

E.L. Cord Foundation

Child Care Center

Student Employee Handbook



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Employee Handbook

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We are licensed by the State of Nevada and accredited by the Nation Accreditation Commission (NAC). We follow state rules and regulations as well as NAC criteria.

Dear Student Employee,

Thank you for accepting a position at the Truckee Meadows Community College E.L. Cord Foundation Child Care Center. We are a department of the Division of Business and Social Sciences. We are accredited by the Association of Early Learning Leaders: National Accreditation Commission for Early Care and Education Programs. In addition to our policies, we are licensed by the State of Nevada and follow all state rules and regulations, as well as NAC criteria. Your help is vitally important to the success of our school.



The following information is meant to guide you in daily assignments here at the Center. At first glance, the policies and procedures may seem overly restrictive. Let me assure you a great deal of thought was given to the information presented in this handbook. Everything you need to know is not contained on these pages – we did not want to give you another textbook to read. This handbook will start you on the road to understanding the wondrous world of children in the early care and education setting. The real learning will come with time and experience, as it does for children. Please do not hesitate to question, observe and use the resources available to you at the Center.

Welcome to the wonderful world of children!

– Your Child Care Center Colleagues

MISSION STATEMENT

Through a quality program, E.L. Cord Foundation Child Care Center will provide care and education based on best practices.

CENTER PHILOSOPHY

We at the E. L. Cord Foundation Child Care Center believe in the development of the whole child. Our curriculum is designed to focus on the creative, emotional, intellectual, physical, linguistic and social development of each individual. The purpose of our approach is to foster competency in the young child. While the emphasis is on children, family involvement is encouraged and supported.

Our Goals for Children

- To feel good about who they are
- To be competent and confident in their abilities
- To learn cooperation with other children as well as adults
- To develop self-control and a sense of right and wrong
- To develop a love for learning
- To reach their full potential in creative, socio-emotional, intellectual, physical, and linguistic development
- To be successful in future educational experiences

I – GENERAL INFORMATION

Prior to the first day of work, you need to have the following:

1. A completed hire packet
2. Proof of TB results
3. Fingerprint Card (entity that took your fingerprints) with money order
4. Consent and Release Form signed by the University Police Services
5. Set up an on-boarding appointment with Human Resources
6. A training schedule

Training

Per internal Child Care Center policies, the following trainings are required to be completed within your first 3 weeks of initial employment orientation and will be completed online.

1. Recognition and reporting of Child Abuse & Neglect (completed the 1st week)
2. Prevention & Control of Communicable Disease & Bloodborne Pathogens
3. Sudden Infant Death Syndrome (SIDS)
4. Prevention of Shaken Baby Syndrome & Abusive Head Trauma
5. Building & Physical Premises Safety
6. Emergency Preparedness & Response
7. Medication & the Prevention of and response to Food & Other Allergies
8. Fit for Life (Wellness)

And 3 hours of child development and guidance which will include:

1. Developmental Domains in Early Childhood Development
2. How to Raise Emotionally Healthy Children
3. Positive Guidance: What it is and why it is important

Per State of Nevada licensing regulations, the following trainings are required to be completed in-person within your first 120 days of initial employment. The center will pay your cost of attendance.

1. CPR certification (to include infant/child CPR)
2. First Aid Administration

Each year, you will be required to complete 24 hours of NV Registry approved trainings including 2 hours which must be devoted to the lifelong wellness, health and safety of children and must include training related to childhood obesity, nutrition and physical activity.

Student Employees are required to attend all mandatory training events held at the Center. Three in-service training days each year are the first Friday in March, May and October. These trainings/workdays are very important to our professional development and to providing quality care and education. Nevada Child Care Licensing (NAC42A) and National Accreditation Commission (NAC) requires teachers to complete yearly training which aligns with their regulations and standards.

We understand that other work or class obligations may keep you from being able to attend all or part of one of our trainings. An explanatory letter specifying the reason for your absence must be submitted to the Director or Master Teacher IN ADVANCE. Any training hours missed will be made up within 30 days and at your own cost.

Procedures for Being Absent

1. You need to find a qualified (training fully completed) substitute when absent for any reason.
2. **Contact your Head Teacher at the Center. You may not leave a message. You must talk to someone in person. Call 775-674-7515.**
3. If you are absent or on sick leave for more than 3 days, you need to have a doctor's note to return to work.
4. You need to call the Child Care Center at least 3 hours before your shift begins or the day before.
5. Extraordinary illness will be assessed on a case by case basis.

Procedure for Personal Time-Off

1. **Time-off requests are just that – requests.** A minimum of one week notice is to be given for time off and you are responsible for finding a substitute.
2. You must first fill out a Leave Request Form as soon as you know that you need time off. Turn this form into the Head Teacher. This can be months in advance – i.e. for summer vacations, etc.
3. You must also complete a Coverage Agreement at the necessary time before your time off. A Head Teacher must sign the coverage agreement form before it is submitted to the front office.
4. Once your coverage agreement is signed by all substitutes and a Head Teacher, please make copies for all substitutes and your classroom Head Teacher and place in their cubbies. When you have completed all steps, submit your coverage agreement form to the Office Manager.

Timesheet Procedures

1. Student employees may not work more than 29.5 hours per week. No exceptions!
2. Please record your time on Workday when you start your shift, sign out for lunch, sign in for return from lunch and when your shift ends. Make sure you record in real-time, as it happens. You cannot go back and add or make changes. It is your responsibility to record your work hours each day.
3. Failure to follow these procedures will delay your compensation.

Biannual Evaluation

At the end of each semester you will receive a 360 degree evaluation. This means that both you and your immediate supervisor will complete an evaluation based on your performance for the semester. Below is a brief explanation of the criteria for your biannual evaluation. **You are required to submit an updated transcript at the end of each semester or session.**

1. **Responsiveness** – Do you respond to the needs of the children or your co-workers as requested in a timely manner? Do you move around the room as needed and engage with the children?
2. **Initiative** – Do you take responsibility to step up and complete tasks until they are finished? If you see something that needs to be completed, do you do it? Do you bring it to someone’s attention? Do you ask for the information on tasks when necessary?
3. **Team Work** – Do you assist your co-workers in the classroom? Will you take on extra tasks from time to time in a positive and helpful manner? Do you help others with their work when appropriate? Do you refrain from gossiping and seek guidance if needed for the situation?
4. **Job Knowledge** – As a result of training and experience working in the center with the children, do you apply what you know to everyday situations in a positive manner? Do you follow process and procedures for licensing regulations and NAC about specific responsibilities such as hand washing, feeding infants and diapering, kitchen safety or office policies? Do you seek understanding and take direction well?
5. **Accuracy** – When completing a task (job knowledge), do you completely and correctly complete the task the first time or do you find yourself having to redo tasks? Do you record information (such as infant feeding) as required?
6. **Job Attitude** – Are you generally happy and have a friendly disposition? Do you say positive statements about your workplace here and elsewhere? Do you smile often and reflect enjoyment in your work with children and families? Are you proud of your behavior and are you responsible for your actions?
7. **Timeliness** – Are you completing your work in a timely fashion? Or, are you taking excessive amounts of time to complete a task? Do you work quickly and thoroughly when appropriate?
8. **Attendance/Punctuality** – Are you at work on your scheduled days/times? Do you find coverage for yourself when you are absent and show up when you are substituting for others? Are you on time for work and when returning from your lunch and breaks.

9. Communication/Listening Skills – Do you use positive phrasing when speaking to children, families, and co-workers? Do you relate well to others? Are you confident when speaking to co-workers or parents? Can you communicate effectively in a difficult circumstance? Do you really listen to those speaking for their message to you?

10. Reliability – Do you do what you say you will do? Do what you are asked to do? Are you careful and thorough in performing your job? Does your behavior result in you being treated as a professional? Do you handle stressful situations with a level attitude?

Compensation

Compensation is based on performance evaluations, training, and regulation compliance, as well as the child care center's ability to provide appropriate compensation.

Please Note: At times, monetary raises will be available for student employees. In order to be considered for a raise the following criteria must be met:

1. "Good" or better on your evaluation.
2. Required training hours are completed and required documentation is provided.
3. Attend TMCC, UNR or NSHE institution in the Spring and/or Fall semesters, taking 6 credits minimum and maintain a minimum of a 2.5 grade point average.

Drinks and Snacks

Please keep your drink in a plastic container/cup with a lid. Place them on a shelf and away from a child's reach. Hot liquids are not allowed in the classrooms or any place in or outside of the building where children reside. Please drink hot liquids in the staff room or away from the CCC. **Adults may only bring water into the classrooms; absolutely no soda or energy drinks allowed.** (Children may not drink these at the Center, consequently this means neither can you in the classrooms or play yards.)

No snacks are allowed in the classroom at times other than snack and meal times. When the quantity dictates, you may sit and eat with the children during snack time. Children are always served first. In fact, eating with the children (your personal and appropriate food is okay at this time) is a fun and educational activity.

Conflict Resolution

We encourage open communication among all personnel. If a conflict should arise, please discuss the matter with a Head Teacher before it escalates. We strongly discourage gossip and gripe sessions. Remember we are all here for the children. Keep unnecessary socializing to a minimum. We are role models for the children and each other. **Please be respectful of your co-workers and their personal property.**

Use of Materials

Please use all center materials and equipment properly. Items used should be returned to their proper place, in good condition. If something breaks, please inform a Head Teacher.

Schedules

Staff schedules are posted every Thursday on the front office bulletin board in the front lobby and in each classroom. It is your responsibility to know your schedule each week. Please check the schedule for accuracy and notify the Office Manager or Head Teacher if it is incorrect.

Phone Calls

All phone calls can be returned on breaks or lunches unless it is an emergency. Cell phones must be silenced or turned off when not in use. When using your cell phone, please do so in the staff room or away from the Center. There is no cell phone use in the classroom, on the play yards or walking down the hall (please see the **Cell Phone Policy, Appendix B**).

Dress Code

The dress code is clean, comfortable and professional. You are working in a child care facility, and need to dress in an appropriate manner. No high heels, dresses/skirts or clothing with holes. Shorts must be worn not more than 4 inches above the top of the knee. No piercings with chains. The Center will provide smocks or aprons to wear over your clothes – they must be worn during work hours. The Center Director or a Head Teacher reserves the right to send you home without pay (please see the [Dress Code Policy, Appendix C](#)).

Food Storage and Clean up

We may not store personal food in the Center refrigerator. It is your responsibility to bring your own lunch box and ice packs. You are responsible for taking Center-owned dirty dishes to the kitchen sink and rinsing them off.

II – SAFETY INFORMATION

Location of First Aid Kits

- Infant/Toddler Kitchenette – Cabinet
- Toddler Play Yard – Brick wall
- Discovery Zone Bathroom – Wall
- Preschool Play Yard – Brick wall
- Rolling Kit – Staff room and Kitchen
- Preschool Art Room – Wall
- Staff Room – Kitchen wall
- Kitchen – Staff room wall
- An AED machine is located on wall in the hallway across from the Staff Room

Location of Blood Borne Pathogens Kits

- Preschool Art Room – Above First Aid Kit
- Infant/Toddler Kitchenette – Cabinet above Microwave Oven
- Kitchen – Above First Aid Kit

Note: Please remember to wear gloves when coming in contact with blood, bodily fluids or any other potentially infectious materials (OPIM). Refer to your Blood Borne Pathogens Control Plan.

Location of Fire Extinguishers

- Front Office
- Kitchen
- Across from the Staff Room
- Preschool Discovery Room
- Hallway across from Toddler Room
- Toddler Room
- Infant/Toddler Kitchenette
- Infant Crib Room
- Large Motor Room

Note: Alarms are located in all rooms (infant room has silent alarm with flashing lights). We have monthly fire drills and quarterly emergency drills which are required by licensing. These drills are held to remind employees of correct emergency and evacuation procedures. Please see Head Teacher for proper procedures.

III – EMPLOYEE DISCIPLINARY PROCESS

Steps in the Disciplinary Process:

1. The supervisor will verbally discuss the situation with the employee.
2. The discussion will be documented by the supervisor.
Example: "Employee's name" was given a verbal warning this date regarding an inappropriate behavior that was observed by a supervisor. It was discussed with "Employee" that they were observed.
Example: Coming back from a 1 hour lunch break 20 minutes late. "Employee" now understands the importance of returning from their breaks on time and also understands that if this incident occurs again, further disciplinary action will be taken.
3. The supervisor will counsel the employee on how to correct the action, and will inform the employee of the next disciplinary steps.
4. If the problem recurs, the supervisor will verbally discuss the problem with the employee.
5. The discussion will be documented and signed by both the supervisor and the employee
Note: Signature of the document by the employee does not mean they are agreeing to the accusation. It is a confirmation that the issue was discussed. The document will then be filed in the employees work history file as a written warning.

6. The supervisor will counsel the employee on how to correct the action, and will inform the employee of the next disciplinary steps.
7. If the problem recurs the supervisor will verbally discuss the problem with the employee, another written warning will be given and signed by both the employee and supervisor. The document will then be filed in the employees work history file as a written warning.
8. Depending on the infraction, suspension could be included with this written warning. Suspension could be from 1 day to 5 days without pay. The supervisor and director will decide based on the infraction.
9. The supervisor will counsel the employee on how to correct the action, and will be informed that the next step is termination.
10. The final step is termination!
11. The supervisor will document the action.

“Discipline is the bridge between goals and accomplishment.” – Jim Rohn

IV – STUDENT EMPLOYEE RESPONSIBILITIES

1. **Do not forget your badge.**
2. Academic advisement is required for the spring and fall semesters. Please return written verification to the Center.
3. Stay consistent with attendance – consistency is the heart of any program. Your place in the classroom is very important to your fellow staff members, parents and more importantly to the children.
4. Arrive at the Center for your shift **on time each day and in your assigned classroom at that time.**
5. Have a consistently positive attitude. Help the children to see that you like coming to the Center.
6. Be a team player. We may not always agree on policies, but we need to project a united effort to parents and children.
Support each other!
7. Openly communicate with Head Teachers and other student workers about your workplace concerns. If you find a situation questionable, please ask a Head Teacher. Personal socializing during work time is strongly discouraged. Attention needs to be focused on the children and the daily tasks.
8. Complete daily cleaning/duties in a timely manner.
9. Follow through on planned activities.
10. Respect other staff members by using their materials and supplies appropriately. Label all personal items.
11. Maintain the confidentiality of children, families, and staff.
12. Focus on the process vs. product of activities. All activities need to be process oriented. The children need hands-on experiences to foster their individual development.
13. **Treat each child with dignity and respect.**
14. **Treat each other with dignity and respect.**
15. Refer to Confidentiality and Social Media Standards of Practice (please see **Appendix A**).
16. Have fun!

V – FRONT DESK RESPONSIBILITIES

1. Students working at the front desk should greet everyone coming in the door and observe those who leave.
Children may not leave the Center without an authorized adult. Please introduce yourself to parents.
2. If someone rings the doorbell, hold down the “Talk” panel on the AIPHONE monitor (on the desk behind the phone). When the red light comes on, greet them and ask how you can help them. Ask them to show a picture ID to the camera. Tell them to come in. Hold down the button with the key symbol above it. You must hold the button down until the door disengages. Ask to see their ID and look up the blue card for the child they are picking up. The blue cards are located in the wooden file box on the front desk. If a person is not named on the blue card, get the Director or a Head Teacher. If they are listed on the blue card, have them sign the child out on the blue clipboard (No-Card sign in/out). Then you can escort them to the classroom and tell a teacher who they are here to pick up.
If a person is not named on the blue card, get the Director or a Head Teacher to handle it from there.
3. People will either call or come in to learn about the Center. When people call, give them the information they request as best as you can. You should refer to the brochures for information about current fees. If you don’t know or feel uncertain about what you are being asked, seek the help of a full time employee, time permitting, or take a message. You may also refer them to the website at www.tmcc.edu/childcare.
4. Parents need to come in person and fill out a wait list card. There is no charge. Our services are offered to everyone in the community. It does not matter if they are employed by TMCC, or a student. We also do not offer any assistance or discounts. If someone needs assistance, refer them to the Children’s Cabinet. Their phone number is 775-856-6200.
5. Visitors are welcome without an appointment to see the Center. Visitors must sign in at the front desk. Be sure to give them a brochure. Visitors must be accompanied around the Center. Please confine the visit to the observation booths for Infants & Toddlers.
6. Students who come to the Center for observations must sign in and wear a lanyard with their UNR/ TMCC I.D. in it.
Students also need to fill out an observation sheet and turn it in at the front desk before they observe. When they have completely filled out the observation form, take them to the area they will be observing. If you take them to a play yard, inform a Head Teacher.
7. When a phone call is for a student worker, please take a message unless it is an emergency. For full time staff, please check to see if they are available to take the call. If the call is for the Director, find out if she is able to take the call. If not, take a message and tell them she will get back to them as soon as possible. Deliver messages to teachers at the first available opportunity.
8. We may not confirm employment for anyone employed at the Center. Refer such inquiries to the Human Resources Department.
9. **You must not give out any personal information about any adult or child at the Center.** If someone asks if an employee is here or wants to know when they get off, take their name and phone number and tell them you will give it to the employee.
10. If parents call to inquire about their child’s well-being, put them on hold, check with the teacher, and relay the message back to the parent.
11. We accept payments by check, cash, money order and credit card. For checks and money orders have them put the payment in the drop slot on the front counter. If they want to pay cash, give them an envelope to put the cash in. Have them write the amount and the child’s name on the envelope. You should verify the amount and make sure they wrote the correct amount on the envelope. Have them seal the envelope and put it in the drop slot on the front counter. If a parent wants to pay by credit card, you will need to find a Head Teacher to take that payment.
12. During down time ask the classroom teachers if they have any projects that need to be done, such as classroom curriculum prep. You may also clean and straighten the front desk and front hall area.

VI – KITCHEN RESPONSIBILITIES

1. **Review and know the snack procedures such as preparing and cleaning up. Become familiar with any of the children’s allergies. Each child with an allergy is listed on the allergy chart, which includes a picture of the child, the specific allergy and instructions on what the child may not eat. This allergy chart is posted in each classroom as well as the kitchen and on the snack cart.**
2. **Wash hands upon entering kitchen.** When preparing food and washing dishes, you are required to wash hands, wear an apron, use food preparation gloves and a head covering. Several head covering options are provided for you. At the end of your shift please place the apron and head covering in the dirty laundry basket in the laundry room.
3. Bins need to be placed under the long counter and never placed in the sanitizer without a rack.
4. Wipe down all counters, stove, sanitizer, and refrigerator with bleach spray at the end of each day and as needed.
5. Wipe out the inside of the refrigerator with bleach spray the day before delivery. Milk is delivered once a week.
6. Remember to count the milk each day and fill out the milk inventory sheet.
7. Sweep kitchen daily and as needed.
8. Clean debris from sanitizer filter daily.
9. Refer to the posted cleaning schedule. Initial jobs when complete.
10. Wash items that are too big for the sanitizer with hot soapy water, then rinse with hot water, and finally spray with the bleach water and let air dry.
11. **Turn on the fan** when you use the stove top, oven, or broiler (the switch is to the right of the unit). If you forget, the sprinkler system will engage and ruin the equipment. **DO NOT FORGET** to turn off the fan before leaving at 6 p.m.
12. Every night, pour the contents of the bleach bottles down the drain by the pantry.
13. Place the kitchen bleach bottle in the laundry room. Bleach bottles are refreshed daily.
14. Wipe down carts each time they are returned to the kitchen.
15. At the end of each day place the bins on top of the long counter upside down and place the floor mats on top of the sanitizer.

Pantry

1. The food in the kitchen belongs to the Center. Please do not take any food!
2. Pots, pans, storage containers, etc. need to be turned upside down.
3. Make sure that all opened food is in a storage container and the container is closed and labeled with the date the item was opened. Use masking tape to label.
4. The pantry door needs to be closed and locked at night before you leave. Turn off the light inside the pantry.

Staff Room

1. Wipe out the microwave, the outside of all appliances, counters, and staff table.
2. Dirty dishes need to be returned to the kitchen and cleaned. Throw away any leftover food.
3. Use cleanser on sink once a week.
4. Water all plants in hallways, offices, and lobby and outside front entrance area every Friday.

Dishwashing Procedures

1. Fill the right side of the sink halfway with warm soapy water. Drain control is down by right knee.
2. Sanitizer is programmed to shut itself off in 1 hour, if not in use. To turn on, push the on button. At end of day, it will automatically shut off after the 1 hour period.
3. Rinse the debris off the dishes using the sprayer.
4. Put the dishes in the water and wipe each one using a brush or sponge.
5. The Center prefers that everyone wear rubber gloves.
6. Put soapy dishes in a crate and rinse them using the sprayer with hot water.
7. Put crates in the sanitizer.
8. Close the door and push the WASH button.
9. The cycle takes approximately 3 minutes. When finished, open the door and put the dishes on the drying cart. When the dishes are dry put them in their appropriate place. **Caution:** Beware of hot steam when opening door. Crate and dishes may be hot as well. Beware of metal and glass objects; they remain hot for a few seconds longer than other dishes.
10. Please remember at the end of the day when dishes are done to wash out the water drain hole on the floor. Once a week wash drain by pantry.

Our Goals for the Kitchen

1. Maintain a clean and sanitary kitchen.
2. Wash hands upon entering kitchen, after food preparation, after handling laundry and when leaving the kitchen.
3. Wash hands whenever in doubt.
4. Cover any food when leaving it unattended for any amount of time or after preparing food.
5. Always prepare a nutritious snack for the children.

VII – SNACK PREPARATION

Cover all foods with plastic wrap and label with date before placing in bins or refrigerator.

Snack Times – Toddlers (9:15 a.m. & 3:15 p.m.)

1. Use two bins for snack and place on cart (one gray bin and one black bin). Include the following items:
 - Cups, bowls, spoons, napkins, etc., as needed
 - Measuring cups, tongs and large spoons, as needed
 - Plates with 12 portions on each plate
 - Wheeled ice cooler, ice packs and whole milk and 1% milk
2. Take cart to the Toddler Room. Spray off all of the tables to be used with soap, water and bleach (three-step protocol) before setting the tables. Leave the bins by the wall going into the bathroom.

***No, celery, carrots, raisins or hard chips for the toddler area. Please substitute! For toddlers, make sure food is cut up into small bite size pieces. Grapes need to be cut in half lengthwise.**

Snack Times – Preschoolers (9:30 a.m. & 3:15 p.m.):

1. Use three bins and place on cart. Include the following items:
 - Cups, bowls, spoons, napkins, etc., as needed
 - Pitchers, tongs, serving bowls and large spoons, as needed
 - Plates with 16 portions on each plate
 - Wheeled ice cooler, ice packs, 1% milk and special milks
2. Take cart to the Concept Room and check with a teacher as to what rooms need to be prepared. Spray off all of the tables to be used with soap, water, bleach (three step protocol) before setting the tables. Leave a bin in each of the rooms that you set up.

Afternoon snack occurs in the Art Room (2 tables) and the Concept Room (2–3 tables) depending on the number of children. *Numbers of children in the classroom change daily. Please check with a Head Teacher in each classroom for an accurate head count before preparing snack.

Place the following items on each table:

- Bowls, spoons, cups and napkins as needed

VIII – LUNCH PREPARATION

Infants have their own food.

Toddlers – 11 a.m.

1. Use two bins (one gray, one black) for lunch and place on top of the cart. Include the following items:
 - Cups, bowls, spoons, small plates, etc. as needed
 - Measuring cups, etc. as needed
 - Wheeled ice cooler, ice packs, whole milk and 1% milk
2. Place all Toddler lunches on the cart (You will find the lunches on the top two shelves of the refrigerator in the hallway). Take cart to the Toddler Room.
3. Spray off all of the tables to be used with soap, water and bleach (three-step protocol) before setting the tables. Leave the bins by the wall going into the bathroom.

Preschool – 11:15 a.m.

1. Use three bins and place on cart Include the following items:
 - Pitchers, cups, bowls, spoons, napkins, etc., as needed
 - Wheeled ice cooler, ice packs and 1% milk and special milks
2. Place all Preschool lunches on the cart. (You will find the lunches on the bottom shelves of the refrigerator in the hallway).
3. Take cart to the Concept Room and spray all of the tables in both the Concept Room and the Discovery Zone with soap, water and bleach before setting the tables.
4. Place the following items on each table:
 - Bowls, spoons, cups and napkins as needed
5. Please be mindful to not throw away bowls, spoons or cups.

IX – LAUNDRY PROCEDURES

1. **Start a load of laundry in the morning. Put ½ scoop of laundry soap in the receptacle. Add ¼ cup of bleach in the correct compartment (except for bibs and infant wash cloths, which do not get bleach).**
2. Make sure the clothes are completely dry before removing from dryer.
3. When removing clothes from the dryer, make sure the clothes go to the staff room for folding and not on top of the dryer or in the kitchen.
4. Fold bibs, burp rags and wash rags in half.
5. **Always remember to clean the lint tray after each load.**
6. Do not bleach or machine dry the art smocks.
7. Wash the Infant sheets and high chair covers every Wednesday. Make sure they are cleaned and dried before nap time on Friday. **Do not use bleach.**
8. Wash the Toddlers sheets every Thursday. Make sure they are cleaned and dried before nap time on Friday. **Remember to use ¼ cup of bleach.**
9. Wash the Preschool sheets every Friday. Make sure they are cleaned and dried before nap time on Monday. **Remember to use ¼ cup of bleach.**
10. Do not start a new load of laundry after 3 p.m. Dirty laundry that has been collected needs to stay in the laundry basket.
11. Leave the door open to the washer when it is not in use. Make sure the door is open at the end of the day.
12. **If you see that laundry needs to be washed, please feel free to start a load. Thank you!**
13. Do not leave a load in the washer over the weekend. This will cause the laundry to become moldy and will create a smell throughout the whole Center.

X – DIAPER CHANGING PROCEDURES

1. Gather all supplies **before** you start changing a diaper.
2. Wash your hands **before** starting diaper changes. (See hand washing protocol).
3. Put a glove on the hand you will be using for wiping the child's bottom.
4. Bending your knees, lift the child onto the changing table.
5. Place at least one hand on the children **at all times** while they are on the changing table.
6. Talk to the child about the changing process while you are changing them.
Example: "I'm going to take off your diaper now." Or "Lift your legs for me! Whee!"
7. Remove the clothing and undo the diaper.
8. If diaper is wet or soiled, remove a couple of wet wipes from the container and place in convenient location on the changing table.
9. Use a wipe to clean the front of the baby. Ask the child to lift legs or lift them yourself and remove the diaper and place away from the child's reach. Use additional wipes to clean the backside of the baby. Clean from front to back.
10. Wrap soiled diaper and wipes in your glove as you are removing the glove from your hand. Dispose of glove and its contents in garbage pail.
11. Place the clean diaper under the baby and secure the tabs. When you reapply or put on a new diaper make sure the diaper is firmly on the child.
12. Dress the child and take to the sink. Wash the child's hands with soap and water. For an older infant, allow them to help you wash their hands at the child sink. For a younger infant wash their hands at the adult sink. Dry the infant's hands and turn off the faucet with a paper towel.
13. Wash your hands with soap and water. Spray the pad with the soap solution. Wipe dry with one paper towel. Spray the pad with bleach solution and dry with the one paper towel. Wash your hands again after cleaning the changing table. Put child's diapering supplies away. You are now ready for the next diaper to be changed.

Note: It is essential that we all follow the same changing routines. If you are doing these steps on a daily basis, they will become second nature to you. All diapered children need to be changed on the changing table. Only pre-potty learning children may be changed in the bathroom in a stand-up position. If these children have a soiled diaper, they have to be changed on the changing table. Nothing but the children on the changing pads! Please do not put personal supplies, artwork, etc., on the changing tables. The diaper changing area should be free of all clutter.

XI – INFANT ROOM RESPONSIBILITIES

1. Wash your hands when entering the infant room, and also when blowing your nose or a child's nose. Throw used tissue away immediately.
2. Please have booties on at all times. This will help decrease the dirt and germ traffic. Please remove your booties when going to the bathroom, taking the children to the motor room or running other errands around the center.
3. Observe Head Teachers' role modeling and follow their example. Ask if you don't understand something.
4. Be sure there is always a teacher in the room with the children. Example: if you're outside, wait until a teacher comes outside before coming inside to grab a Kleenex.
5. Record all information on the boards when feeding or changing the child's diaper.
6. Keep all adult foods and drinks in the kitchenette. Keep all personal belongings off the kitchen counters.
7. A new curriculum is posted each month for each individual child. Please ask the Head Teacher how you can assist in implementing curriculum.
8. During feeding times, there should always be two people on the floor at a time. There should not be more than one person in the kitchenette at a time. Do not use foster grandparent for ratio. When children are eating in high chairs, they need to be secured in with the seat belt and they can never be left unsupervised.

9. Be an active listener. If a child is crying, you need to check the child physically and verbally, while reassuring the child you are there.
10. Be consistent with your actions. Always comfort and be in tune with each child's needs.
11. It is important to always let the children know what you are doing, i.e., changing the child's diaper, taking the child out of a buggy or when feeding, etc.
12. Always greet parents and children in a very warm manner. Learn all the parents' names and the age of each child.
13. Maintain positive relationships with parents.
14. After the Toddler Head Teacher leaves for the day, it is important that you talk to other Head Teachers in Infants or Preschool of any problems that may arise, they will communicate with the parents..
15. Overall, you will be expected to look after the children's health and safety during your time in the room.
16. Closing and opening procedures are posted by the changing table sink. Please read and remember proper diaper changing procedures also posted by the sink.
17. There is an eating schedule to follow on the kitchen cupboard for each child. Remember, be flexible with the parent's needs and concerns.
18. The infant room daily schedule is posted on the classroom bulletin board and on the parent bulletin board.
19. Check the time charts for bottles, feeding, diapering, and naps to learn the babies' schedules.
20. When a child is bitten, take care of injured baby first. Wash the bite with soap and water, apply ice if necessary, and fill out an accident/incident/illness report. Let the Head Teacher know about it immediately.
21. If you believe a child is sick, let the Head Teacher know as soon as possible.
22. Maintain a one teacher to 3 or 4 children ratio.
23. A fire extinguisher is located in the crib room of the Infant Room and in the Infant/Toddler kitchenette.

Nap Times

1. Bottles **do not** belong in the cribs.
2. Babies must be placed on their backs when put down to sleep and sleep in their sleep sack only. Babies are not to be covered with blankets up to 12 months. After 12 months they may use a blanket.
3. Never put a toy (soft or hard) in the child's crib.
4. The sides of the cribs are to be up at all times when there are babies in them.
5. Sleeping children need to be checked every 5 minutes. Reset the timer each time if children are sleeping. Also, it is everyone's responsibility to check the monitors every minute when there are children sleeping in the nap room. Please refer to the **Infant Monitoring Policy (Appendix D)**.

XII – ALL ROOM RESPONSIBILITIES

Arrivals and Departures

1. Remember to sign children in and out on the classroom clipboard attendance sheet.
2. Greet children and parents pleasantly every day and at each arrival. Learn their first names.
3. Do a visual health check of the child upon their arrival.
4. Help child to transition to a fun activity.
5. Pleasantly tell each family good-bye at departure.
6. Give the parent positive, but truthful information about their child's day. If you are a closer, get information from the opening staff to pass on to parents.
7. Only Head Teachers are to discuss negative issues about the children with the parents!

Rules for Children

1. Only teachers open doors. Preschool children may open doors after permission from a teacher.
2. No toys on the slide. We need both of our hands for climbing.
3. Feet belong on the floor. No standing on chairs, sofas, tables, cubbies, shelving units, toys, blocks, etc.
4. Children need to sit down while eating.
5. Toys are to be played with, not thrown or stepped on.
6. Children help with clean up. Give specific directions to each child.
7. We all use inside voices when indoors.
8. Tricycles need to stay on the pavers on the toddler play yard and the bike path in preschool.
9. Only teachers open gates and doors.
10. Please do not allow children to play in the shed or the alcove outside the toddler door.

Child Discipline

We enhance a child's behavior through positive guidance, redirection of the child's behavior and setting of clear limits on behavior.

At **NO TIME**, are the following acceptable:

- Physical punishment
- Verbal abuse or threatening statements (The tone of your voice is important).
- Derogatory remarks toward the child

Treat children with dignity and respect at **ALL** times.

Discipline Procedures & Helpful Hints

1. Redirect children whenever possible.
2. Use a calm, but firm voice when dealing with negative discipline situations with children.
3. Use time out **ONLY** as a last resort. **DO NOT** use the words "time out" when separating a child from the group.
4. Never force a child to say "I'm sorry" to another child or adult.
5. Encourage children to use their words. **Example:** "I don't like it when you hurt me!" and "No!"

Safety Issues

1. Use gloves when changing diapers, including standing changes.
2. Discard soiled diapers in the garbage can under the changing cabinet.
3. Children and adults need to use soap and water to wash hands (soap goes onto child's hand, not the sink).
When do children and adults need to wash their hands?
 - Before and after snacks and lunch
 - After using the restroom, especially after potty learning times
 - After blowing or touching running nose
 - Before and after sensory play (sand, water, playdough, etc.)
4. Record all feeding, napping, and changing information in a timely manner.
5. Report all safety hazards to a Head Teacher or Director in a timely manner.
6. Maintain Accident/Injury/Illness, and Sign-In Records.
7. Replace supplies if you are the one who emptied the container:
 - Gloves
 - Tissues
 - Toilet Paper
 - Paper Towels
 - Soap

8. Use the diapering table for diaper changes **only**.
9. Maintain ratios for each age group:
 - Infants – 1 teacher to 4 children
 - Toddlers – 1 teacher to 6-8 children
 - Preschool – 1 teacher to 10 children

Guide Children with Self-Help Skills

1. Children need guidance with the cleaning process. Give specific directions to children, i.e., “Put the wooden block in the block shelf.”
2. Encourage children to use the measuring cups or pitchers to pour milk at snack time. This develops eye-hand coordination, fine motor skills, and a positive self-image of “I can do it!” They will also use tongs to serve items from plates.
3. Children need to clear their own dishes and cups after snacks and lunches. The food goes in the garbage can and the dishes go in the bin.
4. Be sure children are washing hands with soap before and after snacks and lunches as needed.
5. Help children with toilet learning skills such as: removing soiled clothes, putting on clean clothes, wiping bottoms, washing hands with soap.

Playtime

1. Interact positively with children during learning resource center times.
2. Place yourself strategically in the room where you can supervise one area AND the whole classroom. Don't place your back to most of the room or yard. If you are involved in an activity with children directly in front of you, continue to look up often and scan the rest of the room or yard.
3. Get down on the floor to be on eye level with the children.
4. Set clear limits with the children during play time.
5. Encourage verbal communication between children as much as possible to solve problems. Allow children to be a part of the solution.
6. Ask open ended questions to stimulate conversation.

Naptime

1. At least two teachers should be present at all times.
2. Socks are to remain on children's feet during nap in case of fire drill.
3. Nap time can be used for deep cleaning, preparing for art, etc.

XIII – TODDLER AND PRESCHOOL ROOM RESPONSIBILITIES

Welcome to the Toddler and Preschool. We look forward to working with you! In the Toddler Room, we can care for approximately 20 children ages 18 months to 3 years. In the Preschool room, we care for approximately 40 children between the ages of 3 and 5.

The number one responsibility for student workers in the Toddler and Preschool Rooms is to assure the safety of all children. In order to do this you will need to be aware of where the children are and what they are doing at all times. Remember you are here for the children – **PLEASE INTERACT WITH THEM!**

1. Play with them, talk with them, listen to them; **earn their trust.** Always use appropriate language in front of the children and be a good role model. Always treat the children as individuals and be respectful. Toddler and Preschool age children are working on self-help skills. Always encourage a child to try first and allow them ample time to be successful before doing a task for them.
2. **In the morning,** greet all parents and children with a smile. If a child is having a difficult time parting from their parent, offer to help. Gently take the child from the parent and try to distract them. Say good-bye to the parent and assure them that their child will be okay. Always make sure the child knows the parent is leaving and will return later. Let them wave through the window if they want. Remember to sign in children.
3. **At the end of the day,** say good-bye to parents and children and remember to try and tell the parent at least one positive thing about their child's day. If the parents have questions you are unable to answer or are uncomfortable with, please refer them to a Head Teacher. Remember to sign out children.
4. **Large Motor Room:** Remember to supervise children at all times. Free play does not mean children are free to roughhouse and run wild. Keep safety in mind always. The balls are for rolling, throwing and bouncing. Please do not allow children to kick them or throw them at each other. Keep the CD music at a tolerable level. If it gets too loud, it upsets parents, and some children cannot handle the loud noise. Remember to pick up toys, Legos, balls, etc. before leaving the motor room. Return items where they belong. Be sure the CD player is off before leaving the motor room.
5. **Outside:** Think of outside as a classroom. Be aware of the whole playground. No excessive sitting outside. Identify and implement the outside play activities. Walk around and keep safety in mind always. Periodically check the forest areas and especially behind or inside the playhouses. Children need to be supervised by a teacher to go inside for potty use. Children cannot be sent in alone. Shovels are for digging in the sand only. Bark and rocks need to stay on the ground. Only teachers are allowed in the bike shed. Take out only 5 bikes at a time. Be sure the bikes are in good shape before taking them out. Both handle bar covers must be on! Make sure children keep bikes on the bike path or the path through the forest. No toys on the climbers. Remember to greet parents and sign children in and out.
6. **Classrooms:** While working in a classroom please be aware of the whole room. Sit so your back is not towards the overall group and you can scan the whole room. Even if you are working on something with a small group of children, look around the room often, to make sure all the children are engaged in an activity and not just running around or being destructive. Keep safety in mind at all times. If a child is doing something you feel is unsafe, stop them. Give choices for another activity, or a different way to proceed in the activity. Remind children about "walking feet inside" – no running inside. Absolutely no weapons or gun play allowed. Redirect children involved in inappropriate activities.
7. Clean up time can be very tedious for everyone. Give a five minute warning before cleaning up. Be a good role model in helping the children to pick up after themselves. If you take out materials for an activity, please remember to clean up after yourself.

XIV – COMMUNICATING WITH YOUNG CHILDREN

Communicating with young children involves the exchange of words, ideas, and feelings. We communicate with looks, actions and silence, as well as with words. Remember, it's not only what you say, but how you say it. Communication is an intentional action, what is the purpose?

- Secure the child's attention
- Communicate acceptance
- Listen attentively
- Use more do's than do-not's
- Talk with, not at children
- Use "I" messages
- Communicate at eye level
- Provide clear and firm instruction
- Use "Please, Thank You and You're Welcome"
- Avoid interrupting or scolding
- Use kind words
- Make requests simple

Behavior Issues and Concerns

We believe in using positive discipline with the children. The use of redirection as well as logical and natural consequences should be practiced whenever possible. Time out is used as a teaching technique not as punishment. Encourage the children to work out their differences with your supervision, but never force a child to say "sorry" to a child or teacher. Please ask for help from a Head Teacher in any situation where you feel uncomfortable. Always remember to anticipate and prevent situations whenever possible.

Young children can present challenging behavior as they learn to interact appropriately in the educational setting. The E.L. Cord Foundation Child Care Center is committed to using positive guidance strategies when teaching young children how to manage their own behavior. Developmentally appropriate guidance and classroom management promotes positive social skills, fosters mutual respect, strengthens self-esteem, and supports a safe environment. However, at times some children will exhibit severe behaviors that cannot be managed within the classroom setting. Severe behavior is defined as:

- Danger to self or others (examples include but are not limited to head banging, excessive biting that breaks the skin, hitting, hair pulling, using objects to inflict bodily harm, etc.) and/or
- Disruptive behavior that creates chronic interference to classroom activities (examples include but are not limited to tantrums, screaming, foul language, severe or chronic noncompliance or defiance.)

The Center has developed procedures to address such cases of severe behavior. In these situations, the parents will be contacted. The parents will meet with the teacher and/or the director to discuss the situation and solutions. Behavior that is chronically unacceptable may be an indicator that further support or assessment is needed. This support may include a referral process for further assessment and additional outside services. If the Center's procedures for dealing with severe behavior problems do not result in the restoration of an acceptable and safe educational environment, the Center director reserves the right to temporarily or permanently remove the parents and child from the Center.

XV – APPENDIX A

Confidentiality of Information – Social Media Policy

All information regarding the E.L. Cord Foundation Child Care Center (CCC), the children, their families, students, and the employees must remain strictly confidential. Upon hire, all employees of the CCC are required to sign a “Code of Ethical Conduct- Statement of Commitment” and “Employee Confidentiality Statement.” The following information pertains to employees, students and visitors to the CCC.

Social Networking / Media Policy

Communication with others within and outside of the workplace is a useful tool. However, such communication can have potentially adverse implications for you, your fellow employees, our students and their families, as well as the College. Consequently, you must be continually alert to the consequences of your actions. Each of us is a reflection upon all of us, whether we are at work or at play, talking to parents, children or friends, or in the classroom, even while participating in social networking sites, we have the potential to adversely impact others.

The following guidelines are designed to inform your practice in order to maintain confidentiality, professionalism and respect while communicating with others about the CCC program, students, children and their families, as well as Center employees. These guidelines cover communication within and outside of the workplace and include verbal and written communication, as well as Internet social networking. Following are the CCC guidelines:

- Please, do not engage in behavior that will reflect negatively on the CCC, on the College or NSHE reputations. Speak respectfully about the CCC program, your fellow employees, lab students, as well as the children and their families.
- Respect the privacy rights of the children and their families, the lab students and CCC employees. You may NOT write about or display happenings that might be considered to be a breach of their privacy and confidentiality.
- Please do not share/post information that is confidential and proprietary about the CCC program. This includes information about our activities, students, children and their families, CCC employees, or any other information that has not been publicly released by the College or the CCC program.
- You may not share photographs, audio recordings or videos of students, children and their families or CCC employees without their written permission.
- You are not authorized to speak on behalf of the CCC, TMCC or NSHE or to represent that you do so.
- Truckee Meadows Community College and programs logos and trademarks may not be used without prior written permission.

Under no circumstances may children or their families, students or fellow employees be pictured or written about on social media platforms, or any other social network or media account. You are legally liable for anything you say or write. Employees may be disciplined for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile or unsafe work environment. Employees may be dismissed from employment at E.L. Cord Foundation Child Care Center – Truckee Meadows Community College, if these guidelines are not followed.

Revised April 2019.

XVI – APPENDIX B

Cell Phone Policy for Child Care Center Employees

Truckee Meadows Community College – E.L. Cord Foundation Child Care Center

Title of Policy:	Cell Phone Use for TMCC Child Care Center Employees
Responsible Office:	Child Care Center (CCC)
Issued:	6/7/18
Revised:	5/31/18
Purpose Statement:	This Policy will assist in management, recruitment, retention, quality, and a commitment of all CCC employees.

Policy Principles:

E.L. Cord Foundation Child Care Center provides the following Policy in an effort to cultivate a sense of commitment to the professionalism and safe practices in the early care and education workplace. CCC employees are the “face” of the Center and as such represent the program and the college as a whole. Integrity, professionalism and a sense of commitment to the college, children, parents, students, co-workers and the community are important elements that inform the perception of our work. Policy Expectations exemplify industry standards that inform our practice as early childhood education professionals. Procedural Details ensure an understanding of the consequences should an employee fail to adhere to this Policy.

Policy Expectations: CCC Employees are expected to comply with this policy.

Permitted:

Student Employees are allowed cell phone use in the staff room, family room, and outside of the CCC facility; play yards are part of the CCC facility. If you need to make a phone call, you must first make absolutely certain that when you leave the classroom you will not compromise the safety of the children, your team, or teacher/child ratios. Additionally, as in all situations you must inform a Head Teacher, lead student or other employee in your area when you leave the classroom.

Head Teachers and other CCC staff will use cell phones in the office areas and staffroom, family room, and outside of the CCC facility; play yards are part of the CCC facility. As in all situations, classroom teachers must inform a Head Teacher, lead student or other CCC employee when leaving the classroom.

Cell phone use for photo taking is allowed under certain circumstances, such as documentation and educational purposes, by Head Teachers and other non-student employee CCC staff. Please advise parents and visitors that taking photos of CCC children is prohibited without the express permission of Head Teachers or the CCC Director.

Not Permitted:

Student employees are not allowed to use their cell phones in the following areas: Classrooms, play yards, hallways, kitchen or (front) office.

Procedural Detail:

It is the responsibility of every employee to understand and abide by this Policy. Employee behavior that is inappropriate or whose behavior generates complaints will be addressed. Please advise family and friends that situations requiring immediate attention can reach you by calling the Center’s front office phone: 775-674-7515.

- **1st violation** of this policy will result in a verbal warning
- **2nd violation** of this policy will result in a written warning
- **3rd violation** of this policy may result in termination

XVII – APPENDIX C

Dress Code for Child Care Center Employees

Truckee Meadows Community College – E.L. Cord Foundation Child Care Center

Title of Policy: Dress Code for TMCC Child Care Center Employees

Responsible Office: Child Care Center (CCC)

Issued: 4/22/19

Revised: 4/19/19

Purpose Statement: This Policy will assist in management, recruitment, retention, and quality for the CCC.

Policy Principles:

E.L. Cord Foundation Child Care Center provides the following Policy in an effort to outline a dress code which serves to address the uniqueness of a childcare center dress code, while allowing for individuality amongst employees.

Policy Expectations:

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the image that the E.L. Cord Foundation Child Care Center presents to parents and their children, visitors, and guests. Our philosophy is to provide a culture that allows staff to dress in a style which presents a neat appearance and that promotes safety, fun and education. We expect you to accept the responsibility of dressing appropriately for your position or situation. With that, the following dress code will be implemented and enforced at all times. CCC Employees are expected to dress appropriately for an environment working with young children.

Permitted: The Child Care Center will provide a smock or apron for each employee to wear while they are working in the kitchen, classrooms or on the play yards. Smocks/Aprons are the property of the CCC and remain at the Center. They will be laundered at the Center as needed. Casual attire that is appropriate, clean and in good repair is to be worn under the smock/apron. Shorts must be NO MORE than 4 inches above the top of the knee. Shoes must be neat and in good repair at all times. Tennis shoes or flats are best. Sandals must be attached to the foot with a back strap. NOTE- If the outside temperature is 90 degrees or above an employee who meets the dress code guidelines may opt to remove their smock or apron while on the play yard.

Not Permitted:

- No torn/slit/cut or dirty clothing.
- No spaghetti straps.
- No dresses or skirts
- No inappropriate words or pictures on clothes.
- No Bare midriff shirts
- No butts, no boobs, no bellies (must be covered)
- No flip flop sandals

Procedural Detail:

It is the responsibility of every employee to understand and abide by this Policy. All Permanent employees will be responsible for enforcing this policy. Employees who report to work not appropriately dressed will be sent home and directed to return to work in proper attire. If the dress code violation can be rectified by wearing a smock or apron, the employee may remain at work for their shift.

- **1st violation** of this policy will result in a verbal warning
- **2nd violation** of this policy will result in a written warning
- **3rd violation** of this policy could result in termination

Center ID and lanyard/clip must be worn at all times in the building/play yards.

XVIII – APPENDIX D

Professional Hygiene Guidelines

E. L. Cord employees are expected to meet hygiene requirements while working in the Center

Staff should come to work having attended to their personal hygiene each day with clean clothes, clean hair and free from unpleasant odors. This should include the following:

- Maintain personal cleanliness with regular bathing
- Hair should be clean looking and smelling
- Oral hygiene (brushing of teeth)
- Use deodorant/antiperspirant (when possible) to minimize body odors
- No heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for some people.
- Clean fingernails
- Clothing should be clean, in good condition and fit appropriately
- Booties must be worn at all times in the Infant Room. (Booties should be placed over bare feet, socks, shoes, etc.)

XIX – APPENDIX E

Infant Monitoring System Protocol

Truckee Meadows Community College – E.L. Cord Foundation Child Care Center

- The first caregiver to enter the room in the morning will turn on both of the monitoring TVs.
- The last caregiver to leave the room at night will turn off both of the monitoring TVs.
- When children are sleeping in the nap room or a caregiver is rocking a child or checking on sleeping babies in the nap room each caregiver in the play room will look at each monitor every minute.
- When a caregiver is rocking a child in the nap room they must position themselves so that they can be monitored on at least one screen.
- Caregivers in the play room need to look at each monitor every minute to observe the teacher and child in the nap room.
- Each caregiver that works in the Infant room will learn how to read each monitoring screen. This includes learning which of the four screens within the monitoring system each child's crib is located.
- This will be done by:
 1. The Head Teacher will verbally review protocol with each caregiver.
 2. The Head Teacher will verbally and physically show each caregiver how to look at each screen and determine where each child's crib is located.
 3. The Head Teacher will physically show each caregiver where each child's is located.
- The timer which is located on the white board between the diaper area and the kitchenette will be set for five minutes. Every five minutes one employee will check on ALL sleeping children by entering the nap room and looking into each crib to check for breathing and any signs of distress.
- When a Center employee is in the observation booth they need to monitor the nap room by looking at the monitors every minute

