish, discard opened lunch items
- Assist children with hand washing, brushing teeth and toileting / diapering



## General Classroom Guidelines:

**During Naptime:** (Make sure every child is supervised and accounted for)

- Make sure blankets are not covering children's heads
- Help wipe down tables and chairs after lunch
- Take out trash in classroom and bathroom
- Sweep and mop floor
- Clean and sanitize bathroom
- Clean and sanitize door handles and light switches
- Help prepare for classroom activities
- Clean and sanitize toys when / if needed
- Empty water from discovery tables
- Make sure daily supplies are stocked (plates, cups, spoons, paper towels, soap, bleach, etc.)
- Prepare children's lunch labels for the next day
- Wipe down windows and sweep outside if needed
- Prepare afternoon snack



**After Naptime:** (Make sure every child is supervised and accounted for)

- Log children's attendance
- Help children with toileting / diapering
- Put away cots; clean and sanitize weekly
- Assist with hand washing after snack
- Wipe down tables and chairs after snack
- Sweep floor if needed
- Assist with afternoon activities
- During circle time, help the children to be independent by sitting next to them, interacting with them, and helping them to listen



## General Classroom Guidelines:

**Closing Duties:** (Make sure every child is supervised and accounted for)

- Sweep and vacuum floors
- Mop floor if needed
- Make sure bathroom is clean / toilets flushed
- Wipe down and straighten counters
- Straighten toys and sanitize if needed
- Empty / sanitize discovery tables
- Empty bleach water
- Take out trash in classroom and bathroom
- Lock back door
- Turn off radio
- Turn off / charge two-way radio
- Turn off all lights (closet and bathroom)
- Check outlets for protective covers



**On the Playground:** (Make sure every child is supervised and accounted for)

- Check playgrounds for safety from debris and hazards before bringing children outside
- Sweep if necessary
- Staff should be walking around at all times and visually supervising children
- Tell other staff members if you are leaving the area
- Supervise children on play equipment at all times
- Put away toys and clean up when class leaves
- Empty trash if needed
- Turn off fans



## University of Houston Children's Learning Centers

### Solution & Resolution Worksheet for Staff & Parents

What is the issue?

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How does the issue affect/involve you?

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Who needs to be involved in solving/resolving the issue and the reason for their involvement?

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Schedule a meeting; list the date & time:

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During the Meeting: Brainstorm, with everyone present, ideas for solving/resolving the issue:

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Describe the plan to be implemented:

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List the action step(s) to be taken, the person responsible for the action step & the date set for the completion of the action step:

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List the date and time for a follow up meeting:

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**University of Houston Children's Learning Centers  
Student Employee Evaluation**

Student Name: \_\_\_\_\_ Semester/Year: \_\_\_\_\_

1 = poor, 2 = fair, 3 = average, 4 = good, 5 = excellent, NA = not applicable	1	2	3	4	5	NA
Abides by CLC policies and procedures						
Maintains attendance & punctuality						
Maintains work hours scheduled						
Attends trainings/Professional development						
Supervises children in classroom/courtyard						
Supervises children on playground						
Dresses appropriately/Appearance						
Uses appropriate oral communication with children						
Uses appropriate oral communication with adults						
Maintains safe & sanitary conditions for the children						
Uses appropriate guidance techniques with children						
Follows directives well						
Accepts feedback and suggestions objectively						
Makes efforts to develop and improve skills						
Demonstrates Initiative/Works independently, when appropriate						
Works as part of a team						
Uses time efficiently/effectively						
Exhibits enthusiasm for the job						
Exhibits good quality of work						
Exhibits flexibility and patience						
Maintains professional boundaries						

1. Is the Student Assistant meeting the expectations of the Center? If not, what do you see as the obstacles that prevented the student from fulfilling his/her expectations?

2. What recommendations for do you have for the Student Assistant?

*Please provide any additional comments you may have on the back of this form.*

Teacher/Program Manager Signature & Date: \_\_\_\_\_

Student Assistant Signature & Date: \_\_\_\_\_

## University of Houston Children's Learning Centers Student Employee's Self- Evaluation

Directions: On a separate piece of paper, put your name and date at the top of the page and then please answer in detail the questions listed below.

1. What was your greatest contribution to the classroom/assigned area?
2. How did you meet the overall goals of the Center?
3. How did you support the classroom/assigned area staff?
4. How did you contribute to the development of the children in the classroom?
5. What do you consider to be the areas needing most improvement/development?
6. What goals would you like to work on for the upcoming semester?

# University of Houston Children's Learning Centers Student Employment Program

Goals of this Program:

- ☞ To promote quality care for young children.
- ☞ To increase awareness of our student employee process.
- ☞ To boost student employee retention.
- ☞ To provide student staff consistent and on-going feedback.
- ☞ To improve CLC organizational climate.
- ☞ To encourage advancement of professional skills and work ethics.
- ☞ To put forward a model of excellence for student staff development.

## **Grade One – Student Assistant**

POSITIONS: Classroom Student Assistant, Office Student Assistant, Technology Student Assistant, & Kitchen/Custodial Student Assistant

Requirements are: a genuine love of children, a high energy level, dependability, and professional attitude, an understanding of the custodial duties necessary in a child care setting in order to prevent the spread of germs and a willingness to perform these duties and motivation to participate in training.

<b>Step One</b>	\$7.25/ Per hour
<b>Step Two</b>	\$7.50 / Per hour
<b>Step Three</b>	\$7.75/ Per hour
<b>Step Four</b>	\$8.00/ Per hour

## **Grade Two – Student Leader**

POSITIONS: Classroom Student Leader, Office Student Leader, Technology Student Leader & Kitchen/Custodial Student Leader

Requirements are: Grade One skills, plus an ability to be responsible for assisting the full time staff in the implementation of curriculum/procedures/standards and additional relevant training hours, which can be gained through University classes, Health Department classes or by participating in CLC self-study courses.

<b>Step One</b>	\$7.75/ Per hour
<b>Step Two</b>	\$8.00/ Per hour
<b>Step Three</b>	\$8.25/ Per hour
<b>Step Four</b>	\$8.50/ Per hour



### **Grade Three – Student Manager**

POSITIONS: Classroom Student Manager & Office Student Manager

Requirements are: Grade One skills, Grade Two skills, plus a demonstrated ability to take charge, follow policies & procedures and supervise other student employees, and a commitment to additional relevant training hours as deemed necessary for the position.

<b>Step One</b>	\$8.25/ Per hour
<b>Step Two</b>	\$8.50/ Per hour
<b>Step Three</b>	\$8.75/ Per hour
<b>Step Four</b>	\$9.00/ Per hour

In order to move up a Step within a Grade the following conditions must be met:

1. Exceeds Expectations or Outstanding evaluations for the two previous semesters.
2. Demonstration of all skills required for the position, plus be flexible, responsible and dependable.

In order to move to a higher Grade the following conditions must be met:

1. Exceeds Expectations or Outstanding evaluations for the two previous semesters.
2. Demonstration of all skills required for the Grade, plus be flexible, responsible and dependable.

\*All new child care personnel must have completed **8 hours** of early childhood pre-service training and **2 hours** of CLC program/policies orientation.