

Barbara Barrington Jones Family Foundation Wee Care Center



Employee Handbook

Updated May 2025

Welcome

Welcome to Utah Valley University's Barbara Barrington Jones Family Foundation Wee Care Center.

The Wee Care Center (Wee Care or WCC) is one of the programs offered through the CARE Hub and is considered to be part of basic needs for student success. Our goal is to provide affordable, accessible, quality, childcare specifically for student-parents at UVU. These services are offered to help student-parents pursue their degree with a focus on excellence and timely completion.

This employee handbook contains information regarding the WCC and our procedures and will serve as a training and resource guide. Please read the entire handbook carefully to gain an understanding of expectations for children, student-parents, and WCC staff.

All protocols, plans, and operations are reviewed annually with input from parents, staff, and WCC administration.

Important Contact Information

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Contents

Welcome	2
Important Contact Information	2
About Us	5
Hours and Days of Operation	5
Employee Expectations	5
Lead Teachers and Assistant Teachers	6
Classroom Operations	7
Teacher-Child Ratios and Supervision	7
Drop-Off and Pick-Up Procedures	7
Reporting and Addressing Facility and Equipment Maintenance and Safety Issues	8
Classroom Schedules	9
Curriculum Overview	9
Media Use for Children	10
Positive Guidance	10
Clothing	11
Hand Washing Procedures	11
Diapering/Toileting	11
Outside Time	11
Nap and Rest Time	12
Parent Communications	13
Center Policies and Procedures	13
Accident/Incident Reporting for Children	13
Accident/Incident Reporting for Employees	14
Cell Phones and Smart Watches	14
Child and Adult Care Food Program	15
Safe Food Practices	15
Bottles, Pacifiers, and Infant Food	15
Confidentiality and Photography	16
Dress Code Policy	16
Emergency Protocols	16
Exclusion Due to Illness - Children	17
Exclusion Due to Illness - Employees	17

Cleaning and Disinfection	18
Fire and Disaster Drills	18
Health and Safety	18
Personal Property	19
<i>Work Schedule Expectations.....</i>	<i>19</i>
Semester schedule Expectations.....	19
General Expectations of Scheduling Conduct	19
Tardiness and Attendance Policies Purpose	20
Tardiness	20
Planned Absences	20
Unplanned Absences or Call-Outs.....	21
No-call/No-show.....	21
Appointments.....	21
Supporting Dedicated Employees	21
UVU Competencies	22
Disciplinary Process	23
Sunshine Committee and Positive Reinforcement	23
Charms	24
<i>Miscellaneous.....</i>	<i>24</i>
Communication and Conflict Resolution	24
Conflict of Interest	24
Equal Opportunity	25
Mandatory Reporter	25
Volunteer Policy	25
Visitor Policy.....	26

About Us

Mission Statement

The Barbara Barrington Jones Family Foundation Wee Care Center supports UVU student-parents on their path to graduation by providing quality care and early education for their children.

Philosophy

Wee Care is a place...

...where children are valued for their sense of wonder, their genuine curiosity, their need to explore, and their natural desire to learn.

...where families are valued for the support they provide their children, for the partnerships they build with our staff, and for their willingness to entrust their children into our care.

...where staff are valued for their ability to work together for the benefit of the children, to promote positive relationships with individual children and their families, and for

their commitment to continual program evaluation and professional development.

Wee Care staff strive to...

...encourage children to explore, solve problems, gain confidence, build friendships, and use the toys and tools around them to think critically.

...support children's need for creative expression and increased independence.

...establish and maintain a safe, healthy, and developmentally appropriate environment for children and an open dialogue and partnership with parents.

Hours and Days of Operation

Wee Care hours for the 2024-2025 school year are Monday through Friday, 7:30 AM to 6:00 PM. WCC days of operation follow UVU's academic and closure schedules and are subject to change each semester. The WCC may also close due to severe weather or other emergencies.

Yearly Center Closures:

- Labor Day
- Fall Break
- Thanksgiving
- Memorial Day
- Juneteenth
- Martin King Luther Jr. Day
- President's Day
- Spring Break
- Memorial Day
- Independence Day
- Pioneer Day

Employee Expectations

As a UVU Wee Care employee you are tasked with providing exceptional care, exceptional accountability and exceptional results.

All staff must complete orientation training that includes licensing rules, WCC policies and

procedures, standard precautions and handwashing, developmental characteristics of children in care, mandated child abuse and neglect reporting, behavioral management philosophy of the program, and additional childcare topics from the annual training form. All caregivers are required to have a minimum of 30 hours documented in-service training in their first year and 24 hours each year thereafter. All employees are required to be first aid and CPR certified and hold a current food handlers permit.

The Wee Care Center is a licensed childcare facility and must follow all state regulations. In addition to being licensed, the WCC is nationally accredited, which requires adherence to a higher standard of care.

Lead Teachers and Assistant Teachers

The WCC has five Lead Teachers who oversee assigned age groups.

Lead Teacher responsibilities include but are not limited to:

- Create and review the weekly curriculum. Oversee curriculum implemented daily.
- Guide and mentor assistant teachers on the curriculum and health and safety policies
- Lead by example, provide coaching, and manage administrative tasks in their classrooms and assist with management needs on their teams.
- Ensure assigned classrooms meet accreditation and licensing rules

Assistant Teachers work under the guidance of a Lead Teacher who helps them ensure continuity of curriculum implementation and adherence to all health and safety policies. Prior to assuming responsibilities in a classroom, Assistant Teachers will receive training with the lead teacher in the classroom and will have to pass off required skills before being left unsupervised in the classroom with children.

Assistant Teacher responsibilities include but are not limited to:

- Maintain a clean and safe classroom environment
- Implement curriculum.
- Assist Lead Teachers with child observation notes and pictures
- Engage with children and parents

Classroom Operations

Teacher-Child Ratios and Supervision

To ensure continuity of care, we strive to assign both full and part-time teachers to the same classroom throughout the semester, with a primary teacher assigned to each child under the age of one. Teacher-child ratios are maintained during nap time, outdoor time, and off-site activities.

Teacher supervision means teachers can always hear and see all children in their care.

Wee Care administration ensures classroom ratios are maintained at the proper level of supervision and care. This may require WCC staff to cover a shift for an absent teacher or to temporarily increase the maximum class size in accordance with the state's higher teacher-child ratios. The WCC will only increase ratios in an emergency and for the shortest amount of time possible. Information on state childcare ratios is available on the [state licensing rules website](#).

Teachers are required to write down a child's arrival and departure time on a classroom attendance sheet using the child's full given (first and last) name. Major class transitions such as going outside are also tracked on the attendance sheet. If there is an emergency, teachers take the attendance sheet and the classroom's emergency backpack outside with the children. The backpack includes a binder containing a current class roster showing the days and times children attend and emergency contact information for children's parents/guardians.

To ensure high quality care, WCC maintains the following teacher-child ratios:

Class	Teacher-Child Ratio	WCC Maximum Class Size
Infants	1:4	8
Younger 1-year-olds	1:4	8
Older 1-year-olds	1:5	10
2-year-olds	1:6	12
3-year-olds	1:8	16
4 to 6-year-olds	1:10	20

Drop-Off and Pick-Up Procedures

The Wee Care Center uses the Smartcare software to electronically record each child's arrival and departure. Parents check their child in and out by using their phone to scan a QR code posted in the WCC lobby. **Parents are responsible for taking children to their assigned classroom.** Children are only allowed in the Center during their scheduled times. The Center strictly follows each child's schedule to maintain teacher-child ratios.

Wee Care cannot accommodate early drop-off or late pick-up of children. If a child is dropped off or picked up outside of their scheduled time, the family will **be charged \$2 per minute per child surcharge**. All teachers need to be mindful of each child's scheduled drop off time and let parents know that they are welcome to wait in the lobby until 5 minutes before their scheduled time to not pay late fees. **If a parent is more than 5 minutes late to pick up let the front desk know so they can reach out to the parents.**

If a parent fails to pick up their child and/or contact WCC by their scheduled pick-up time an authorized pick-up person will be contacted. If the child is not picked up within 30 minutes, the WCC will release the child into custody of child protective services or other local authorities.

The WCC is a secure building to maintain security and supervision for children. Parents and employees are granted proximity access to enter the building each semester. Only parents or individuals with authorization can pick up a child. For those without proximity access, pick up verification is done at the front desk. The staff members will ask for a photo ID and will check Smartcare to confirm that an individual has permission to pick up the child. If the individual is not listed in Smartcare, staff will notify the Director or Director Designee to call the parent for a verbal verification. The parent will need to add this person to the list for future pick up.

If a family has a custodial agreement limiting the rights of a parent, current legal documentation must be on file with the WCC. Without this documentation parents cannot be denied access to their children. If it is suspected that the person picking up a child is intoxicated or under the influence of drugs, the child will not be released to the person and staff will notify [UVU Police](#). All Director Designees will be trained in the procedure of verifying pick up people and what to do in the event they have to deny the release of a child.

Reporting and Addressing Facility and Equipment Maintenance and Safety Issues

To maintain a safe and healthy environment, each classroom completes a **Daily Health and Safety** Checklist at the beginning of the day. Additionally, **daily playground safety checklists** are completed to ensure all outdoor equipment is in proper working order.

If a maintenance or safety concern is identified, the **Lead Teacher** assesses whether the issue can be resolved internally or if it requires a **work order** to be submitted through the University's facilities system. In some cases, an **outside service provider** may be contacted.

The **Operations Manager** must be notified of any issues related to:

- Pests or infestations
- Plumbing, electrical, blinds, or lighting problems
- Damaged or unsafe furniture, or flooring
- Concerns related to the food program

Any **health-related concerns**, including child illness and **exclusion due to illness**, must be reported directly to the **Childcare Manager**.

This reporting structure ensures timely responses and appropriate actions to maintain a safe and well-functioning environment for all children and staff.

Classroom Schedules

Consistency in the classroom environment is particularly important to the overall well-being of children. **Children thrive on consistency!** Routines should be maintained whenever possible for arrivals and departures, meals and snacks, resting or nap times, personal care routines like diapering/toileting/hand washing, and transitions.

Each class follows a daily routine that includes two circle times, meals, up to 45 minutes of outdoor time twice a day, child-led play time, center time, and rest or nap time. Center time may consist of both small and large group activities and provides an opportunity for children to explore and revisit concepts. Classroom schedules are posted on the [Wee Care Center website](#) and in the WCC lobby. Infants and toddlers follow more individualized daily schedules.

Weekly lesson plans are posted in each classroom. These plans contain activities, designed to foster children's development as individuals and as a group. Classrooms are set-up in the following centers: Blocks, Dramatic Play, Library, Math & Manipulatives, Literacy, Music, Science & Nature, and Art. Child directed play is a daily part of the curriculum and means a child can choose which center or activity they participate in. This promotes creative expression and development of important social skills.

Curriculum Overview

All Wee Care classes use The Creative Curriculum by Teaching Strategies which include written lesson plans for indoor and outdoor activities. This comprehensive program is based on developmentally appropriate practices that can be modified based on:

- Individual needs of child(ren) including special needs
- Assessments of child(ren) and progress reports
- Teacher input
- Age of child(ren)
- Cultural awareness
- Social, emotional, cognitive, language, and physical development of child(ren)

Young children learn best through appropriate hands-on experiences and interactions with others. At Wee Care we focus on whole child development where children are encouraged to explore, investigate, and ask questions. Learning to read is supported by reading children's books they

enjoy. Art is open-ended, giving children the opportunity to express themselves individually as they experiment with a variety of materials. Language and math are taught in everyday conversation and through hands-on intentional play. The Wee Care will never offer children worksheets or coloring pages as part of the curriculum, this items are not developmentally appropriate for young children.

Media Use for Children

Media and technology can provide great learning opportunities and are used as educational tools for children two years and older. The WCC adheres to the following media guidelines:

- Children under two years of age never watch TV, videos, or use computers.
- Movies, TV shows, and computer games must be approved by WCC Management before use in the classroom.

Positive Guidance

The Wee Care Center has three simple rules all children must follow:

1. Keep ourselves safe.
2. Keep our friends and our teachers safe.
3. Keep our toys and equipment safe.

These rules along with other basic behavior expectations are discussed with children throughout the semester and with parents during orientation. Our curriculum, daily schedule, classroom arrangements, and staffing patterns are designed to promote positive behaviors through enjoyable learning experiences. The goal is to help children develop self-control as they learn to make good decisions about how to act in specific situations.

Teachers set an example as they use the following child guiding techniques:

- Focus on “do’s” instead of “don’ts”
- Establish eye contact and get down to the child’s level when speaking with them
- Give choices whenever possible, but only when the child really has a choice
- Maintain consistency in setting rules and limits to provide children with security
- Change environment or redirect child to another activity to promote behavior change
- Encourage children to solve their own problems and work out conflicts
- Use logical and natural consequences
- Use mistakes as teaching tools

Wee Care Center staff will NOT use any of the following discipline measures:

- Corporal punishment (any measure that involves physical pain)
- Forcing or withholding of food, rest, or toileting
- Confining a child in a locked closet, room, or similar area
- Restricting active play time
- Use of taunting, demeaning, profane, harsh, or sarcastic language

- Emotional abuse including teasing, humiliating, ignoring, bullying, and harassment
- Binding or trying to restrain a child's movement unless necessary to ensure their own safety or that of others, and then only for as long as is necessary to control the situation.

Clothing

Each child is required to have an extra set of weather appropriate clothing at the WCC. Parents must label clothing with child's name and send it with them on their first day of class. If a child has an accident, soiled clothing will be put in a sealed zip-lock bag and sent home to be cleaned. Childcare licensing rules prohibit the WCC from washing soiled clothing.

Weather appropriate clothing enables children to enjoy their outdoor play time and is vital in the event of an emergency evacuation. Children 1-year-old and older must wear good fitting shoes while in the Center. Sandals may be worn if they have a secure strap in the back. While infants are not required to wear shoes, we encourage parents to send a pair of socks to keep in their cubby.

Hand Washing Procedures

Handwashing is the single most important line of defense to prevent the transmission of disease-causing organisms. All WCC staff are instructed on proper hand washing techniques. Every classroom has two sinks, one for diapering and hand washing and the other for food preparation. Children will be taught the proper way to wash their hands. Hand washing steps are posted at each hand washing sink and **parents should assist their children to wash their hands upon entering the classroom.**

Diapering/Toileting

It is the parent's responsibility to provide disposable diapers, wipes, and diaper cream for their child. Wee Care is not able to accommodate the use of cloth diapers and diaper bags may not be left in Center. Teachers cannot rinse or wash children's clothing at the Center. Soiled clothing is put in a plastic bag with the child's name on it and sent home to be cleaned.

Diapering procedures are posted at each diaper changing station and must be followed exactly. When changing diapers teachers **MUST KEEP ONE HAND ON CHILD AT ALL TIMES WHILE THEY ARE ON THE CHANGING TABLE.** Diapers are checked and documented (wet, soiled, or both) on the [Smartcare Parent App](#) at least every two hours. Teachers will notify parents through Smartcare when diapering supplies are low. Children use restroom facilities located in their classroom and must be supervised while using the restroom.

Outside Time

Outdoor play is an essential part of our daily schedule and is included in both morning and afternoon routines. **Children will go outside every day unless outdoor play is canceled by a Lead**

Teacher or WCC Management due to severe weather conditions such as high winds, heavy rain, or extreme temperatures.

The outdoor environment serves as an extension of the indoor classroom, offering opportunities for exploration in a less structured setting. Concepts introduced indoors can be reinforced and expanded outdoors. For example, children may explore balance by building blocks on uneven ground or develop sensory awareness by driving toy cars through grass, experiencing different textures, sounds, and smells.

Weekly lesson plans must include outdoor learning activities. Staff are expected to actively engage with and supervise children during outdoor time. Following each outdoor session, teachers are responsible for ensuring the area is cleaned up. All outdoor materials must be returned to their designated storage bins to prevent loss or damage.

Nap and Rest Time

Utah State Child Care Licensing requires all children to have a designated rest period each day that does not exceed two hours. The WCC provides an environment with subdued lighting, minimal distractions, and low noise levels for children to rest or nap. No child is forced to nap and if they are still awake after 30 minutes, they can participate in a quiet activity such as reading a book, listening to music, or tabletop activities.

WCC provides cribs for infants and cots for toddlers and older children. Each child is provided with a sheet and a blanket. Nap items are kept in each child's individually labeled cubby. Cots and cribs are cleaned and sanitized at the end of each day, or more often as needed. While napping a child's face should NOT be covered by a blanket. Shoes must be kept on during nap time in case of an emergency.

The WCC follows guidelines from the [American Academy of Pediatrics' \(AAP\)](#) for infant sleep safety and SIDS Risk Reduction. Infants under the age of 12 months are placed flat on their backs for sleep in a safety-approved crib. Our "safe sleep" protocols include:

1. If an infant falls asleep anywhere other than a crib, the child is immediately placed in the crib for sleep. Mattresses have a tight-fitting sheet in good repair.
2. Nothing is placed in the crib with a child. This includes:
 - Soft toys or stuffed animals
 - Blankets, pillows, boppies, or bumpers
 - Bibs, strings, or attachments to pacifiers
 - Earrings, necklaces, or jewelry of any kind
3. Swaddling is not practiced at the WCC. A sleep sack is provided for all children.
4. Cribs are labeled with the child's name and if they can roll over on their own.
5. Crib gates are securely latched while children are in the crib.

Parent Communications

Each day, warmly greet every child and their parent or guardian by name upon arrival. Make a point to engage in brief, meaningful interaction. These moments are important for building relationships and understanding each child's needs.

Ask parents how their child is doing—this can provide valuable insight. For example, a child may have had a rough night and might need extra support, or there could be positive news we can celebrate together. Maintain open and ongoing communication with families. If any concerns or issues arise, promptly inform a Lead Teacher or WCC Management for support.

Center Policies and Procedures

Accident/Incident Reporting for Children

If a child is involved in a non-emergency accident/incident while at Wee Care, a staff member must complete an Accident/Incident Report. These reports provide safety for the children and protection for the employee. They are how we communicate with parents, licensing, and accreditation on the injuries and incidents that happen at the WCC.

An accident is defined as an injury that leaves a mark or bruise, or an injury that needs an adhesive bandage or another form of first aid. Outdoor play time is when most incidents happen. Forms need to be filled out when the following occur:

- Any head injury or injury that leaves a mark
- Bites (incident reports should be completed for both children)
- Abuse or inappropriate touching (child to child or adult to child)
- Sexual behavior or conversation
- Child is left unattended or leaves premises without a provider

When in doubt, write a report. Make sure an incident report is filled out and signed by your Lead Teacher or WCC Management within 30 minutes of occurrence. The report must include the following:

- Full given name, gender, and age of injured person
- Description of the injury
- Date and time of injury
- Location where injury took place
- Body part(s) involved
- Description of any consumer product involved
- Full name of supervising staff member
- Actions taken following the injury
- Name of person who completed the report
- Name and address of the program

Parents or guardians are given the report at pick up and are required to sign it on the day of occurrence. Parents may contact the Child Care Manager with concerns or for further details. If a child is seen by a medical provider due to an accident or incident that occurred while they were at the WCC, the Child Care or Operations Manager must be informed within 24 hours.

Accident/Incident Reporting for Employees

Employees are encouraged to also complete an Accident/Incident Report if they have an accident or injury at work, no matter the severity. Use the same form used for children and ask WCC Management for assistance with necessary reporting steps. Mandatory notification is also required if you have been arrested for or convicted of a crime. Contact WCC Management with within one business day incident.

Cell Phones and Smart Watches

Purpose

This policy is intended to enhance the safety, well-being, and development of children by reducing distractions associated with cell phone and smart watch use.

Personal Cell Phone and Smart Watch Use

The use of personal cell phones and smart watches is strictly prohibited while supervising children. Cell phones are not allowed in classrooms. Any employee found using a cell phone, smart watch, or other media for personal use while responsible for children, in any area of the center, will face immediate termination.

If there is an urgent need to use your phone during the supervision period, you must notify WCC Management. Arrangements can be made to have another staff member cover your responsibilities, allowing you to make your call in a private area. Such calls are limited to 15 minutes; if more time is needed, the employee must clock out and use their personal time.

Permitted Cell Phone Use at Wee Care

Staff members who are not supervising children and have received prior approval from WCC Management may use their cell phones for approved purposes. In the rare event that staff might require the use of a cell phone or smartwatch to provide life-saving medical assistance (e.g. glucose monitoring, heart rate monitoring, etc.) while supervising children, this must be disclosed to management and a plan must be created and kept in employee files regarding the exception. A doctor's note may be required.

Child and Adult Care Food Program

Wee Care meals are prepared onsite daily using fresh fruit and vegetables. Center menus are approved by the [Child and Adult Care Food Program \(CACFP\)](#) and are available on our website or in the WCC lobby. Wee Care's food service complies with local health department regulations and all staff serving food have current food handler permits.

Children one year and older are offered meals and snacks according to the following schedule:

- Breakfast: 8:00 - 8:30 am
- AM Snack: 10:00 - 10:30 am
- Lunch: 12:00 - 12:30 pm
- PM Snack: 3:00 - 3:30 pm

During the lunch hour (12:00 - 12:30 pm) there will be no dropping off or picking up of children. Staff and teachers need this time to serve and assist with family style meal service.

Safe Food Practices

The Wee Care Center complies with all local health department regulations and the guidelines of the Child and Adult Care Food Program (CACFP). All staff involved in food handling are required to hold a current Food Handler's Permit and follow safe food preparation, serving, and storage practices to prevent cross-contamination and ensure the safety of the children.

Meals are prepared onsite and include breakfast, morning snack, lunch, and afternoon snack. Fresh fruits and vegetables are provided daily. All whole fruits and vegetables supplied by the program are thoroughly washed before preparation and serving.

Menus are reviewed and approved through CACFP and are posted in the Center and on our website.

Bottles, Pacifiers, and Infant Food

Wee Care provides bottles for infants. If an infant has a specific bottle preference, parents are permitted to bring their own, but bottles must be kept at the WCC for the entire semester. All bottles are washed after each use and disinfected at the end of each day. Bottles are labeled with the child's name, date, and time of preparation. Bottles are only accepted and used in the infant room. As soon as a child turns one, they are required to transition to a sippy cup provided by the WCC.

Pacifiers must be labeled with the child's name. Pacifiers may not be attached to any lanyard, string, stuffed animal, or other item.

Confidentiality and Photography

All information regarding children and families, must be kept confidential. Teachers and staff do not discuss children or their families, except in private conversations, when necessary, to plan for the best interest of the child(ren).

Photographs of children must be taken individually and not in groups. Photos or videos must be taken on WCC devices and are only shared with parents via the Smartcare app. Employees must know which children in care are not to be photographed. This information is noted on the food allergy list in each classroom.

Dress Code Policy

As professionals, WCC staff are expected to present themselves in a manner that reflects the values and standards of our center. Appropriate attire supports both safety and a positive image.

- **Sportswear**, including sweatpants and athletic leggings, is not permitted.
- **Jeans** must be clean, in good condition, and free from holes or fraying.
- **Shorts** must be no shorter than two inches above the knee.
- All teaching staff are required to wear a **WCC smock** over their clothing during work hours. This helps protect clothing and allows staff to be easily identified.
- On **Wolverine Wednesdays**, staff may wear their WCC t-shirts in place of a smock.

Emergency Protocols

The WCC strives to create a safe environment for children and employees. During operation hours there must be two **staff members** present. The Center has an in-depth emergency plan to addresses specific situations.

- In cases of serious injury or a threat of violence or harm, immediately call 911, then notify WCC Management. Parents will be contacted for any incident that requires immediate medical attention.
- If Wee Care needs to close during operating hours, teachers will ensure children are in a safe and secure location in the building. Parents will be notified as soon as possible through the [Smartcare Parent App](#) and via text message to pick-up their children.

In the event of a WCC **evacuation**, all children will be taken to a secure location. Teachers will have attendance sheets with them to ensure all children are accounted for. Parents will be notified through the [Smartcare Parent App](#) and via text message with information on their child's location. Parents may also call UVU Police dispatch at 801-863-5555 for assistance.

Exclusion Due to Illness - Children

We cannot provide care for children who are ill or have been exposed to a communicable disease. When a child in our care has been medically diagnosed with, or been exposed to, a contagious disease, we will notify the appropriate health authorities and provide information to parents within 24 hours via posting a notice on classroom doors, email and/or the Smartcare parent app. Parents are responsible to have read and follow the instructions provided in these communications. Parents are also required to inform the WCC within 24 hours if their child is diagnosed with any contagious disease.

If a child becomes ill while at the Center, parents will be notified to pick them up immediately. If a parent cannot be reached within 15 minutes, WCC Management will call listed emergency contacts. Emergency contact must have a car seat in the event we cannot reach a parent. An ill child will be isolated from other children and will be supervised and made comfortable until a parent or emergency contact arrives.

Children should stay home when any of the following arise:

- Child is ill enough to require one on one attention to be comfortable
- Child requires a fever reducing medication to feel comfortable
- Temperature is 100.3 degrees or higher
- Dry cough, shortness of breath, or fatigue
- Rash or open sores
- Sore throat
- Profuse, thick yellow or green nasal discharge or discharge from the eyes or ears.
- Vomiting (child must be free from vomiting for 24 hours to return to Center)
- Diarrhea (two bowel movements with increased stool water within 30 minutes)
- Infectious disease diagnosis (child may return 24 hours after medication has begun)
- With influenza or other illnesses, children shall be excluded from care until the child is without fever for 24 hours (without taking fever reducer)

Exclusion Due to Illness - Employees

Staff will be sent home if they exhibit any signs of illness. If you are ill, please stay home so you don't make others sick. Please see the Work Schedule Expectations section on page ## for more details. Employees are expected to inform management via the Employees channel in Teams **1 hour** before your shift starts that you are ill. A doctor's note may be required.

If you test positive for COVID, you must self-quarantine for 5 days and can return to work if you are symptom free but must wear a mask for an additional 5 days. Excessive non excused absences may result in disciplinary actions.

If you are diagnosed with a communicable illness, inform a WCC Manager so a sign can be posted

on your assigned classroom. All designated infectious diseases diagnosed at the Center will be reported to the CDC. Follow the doctor's recommendations about when you can return to work. WCC requires you must be fever-free for 24 hours free.

Contact WCC Managers for help with additional campus and community resources. UVU Student Health Services provide medical and psychiatric care, learning disability assessment and crisis services. Information regarding their services can be found on the [Student Health Services website](#) or by calling 801-863-8876.

Cleaning and Disinfection

The WCC has a schedule for cleaning and disinfecting all frequently touched surfaces, toys, playground equipment, and bathrooms. Toys mouthed by a child are removed as soon as the child is done playing with them. These toys are cleaned before another child uses them.

Food surfaces are cleaned and sanitized before and after snacks and meals. A body fluid clean-up kit is used for accidents involving body fluids and all chemicals are kept out of reach of children. Cleaning materials are stored in cabinets in each classroom out of reach of children. The following materials are used during operational hours:

- Bleach water
- Clorox disinfecting wipes
- BNC-15 One-Step Disinfectant (only used when children are not present)

Fire and Disaster Drills

Fire drills are held monthly, and disaster drills are held quarterly. During each practice, we discuss the importance of safety drills with the children and talk about any fears they may have. Drills are documented and kept in the Child Care Manager's office.

Health and Safety

The WCC Managers oversee day-to-day program-level health and safety issues and work to ensure all program-level health and safety concerns are addressed and/or resolved.

Identifying Hazards: Notify management immediately if you notice any safety issues with Center facility or equipment.

Preventing Violence: Threats, violence, or the possession of weapons of any type, are not tolerated at the WCC. Toy weapons are not allowed in the Center and should be brought to Center Management if discovered..

Prohibited Substances/Materials: The following are prohibited anywhere on WCC premises: tobacco, alcohol, illegal substances, sexually explicit materials, firearms or any other weapons.

Personal Property

Employee belongings are to be kept in staff room lockers. Employees may choose to purchase their own lock to secure items. Items must be removed at the end of each scheduled shift. The only personal items allowed in the classrooms are water bottles and jackets. If a medication is needed during a shift, please contact WCC Management for procedure.

Work Schedule Expectations

Semester schedule Expectations

The WCC follows UVU's academic calendar. If students do not have class, WCC does not provide child care (see page 6) and you will not be scheduled to work. We encourage employees to plan vacations and take time off on those days.

Work schedules are determined at the beginning of each semester. **Employees are expected to work all scheduled hours unless prior arrangements have been made with their manager.** Please be respectful of fellow employees and be on time or 5 minutes early for your shift. Staffing is dependent on the number of children attending each day, and you may be asked to work additional or fewer hours than originally scheduled. Part-time employees may not work more than 28 hours per week.

When employees are hired, the expectation is that schedules and availability will be consistent throughout the semester, and that the employee is committed to working the entire semester. The reason for this is the amount of time and training required to have a qualified employee providing childcare. In the event that a schedule change is needed, (e.g. a class was added to an employee's school schedule that will conflict with their work schedule) **employees must submit that schedule change before the semester's add/drop deadline.**

Any schedule changes occurring after the add/drop deadline that drastically impacts child-staff ratio coverage in classrooms may result in the employee forfeiting their position at the Wee Care Center. The expectation is that employees will communicate clearly as early as possible and collaborate with management to ensure classroom coverage.

General Expectations of Scheduling Conduct

All staff must maintain regular, punctual, and dependable attendance. Classroom support staff, including but not limited to assistant teachers, lead teachers, administrative support and management, if scheduled in classrooms, are primarily expected to be on-time for all scheduled shifts.

Clear, consistent communication is essential to maintain proper child-to-staff ratios and ensure classrooms are appropriately staffed. **While unexpected situations may arise, employees are responsible for notifying the center of any absences promptly and professionally. Employees are not required to add details to their reasons for requesting time off in the general Employees Teams channel.** However, management may ask for supporting documentation or other information in order to best support staff and classroom coverage. For example, in Teams, employees can say “I am sick. I will need coverage for my 10am-2pm shift in Waddlers.”

Management may ask for a doctor’s note for that absence or about communicable illness that we may need to post on classroom doors. Another example might be in the event that an employee failed to fuel their car earlier and they must refuel before driving to work, they might say “I have a conflict that will make me late, I will be there in 15 minutes.” Management may require supporting documentation or track this tardiness in the event disciplinary action is warranted.

Tardiness and Attendance Policies Purpose

To provide consistent, dependable, and high-quality care for the children and families we serve and to support our team members, all staff are expected to adhere to their scheduled work hours and promptly notify management if they anticipate being late or absent.

Tardiness

An employee is considered tardy or late if they are not present and ready to begin work at their scheduled start time. For example, if an employee is scheduled to start work at 7:30am they must have arrived, stashed their belongings, put on a smock, clocked in, and are waiting in their classroom by 7:30am. Disciplinary procedures for tardiness will begin if employees are more than 3 minutes past their start time.

If employees anticipate they will be more than 3 minutes late for their shift start time, they must notify the Employees channel on Teams at least 30 minutes before their scheduled shift starts to avoid potential disciplinary action. **All notifications must be submitted via Teams.** Text messages, private Teams messages, calls, and private emails to supervisors, lead teachers, or other team members are NOT considered proper notification. Excessive tardiness, meaning 3 or more instances of tardiness in a month will result in disciplinary action, up to and including termination according to the Wee Care Center’s disciplinary action system.

Planned Absences

Requests for planned time off must be submitted in writing at least 2 weeks in advance in the Employees Teams channel and approved by the supervisor. Employees are expected to make a reasonable effort to secure coverage for their shift from another qualified staff member. **Approval is subject to staffing needs and is not guaranteed.**

Unplanned Absences or Call-Outs

Employees must notify the center via the Employees Teams channel no later than **1 HOUR** before the scheduled start of their shift. In emergencies or sudden illnesses, employees must inform the center via the Employees Teams channel as soon as possible. Frequent unplanned absences may require supporting documentation, e.g. a doctor's note, a note from a professor or tutor, etc. Disciplinary measures may apply for those with 2 or more absences a month.

No-call/No-show

No-call/No-shows are defined as an employee's failure to properly notify of a planned or unplanned absence. **A single no-call/no-show is subject to immediate disciplinary action.**

Appointments

Any appointments, e.g. medical, dental, car maintenance or school-related appointments are expected to be scheduled outside of scheduled work hours. In the rare event that any appointments can only be scheduled during an employee's scheduled work hours, these appointments **MUST** be scheduled 2 weeks in advance and the employee must make every reasonable effort to have their shift covered. Failure to do so may result in disciplinary action.

Supporting Dedicated Employees

UVU and the Wee Care Center follow the basic ideas of the "Discipline Without Punishment" system. First, we promote and celebrate good performance and strive to focus the most attention on what is going right versus what is going wrong and strive to make expectations for good and great performance abundantly clear.

Second, in the event that behavior must be corrected in order to meet expectations, the following describes the basic process management will follow.

This process establishes the expectation that employees are always responsible for their own behavior and their agreement to adhere to expectations regarding attendance, conduct, and performance of their role.

UVU Competencies

UVU establishes the following competencies as basic expectations for all employees:

Creating Positive Experiences

The employee creates positive experiences by having a positive, uplifting attitude in their daily interactions. They provide great customer service internally and externally and express an attitude of gratitude. They do their part to work well with others and assume positive intent, even in challenging situations. Because of their demeanor, others are generally inclined to want to interact with them. They engage and contribute meaningfully, but they do not monopolize time in interactions. They are respectful of others' time and efforts. They display these behaviors consistently with individuals throughout the UVU community.

Promoting an Inclusive Culture

The employee promotes an inclusive culture by creating an environment that invites people to come as they are. They appreciate and actively work to include diversity in thought, appearance, ideology, or background. They are thoughtful and approachable regarding their own beliefs or perceptions. The employee maintains their own beliefs while showing respect and making a genuine effort to understand the views of others. They do not participate in any form of bullying, discrimination, or abusive conduct.

Taking Responsibility

Working closely with their supervisor, the employee honestly and accurately identifies what aspects of assignments and projects are within their sphere of control and holds themselves accountable for performing them well. The employee shows strong emotional intelligence by regularly reflecting on their own performance and behavior to identify what they are doing well and how they can improve. They communicate conclusions with their supervisor at the appropriate time and setting. When working on shared projects or assignments, the employee seeks to understand their role and also recognizes the responsibilities of teammates. They actively support their colleagues in completing their part to support the team's success.

Communicating Clearly and Candidly

The employee clearly conveys information, expectations, and ideas to individuals and groups in ways that produce effective collaboration and accountability. Their communication in all forms (written, verbal, and non-verbal; grammar, spelling, and organization) aims to support greater understanding for all involved in achieving the best resolution. The employee communicates in a way that is both candid and caring, while avoiding both submissiveness and callousness.

Maintaining Area Expertise

The employee seeks out opportunities to learn and progress to ensure that they are current in the knowledge and skills necessary for success with respect to their profession, their team, the university, and UVU students. They seek to apply new insights through specific technical skills, as

well as general productive work habits, such as time management, goal setting, and project management. They navigate the shifting professional and university landscape with agility and seek out additional information when needed. The employee also proactively works to acquire knowledge from a variety of sources.

Delivering Results

The employee uses their expertise to deliver exceptional results that support the university's mission, vision, and core values. They set ambitious and measurable goals that tie directly to university, division, and or/team goals and strategic objectives. They demonstrate productive work habits (time management, setting healthy boundaries, making timely decisions, etc.) that help them and their team to work effectively and efficiently. They display tactical, day-to-day competence in their job, and work to understand and incorporate the strategic purposes of their responsibilities.

Disciplinary Process

If issues with attendance, performance, or conduct must be addressed, management will always do so in private clearly and with examples in a casual conversation the first (and hopefully only) time to ensure employees are aware of the problem and how to align with expectations.

If the employee chooses to continue to perform below expectations, then management will move into a formalized Performance Improvement discussion where a plan is made by management for the employee to improve their performance.

If the employee once again chooses to perform below expectations, then management will engage in a Disciplinary Transaction with written warnings and ultimately termination. The expectation is that **each employee chooses** to perform to expectations or not, and management must enforce consequences based on each employee's choice.

Sunshine Committee and Positive Reinforcement

All employees are welcome to participate in the Sunshine Committee, whose role is to “recognize and uplift the outstanding performance, kindness, and dedication of our team. By shining a light on everyday excellence and meaningful milestones, we foster a culture where great performance is seen, valued, and celebrated.”

The Sunshine Committee is responsible for:

- Soliciting weekly spotlight candidates and Wee Care We Care recognitions
- Recognizing Wolverine Sightings
- Team birthday, graduation, and other milestone celebrations
- Track charms earned by staff performance and special efforts

- Other team-building efforts as assigned

The committee meets once a month on the first Friday of the month to plan the month ahead and delegate tasks.

Charms

Piloting in Summer 2025, charms can be earned for completing trainings, accepting new responsibilities, perfect attendance and punctuality, picking up shifts, Wee Care We Care recognition, and many other aspects of good and exceptional performance. All charms must be secured by double split jump rings and charms must be stashed out of reach of children in all classrooms, as even the best defenses could inadvertently create a choking hazard. The Sunshine Committee is always open to suggestions for charms and ways to earn charms. Our goal is to have everyone loaded down with charms they are proud to show off and feel seen and appreciated for their hard work taking good care of the children of UVU students.

Miscellaneous

Communication and Conflict Resolution

Wee Care has an “open door policy”. Management and full-time staff meet weekly to discuss Center affairs. All full and part time staff meet monthly to review policies and procedures and receive in-service training. Staff development days are held three times per year and focus on in-depth child care topics. Written communications include electronic memos, texts, and newsletters.

Respecting Each Other: Harassment is not tolerated. Any behavior or communication that is harassing, obscene, hostile, intimidating, or offensive in any way is cause for concern. If you feel you have been a victim of these behaviors, or witness such behavior, tell management, or call UVU Human Resources at (801) 863-8207.

Resolving Conflicts: Disagreements that can’t be resolved by talking directly with a coworker, or if you suspect serious misconduct, discuss the matter with your Lead Teacher or Manager. If you are uncomfortable bringing the issue to your direct supervisor, please take concerns to Center Assistant Director or Director of the CARE Hub.

Conflict of Interest

All UVU employees must complete a *Conflict of Interest Disclosure Form* annually. A conflict of interest arises when a person is in a position to derive personal benefit from actions or decisions made in their official capacity. This may take the form of an employee being asked to care for children enrolled at Wee Care on their own time. Any work (babysitting) an employee does for

families outside of the WCC is solely between the employee and the family. If it conflicts with an employee's work schedule, however, it would be considered a conflict and could create an employment issue.

Equal Opportunity

UVU is committed to maintaining a respectful and safe environment for its students, faculty, staff and visitors. UVU Policy 165 defines and prohibits all forms of unlawful discrimination, harassment and retaliation based on any protected class such as: race, color, religion, national origin, sex/gender, sexual orientation, age, disability, veteran/military status, pregnancy-related condition, genetic information, or any other class protected by law. Employees with questions/concerns about any type of discrimination in the workplace can raise those concerns and make reports without fear of reprisal.

Mandatory Reporter

As mandated by Utah State law, WCC employees are required to report any instances of suspected child abuse, neglect, or exploitation to the Department of Social Services, Child Protective Agency, and/or police. All staff are trained to recognize indicators of abuse and how to report suspected abuse. (Child Protective Services (DCFS) /-855-323-3237.)

All UVU employees are also considered "mandatory reporters" and must report complaints related to sexual assault, misconduct, discrimination, and/or harassment to the Equity & Title IX office within 24 hours from learning of the incident. Concerns can be emailed to TitleIX@uvu.edu, telephoned at 801-863-7999, or made in person at BA-203.

Volunteer Policy

Volunteers work under the direct supervision of a Lead Teacher, must be at least 16 years of age and pass a background check. Volunteers cannot be left alone with children or be counted in the child:staff ratio. WCC volunteers must complete an orientation with WCC Administration. This orientation includes:

- Names and developmental needs of children
- Routines and transitions
- Acceptable methods of behavior management
- Meal pattern and food handling policies
- General and emergency health and safety procedures
- Handwashing procedures
- Injury prevention and safety

Visitor Policy

The WCC has an “Open Door Policy” and parents are allowed in their child’s classroom at any time.. To keep the Center safe and secure, however, all volunteers and visitors must sign in at the front desk. If friends and family want to see where you work, you may give them a tour at the end of your shift or when you are off duty. This will enable you to perform your duties and minimize classroom disruptions.

