

# Wee Care Childcare Center Parent Handbook



*Program Office:*  
1135 Adams Street  
Bowling Green, KY 42101  
270-781-7031

*Administrative Office:*  
270-781-6714

**GIVE. ADVOCATE. VOLUNTEER.  
LIVE UNITED.**   
United Way  
of Southern Kentucky

**Mission:** Wee Care Childcare Center strives to provide quality child care for children ages 6 weeks to five years old. The center is licensed by the Commonwealth of Kentucky for 49 children at any one time with operation hours of 7:30 am - 6:00 pm Monday - Friday. Our childcare is a non-profit program operated by the Family Enrichment Center, funded in part by United Way of Southern Kentucky for the primary purpose of providing high quality, affordable child care to families in Bowling Green and Warren County.

**Parents Participation:** All parents or family members are encouraged to be involved in our childcare services. Children feel more at ease when there is a good relationship between their parents and childcare giver. Parents may visit with their child at any time; however, visits may become disruptive during our nap times. The naptime for all children is between (12:00p – 2:00p). Newsletters, calendar of events, and other items will be sent home from time to time. Please check your child’s bag or hallway clip for such correspondence.

**Admission Policy:** All parents wanting to utilize full time, part time, and/or free respite childcare are required to fill out an enrollment form prior to the child’s admittance or placement on the waiting list. Verification of criteria, core-hour schedule, refundable deposit, immunization record and emergency cards are required before attendance.

Children will be enrolled on the basis of need, as determined by a points system, insofar as space is available. Families may be required to meet a minimum of ten points **or** two of the following criteria (excluding the Preschool Room – only 1 criteria **has** to be met):

**Criteria Points:**

- 10 History of child abuse or neglect (i.e. children in or returned from foster care)
- 9 Family crisis or other circumstances (i.e. domestic violence, outstanding DVO or EPO on non-custodial parent, substance abuse or a medically fragile immediate family member)
- 9 Income & household size (Level 1- where both parents work or attend school)
- 4 Referral from a social service agency (referral form required)
- 4 Parent is a student, welfare to work participant, or other retraining program
- 3 Single parent
- 3 Special need of a child (i.e. speech, developmental delay, etc.)

**Eligibility for continued enrollment will be evaluated every October.** Each sibling will be evaluated on the basis of need, as determined by our points system, before being admitted. If at evaluation, it is determined that the family no longer meets established criteria, written notice of withdrawal from enrollment may be given. Families no longer eligible for attendance, if deemed necessary to drop from our roll, may be given up to, but not exceeding three months, to find other child care arrangements. Once all available spaces are filled, children will be placed on a waiting list in order of need, determined by

the points system. Wee Care enrolls children without regard to race, color, sex, religion, or national origin.

**Non-emergency care and respite childcare** are available to families and is based on availability in each classroom and have costs associated with this service. This is a temporary situation and does not enroll the child into permanent attendance. The parents are required to fill out a registration form, federal food program form and provide a current immunization record prior to the child’s admittance. The crisis drop in care service is free to those who qualify, or see fee schedule below per child for those who do not meet our criteria. Fees are a flat rate and include half day or full day attendance. Payment is due on arrival for the day attended.

**Hours of Operation:** Wee Care Childcare Center opens at 7:30 AM and closes at 6:00 PM.

**Fees:** Wee Care has a sliding scale fee system based on income and household size. Families receiving state child care assistance (CCAP) will be charged based on income and household size. If child care assistance doesn’t pay the total fee amount, parents are responsible for the balance. This co-pay is subject to the terms and conditions of the parent handbook as outlined below.

**Refundable Deposits: A deposit equal to the amount of one week’s attendance is required before attendance. Deposits will be refunded upon payment in full of account at the end of service.**

Level I	Household Size	\$ Income Range
	2	\$ 0-\$28,230
	3	\$ 0-\$32,999
	4	\$ 0-\$37,499
	5+ (+\$3,140 each)	\$ 0-\$41,999
Level II	Household Size	\$ Income Range
	2	\$28,231-\$35,499
	3	\$33,000-\$39,999
	4	\$37,500-\$44,999
	5+ (+\$3,140 each)	\$42,000-\$49,499
Level III	Household Size	\$ Income Range
	2	\$35,500-\$42,999
	3	\$40,000-\$47,500
	4	\$45,000-\$52,500
	5+ (+\$3,140 each)	\$49,500-\$59,000 (and above)

Infants & Toddlers	6 weeks to 24 months		
	Weekly Rate	Daily Rate	1/2 Day Rate
Level I	\$100.00	\$20.00	\$17.00
Level II	\$115.00	\$23.00	\$20.00
Level III	\$130.00	\$26.00	\$23.00
Two’s & Preschool	24 months to five years		
	Weekly Rate	Daily Rate	1/2 Day Rate
Level I	\$95.00	\$19.00	\$16.00
Level II	\$110.00	\$22.00	\$19.00
Level III	\$125.00	\$25.00	\$22.00

Full time care is considered five days a week, more than 5 hours per day. Part time care is considered less than five days a week or less than 5 hours per day. A full day is considered anything 5 hours, or above, of care.

**Part time Families:** Wee Care Childcare Center works to serve as many families who are in need but also do so in a manner that promotes family safety and stability as well as agency financial stability and safety. If you enroll on a part time basis please know that your child's spot can be taken IF there is a family with a greater need and who needs full time child care. Each part time family will be evaluated on the basis of need and enrollment date. If it is determined that the family no longer may receive services, a written notice of withdrawal from enrollment will be given. Families no longer eligible for attendance will be given up to, but not exceeding one month to find other child care arrangements.

**Sibling Discount:** Because our goal is to serve the family with affordable childcare, we provide a sibling discount of 15% for Level 1. The discount will be applied to the oldest child(ren) enrolled. Each sibling must be enrolled at Wee Care and attend at least 3 full days per week to receive the discount.

**Core Hours:** Core hours are the scheduled time and days of each child's attendance. Childcare schedules are flexible, and therefore must be approved by the Director before enrollment. Any changes in schedules also must be approved by the Director. The core hours will be billed each week unless flex days/holiday credit is issued. (See below) Any other absences will be billed the amount due for the core hours. Any child who misses more than 5 consecutive days without notice will be considered dropped from enrollment and the vacancy will be filled from the waiting list.

**Flex days:** After sixty days of continuous **full time** (five days a week, more than 5 hours per day) attendance, Wee Care will issue each **full time** child 10 flex days to be used as credits for absences. After sixty days of continuous **part time** (less than five days a week or less than 5 hours per day) attendance, Wee Care will issue each **part time** child 5 flex days to be used as credits for absences. These days are effective from July 1 of the current year – June 30 of the following year, for example July 1, 2009-June 30, 2010. Flex days can be used to cover any absences including but not limited to: vacation time, sick leave, or nursery closings for bad weather. An excused absence form will need to be turned into the billing office within one week of absence to prevent the daily fee from being charged to your account. Flex days will renew each year on July 1 only if your child's account is current.

**Holidays:** Wee Care Childcare Center is closed on the following holidays/ Professional Development Days. Families will not be charged for these days:

New Year's Day	Friday after Thanksgiving Day
Good Friday	Christmas Eve
Memorial Day	Christmas Day
Independence Day	December 26 – December 30
Labor Day	New Year's Eve
Thanksgiving Day	

In most situations, if the recognized holiday falls on a Saturday, Wee Care will be closed the preceding Friday. If the holiday occurs on a Sunday, Wee Care will be closed the following Monday. The Executive Director shall have the right to designate when holidays will be taken when situations occur that are not covered above.

**Payment Schedule:** Payments are due EVERY MONDAY for the current week of service or based on payment plan which is setup between Childcare Director and client at initial intake. If payments become more than two weeks behind, your child may be immediately dropped from enrollment and the parent/guardian will be contacted by the Childcare Director or administration by phone, personal contact at Wee Care, and/or a certified letter to home to receive collection of payment. If payment is not made as agreed upon by Director and Parent/Guardian, legal action will be taken through the Small Claims Division of the Warren County District Court. All legal costs paid by Family Enrichment Center will be included in the Small Claims suit.

**Late Pick Up Fees:** A child is not to be left at the center after his/her scheduled core hours. If you are late picking up your child a fee of \$2.00, per child, for each 10 minutes will be charged. We will allow a five minute grace period. Children are not to be left at the center after 6:00 p.m. If you are after 6:00 p.m. picking up your child a fee of \$4.00, per child, per each 10 minutes will be charged. There is no grace period for this fee.

**Example:**

<b>Scheduled core hours</b>	<b>8:00am - 4:00 p.m.</b>	<b>Scheduled core hours</b>	<b>8:00am - 6:00 p.m.</b>
Late pickup time	4:25 p.m.	Late pickup time	6:20 p.m.
Late charge	\$4.00	Late charge	\$8.00
two children	\$8.00	two children	\$16.00

**Drop off:** Each child must be signed into and signed out of his or her classroom. The teacher must see the parent or guardian before the child is dropped off. This is for the safety and security of every child in our care. Parents are to walk each child to their assigned room. Please do not allow your children to enter the center alone or with other siblings. The safety of all children is our number one priority, so please adhere to these guidelines. No exceptions will be made.

**Children will not be permitted to enter Wee Care after 9:00 am. Late drop off can begin after 2:30pm with doctor's note, due to the lunch and rest time schedule.** Any visitors should enter through the front entrance to allow the children to sleep peacefully. No one should enter through the outside playground entrance at any time. Any exceptions must be approved by the Childcare Director prior to attendance.

**Pick up:** Children must be picked up by a parent or approved person who is listed on the enrollment form and emergency card. These persons may be required to show ID. Please notify your child's teacher if someone other than the primary person will be picking up the child. This is for the safety and security of every child.

**Required Information:** All emergency information, immunization cards, and federal food program forms must be kept up to date. Please provide the correct information as changes occur. The emergency information is the center's primary way to contact parents

if a child becomes ill or has an accident. It is the parent's responsibility to keep all information current. If you fail to provide us with an up to date KY Immunization Record, you may not be allowed to bring your child until an up to date record, an appointment card, and/ or a medical doctor's note is provided.

**Illness:** A child is never to be sent to Wee Care Childcare Center if he or she is ill. If any child has a communicable illness, any vomiting, diarrhea more than once, severe cough, difficult or rapid breathing, yellowish skin or eyes, pinkeye, headache or stiff neck, unusual spots or rashes, sore throat or trouble swallowing, infected skin patches, unusual behavior, loss of appetite, a fever of 100 degrees under the arm or higher, head lice and/or nits or severe itching of body or scalp, he/she should not be able to attend Wee Care or Respite in order to prevent exposure to other children. If any child develops these or other symptoms while at the center, parents will be expected to pick up their child immediately. Failure to pick up your child within one hour could result in the involvement of law enforcement. Space and staff are not available to isolate or keep a sick child for any length of time. **We will strictly adhere to this policy.** It is in place to safeguard your child and others from illness, in some cases, you may be required to present a doctor's statement before a child can return to Wee Care. No exceptions will be made.

**Meals:** **All meals and snacks must meet USDA guidelines.** Wee Care Childcare Center participates in the Federal Food Program. Parents of infants **MUST** prepare infant bottles. Wee Care may provide cereal, baby food or formula if requested by parent on infant addendum form. Parents may choose to provide one item or all. This is subject to change per Federal Food Guidelines. All babies and toddlers will be fed on demand unless otherwise instructed. Bottles must have lids that cover the nipples before storing them in the refrigerator. All food, bottles, toys, and other baby items must be clearly labeled to prevent loss of items. Wee Care/Respite is not responsible for loss of items.

Wee Care will provide lunch for children age one and older. Lunches will include milk, protein, 2 vegetables or a fruit and one vegetable and bread. Wee Care will provide the milk. Wee Care will serve breakfast in the morning and snacks in the afternoon. Menus are posted and we welcome new suggestions. Wee Care's meal times end at the following times:

- Breakfast served at 8:30 AM ends at 9:00 AM
- Lunch served at 11:30 AM ends at 12:00 PM
- Snack served at 2:30 PM ends at 3:00 PM

If you plan on your child dining at Wee Care for these meals please have them here before the meal is over. The staff needs to clean-up and carry on the daily schedules and routines. Please do not bring in outside food or drink into the classrooms at Wee Care due to food allergies.

**Clothing:** Please dress children appropriately for the center and our daily activities. Send a coat, gloves, and hat if the weather is cool. Children play outdoors every day if the weather permits. Children are encouraged to have fun and some activities can be

messy. Please send a complete change of clothing for each child as accidents do happen. There is space available at the center to leave these items.

**Potty Training:** Staff will help potty train a child who is actively engaged in potty training at home. Parents are encouraged to work with Wee Care staff to plan and provide consistency at home and at the center. At no time will the staff force a child go potty. This does not need to be a stressful event for the child. Our goal is to help celebrate this development!

**Discipline:** It is the policy of Wee Care Childcare Center staff to use redirection whenever possible. The staff will also use resting time for major behavior issues or offenses. Appropriate use of redirection and time out usually results in a reduction of misbehavior. Children who are consistently disruptive or abusive to themselves, other children or our staff and volunteers may be discharged from the center. We will work with the family in order to avoid this situation. Parents are not allowed to threaten or spank a child while on childcare property. If this happens it will be documented and other actions may be taken.

**Child Abuse:** It is required by the Commonwealth of Kentucky that any suspected incident of child abuse or neglect be reported to local law enforcement 911 or Community Based Services. (KY revised statute 199.335) The child protection hotline is 1-877-597-2331.

**Mandatory Reporting Guidelines:** The law states it is the duty of everyone who has reasonable cause to believe that a child is being abused, neglected or dependent to report this information.

1. Any person who knows or have reasonable cause to believe that a child is dependent, neglected or abused shall immediately cause an oral or written report to be made to a local law enforcement agency or the KY State Police: the cabinet or its representatives; the commonwealth's attorney or county attorney, by telephone or otherwise.
2. In addition, any person including but not limited to a physician, nurse, teachers school personnel, social worker, coroner, medical examiner, child-caring personnel, resident, intern, mental health professional, health professionals, peace officers or any agency for any of the above, who knows or has reasonable cause are mandated reporters. A more detailed, written support may be required to be submitted.
3. It is also stated, any supervisor who receives a report from an employee shall promptly make a report to the proper authorities for the investigations.

Agencies to contact:

Office of Protection and Permanency  
356 Suwannee Trail Street  
Bowling Green, KY 42103  
Phone: 270-746-7447  
Fax: 270-746-7076

BG Police Department  
911 Kentucky Street  
Bowling Green, KY 42101  
Phone: 270-393-4244

**Grievance:** If any parent should have a concern or issue with Wee Care Services, staff, or program policy, the concern should NOT be discussed in the classroom in front of children. A parent/guardian should:

1. Direct their communication to the Wee Care Childcare Director.
2. If resolution is not made, direct concern to the Executive Director (Nickie Jones).
3. If resolution is still not made, direct concern as follows:
  - A. Family Enrichment Center Board of Directors-Program Committee  
Chairperson (Ernie Small)
  - B. Cabinet for Health and Family Services  
Child Care Licensing Division  
Hopkinsville, KY  
(Regional Office)

Thank you for your interest in Wee Care Childcare. If you have any questions, please contact the director at anytime.



**KENTUCKY DEPARTMENT OF EDUCATION**  
**Division of Nutrition and Health Services**  
**Civil Rights Grievance Report Procedures**

In accordance with FNS Instruction 113.6, the Family Enrichment Center Wee Care Nursery provides a grievance procedure in the event a person believes he/she or their enrolled participant has been discriminated against and/or denied service on the basis of race, color, national origin, sex, age or disability in the food service program provided by the Family Enrichment Center Wee Care Nursery.

**GENERAL INSTRUCTIONS**

All complaints, written or verbal, alleging discrimination on the basis of race, color, national origin, sex, age or disability shall be processed within ninety (90) days of receipt in the manner prescribed in this instruction.

**Procedure for Filing Complaints of Discrimination**

**1. Right to File a Complaint**

Any person alleging discrimination based on race, color, national origin, sex, age or disability has a right to file a complaint within 180 days of the alleged discriminatory action. Under special circumstances this time limit may be extended.

**2. Acceptance**

All complaints, written or verbal, shall be accepted by the Division of Nutrition and Health Services and forwarded to the SERO-USDA. It is necessary that the information be sufficient to determine the identity of the agency or individual toward which the complaint is directed, and to indicate the possibility of a violation. Anonymous complaints shall be handled as any other complaint.

**3. Verbal Complaints**

In the event that a complainant makes the allegation verbally or through a telephone conversation and refuses or is not inclined to place such allegations in writing, the person to whom the allegations are made shall write up the elements of the complainant for the complainant. Every effort shall be made to have the complainant provide the following information:

- a. Name, address, telephone number, or means of contacting the complainant.
- b. The specific location and name of the entity delivering the program, service, or benefit.
- c. The nature of the incident(s) or action(s) that led the complainant to believe discrimination was a factor.
- d. The basis on which the complainant feels discrimination exists (race, color, national origin, sex, age, disability)
- e. The names, titles and addresses of the persons who may have knowledge of the discriminatory action(s).
- f. The date(s) during which the alleged discriminatory action occurred, or if continuing, the duration of such actions.

# Civil Rights Grievance Report Form

Name \_\_\_\_\_

Date \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

If your grievance concerns a discriminatory action due to race, color, national origin, sex, age, or disability, please be very specific and give full details concerning the occurrence.

State the reason(s) you are filing this grievance report.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What response did you receive from the sponsor representative during the alleged occurrence?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What results are you seeking from this communication?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

**Civil Rights Grievance Report Form**

**Information on person filing grievance:**

Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

**Date Received by Sponsor** \_\_\_\_\_

**Director's Name** \_\_\_\_\_

**Date forwarded to KDE** \_\_\_\_\_

**RESOLUTION/COMMENTS:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Signature of Sponsor Representative

\_\_\_\_\_  
Date

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (in Spanish).

USDA is an equal opportunity provider and employer.