



Woodcliff Early Childhood Center Family Handbook

Courtney Van Heck
Director of Early Childhood
cvanheck@egrps.org
616-235-7595



Welcome Letter

We are so excited that you are here. At Woodcliff your student will learn to love school. We are committed to providing a secure and caring environment where your child can explore and learn with confidence. Woodcliff is passionate about inspiring a lifelong love for learning in our students. We celebrate diversity and strive to create an inclusive environment where every child feels valued and respected. Our engaging and dynamic curriculum is designed to spark curiosity and encourage exploration. Woodcliff believes that every child is unique and brings their own set of strengths, interests, and needs to our learning community. We can't wait to see your child's enthusiasm and growth throughout the year.

Contact Information:

Woodcliff Address:

2915 Hall Street

Main Door #4

East Grand Rapids, MI 49506

Direct Office Line: 616-235-7595

Fax Number: 616-235-6730

Director of Early Childhood - Courtney Van Heck- cvanheck@egrps.org or 616-235-7595

Administrative Assistant - Michelle Clark - mclark@egrps.org or 616-235-7595

Program Philosophy and Goals



The program philosophy at Woodcliff Early Childhood Center is centered around providing a comprehensive developmental foundation for your child as they embark on their educational journey. Our approach encompasses emotional, social, and academic aspects to ensure a well-rounded preparation for school life.

At Woodcliff Early Childhood Center, we are dedicated to providing a nurturing and stimulating environment that sets the stage for a successful educational career. Our program philosophy is rooted in the belief that every child deserves an individualized and supportive foundation to thrive academically, socially, and emotionally.

General Information

Hours of Operation for the School Year: 7:00AM to 6:00PM

Hours of Operation for the Summer: 7:00AM to 5:30PM

Woodcliff is a Community Tuition Based Organization that partners with the East Grand Rapids Public School District.

Arrival and Departure Procedures

- Drop-off and pick-up procedures
 - At this time, Woodcliff is having families drop off their students at their classroom exterior door. If students are in the Gym you may enter Door 4 for access. If the office is closed, please go to the nearest room and ask for assistance in gaining access to the building.
 - For Kindergarten through Fifth Grade students coming to Woodcliff after school, they may not be dropped off by any individual. In order to attend their scheduled afternoon session, they must be present for the bus ride over from their elementary school.
- Late pick-up policy.
 - Woodcliff closes at 6PM during the school year and 5:30PM during the summer hours. For each minute that you are late picking up your child an additional \$5.00 will be added to your account.



Attendance and Absence

Woodcliff Early Childhood Center fees are based on enrollment, not attendance. Parents are responsible for committed fees even if the child is absent.

If your child is ill and will not be attending Preschool or Child Care, please call the Woodcliff Early Childhood Center office at 616-235-7595 and leave a message, or email the Director. For school age children, please also notify the child's elementary school in addition to notifying WECC. If a student does not attend school due to illness, the child is unable to attend Child Care.

If a child experiences an extended illness and is going to be out longer than one week, the parent is responsible for only the first week of Child Care fees. After the first week, the parent will not be held responsible for fees as long as a letter is presented from the attending physician saying that the child is unable to attend, and specifying the child's anticipated length of confinement. Upon receiving this letter, it will be determined how long the space can be saved for the child.

Scheduling

Woodcliff Early Childhood Center follows the East Grand Rapids Public School calendar. Our Child Care Schedule will be sent out in the beginning of each year with the planned All Day Child Care days. On holiday and district days, your regular fixed schedule will not apply. Specific surveys will go out the month prior to the holiday/day off for attendance on these days.

If you are enrolled in the A La Carte scheduling for the year your family will receive a Google Form Survey on the 1st of the month. The survey will be due on the 15th of the month by 8:00AM.

School Closings: In the event East Grand Rapids Public Schools are closed due to inclement weather (i.e. snow days), all preschool and child care programs will also be closed. Please listen to your local radio and TV stations or check the school's website at www.egrps.org for news of such closing. An email will also be sent to families through the Procure management system. If you would like to receive a text message for a Woodcliff school closing, please be sure you are signed up for the current Remind text thread.



Two Hour Delays: If school is delayed for two hours, please check the District website www.egrps.org, TV, and/or your local radio stations.

Emergency Closing: In case of utility emergency, severe weather, or other emergency developing during the school day that requires EGRPS schools to close, WECC will also close.

Preschool Program Session

Circle Time:

- Engaging group activities to promote social interaction, language development, and early learning concepts.
- Includes songs, stories, and discussions to foster a sense of community and shared learning experiences.

Learning Centers:

- Rotating stations with various activities that focus on different developmental areas such as literacy, numeracy, fine motor skills, and creativity.
- Activities may include art projects, building blocks, puzzles, and sensory play.

Free Choice Time:

- Opportunities for children to explore their interests and make choices based on their preferences.
- Encourages independence and self-directed learning within a structured environment.

Outdoor Play:

- Outdoor activities to promote physical development, gross motor skills, and a connection with nature.
- Play equipment, games, and supervised activities enhance the overall well-being of the child.

Snack Time:



- A designated time for a nutritious snack, fostering social skills and healthy eating habits.
- Encourages conversation and socialization among peers.

Rest Time:

- A period for relaxation and rejuvenation, providing an opportunity for children to rest and recharge.
- Soft music or quiet activities may accompany this time.

Specials or Enrichment Activities:

- Depending on the schedule, there may be designated times for special activities such as music, art, or physical education to enhance the overall learning experience.

Curriculum Implementation

Handwriting Without Tears:

- Integration of a developmentally appropriate handwriting program that focuses on fine motor skills and letter formation.
- Activities designed to make the learning of handwriting an engaging and enjoyable experience for preschoolers.

Zoo-Phonics:

- Implementation of a phonics program using a multisensory approach with animals and movements.
- Enhances early literacy skills through an interactive and playful learning environment.

Heggerty:

- Integration of Heggerty Phonemic Awareness program to support the development of phonological awareness skills.
- Activities designed to strengthen children's understanding of sounds and their relationship to letters.

Bridges Mathematics:



- Inclusion of the Bridges in Mathematics program to foster early math skills.
- Engaging activities and games that promote a conceptual understanding of mathematical concepts.

Second Step:

- Implementation of the Second Step Social-Emotional Learning (SEL) program.
- Activities to support the development of social skills, emotional regulation, and conflict resolution.

Enrichment Activities

Music:

- Incorporation of music activities to enhance auditory perception, rhythm, and coordination.
- Exposure to various musical genres and instruments to stimulate creativity.

Gym:

- Inclusion of gym activities to promote physical development, coordination, and gross motor skills.
- Structured play and movement exercises contribute to the overall well-being of the students.
- Differentiated instruction to accommodate varying levels of readiness and abilities.
- Ongoing assessment and adjustment of teaching methods to ensure optimal learning for all students.

Individualized Approaches:

- At Woodcliff we strive to recognize the unique strengths, interests, and learning styles of each child.
- Differentiated instruction can be offered to accommodate varying levels of readiness and abilities.
- Ongoing assessment and adjustment of teaching methods to ensure optimal learning for all students is a priority for Woodcliff Early Childhood Center.



Confidentiality and Privacy

- Woodcliff is committed to safeguarding the privacy and confidentiality of our students and their families. We recognize the importance of protecting personal information and ensuring that the rights and needs of our school community are respected and upheld.
- Student and Family Rights:
 1. Right to Access: Students and their legal guardians have the right to access educational records and request corrections to any inaccuracies.
 2. Right to Privacy: Students and families have the right to privacy regarding personal and academic information. Unauthorized disclosure of such information is prohibited.
 3. Right to Support: Families have the right to seek support and accommodations to meet their children's educational needs. This includes services for special education, language assistance, and counseling.
 4. Right to Non-Discrimination: Woodcliff is committed to providing an inclusive environment free from discrimination. All students and families have the right to equal educational opportunities regardless of race, color, national origin, sex, disability, or age.

Staff Qualifications

All Lead Teachers, Paraprofessionals, and Child Care Assistants meet the requirements from Licensing and Regulatory Affairs (LARA).

Woodcliff Early Childhood Center maintains the Staff-to-Child Ratio per LARA Licensing. All children, aged preschool through fifth grade, will be supervised by a Staff member who is 18 years or older all times. Currently, we are offering employment opportunities for high school students to assist our staff throughout the year.

Enrollment and Admission

To enroll in Woodcliff Early Childhood Center we ask that your child is completely toilet trained and at least 2 years 9 months of age as of September 1.



The child must be fully potty trained and be able to appropriately clean and dress themselves afterwards.

Registration for the school year is on or close to March 1 for the upcoming school year.

Registration for summer camp is on or close to April 1 for the coming summer.

Your child must have an updated Child Information Card, Permissions, and Health Appraisal on file.

If your child receives medication and it is to be administered during the school day or during the time in which they attend before and after school care, we will need both the Medication Release Form and the medication provided in a prescription bottle with your child's name and dose on it.

Enrollment Procedures

Enrollment will take place after registrations have been completed, collected, and reviewed. We prioritize enrollment for current and returning families. For new families, enrollment is based on a first come-first serve basis. There is no guarantee that any family receives their first or second choice.

Most years we do have a waitlist for some of the programs offered. As we begin to place families we attempt to meet as much of the community's needs as possible. When spots become available from the waitlist we ensure to call families to let them know about openings. We continue to move down the list until the spot is filled.

Withdrawal Procedures

When withdrawing a child from the program, written notice is required. A permanent schedule change must be submitted to the Director stating the intent to withdraw the child. The form/documentation must be dated, and the withdrawal will take effect after the noted withdrawal date.



Families will be held responsible for any payments that were made during the month of which withdrawal takes place. A contract payout fee may apply to families that withdraw after being on a fixed schedule.

For Camp East if you are accepted and secure a spot for the summer and then choose to withdraw, you will be responsible for the daily fee portion for the days and weeks in which you were scheduled.

Fee Schedule and Payment Policies

Please see our brochure on our website for daily fees and tuition rates for the correlating school year or program.

Once enrolled, you are responsible for the registration fee, as well as tuition and child care rates based on your family's schedule.

We accept a checking account, savings account, or credit card for payment. We ask that you have a payment method on file at all times.

Late fees will be applied on the 20th of each month. Any payments received after the 20th are considered late. A \$15.00 per month, per child, late payment fee may be assessed for all payments received after the 20th. If you are going to be away at the time billing is due, please arrange to make your payment in advance. We also are able to set up autopay for families; this is the preferred method.

Please make your checks payable to: Woodcliff Early Childhood Center.

Non-Sufficient Fund (NSF) Checks: If a check is returned from the bank due to NSF, a \$25.00 service fee will be added to the invoice. It is the responsibility of the parent to bring the amount of the check in cash or money order to the Woodcliff Early Childhood Center office within one week after notification. If a second check is returned due to NSF, each additional invoice payment must be made in cash or money order only.

Declined Credit Card Payment: If a payment is declined we will notify you by email of your balance and that the credit card has declined. You can call the office with updated information or call to change your payment method. If multiple payments are declined, we hold the right to suspend services.



Note: Woodcliff Early Childhood Center–Preschool and Child Care has the right to suspend Preschool and/or Child Care services when parents are consistently late with payment or if payment is not received in full by the due date. Woodcliff also reserves the right to decline enrollment in future services/programs if account balances are not paid to date.

Children remaining at Woodcliff Early Childhood Center after 6:00 PM will be considered late pick-ups and will be charged a late pick-up fee.

Children remaining at WECC more than five minutes after the morning preschool session ends (end time is 11:15am) will be considered a late pick-up.

Children remaining at WECC more than five minutes after the afternoon preschool session ends (end time is 3:00pm) will be considered a late pick-up.

A \$5.00 fee will be charged per minute early/late, per child. Late fees will be added to monthly invoices.

Note: Parents who consistently disregard drop off and pick up times may have child care and/or preschool services terminated.

Health Policies

Immunization requirements and health screenings are needed for enrollment. You must have an up to date Health Appraisal on file or Vaccination Waiver on file in order for us to be compliant with the State of Michigan.

- Fever of 100.4 or higher results in being sent home
- Throwing up will result in being sent home
- Excessive coughing or congestion will result in being sent home
- Your child must be fever free, unaided by medication, for 24 hours prior to returning to school or one full school day.
- If we suspect that your child may have any contagious symptoms we reserve the right to send them home and may require a doctor's note for return.

Children must be remain home if the following occurs:



- The child has an elevated temperature (100.4 °F or higher)
(A child may return to the Center if fever free for 24 hours with NO fever reducing medication).
- The child has been on an antibiotic for less than 24 hours.
- The child has been vomiting during the last 24 hours.
- The child has had diarrhea during the last 24 hours.

Children should not attend WECC if he/she has a communicable disease (i.e. Chicken Pox, Hand Foot Mouth, Pink Eye, etc.). For the health and safety of your child and others, communicable diseases must be reported to the Director or a Staff member so that families can be informed that their child may have been exposed and should be attentive to possible symptoms.

Medications

The following procedure will be used when dispensing medication to a child:

- Medication forms must be completed by parents in order for staff to administer the medication. This form must include the following:
 - a. Child's name and date of birth
 - b. Name of medication
 - c. Length of time – date to date
 - d. Possible side effects, if known
 - e. Parent name, permission, and signature
 - f. Exact dosage
- A written record will be kept of medication permissions and medication administration.
- All medication must be in its original container.
- All medication must have the child's name, the dosage, and directions for administration.
- All medications must be administered by WECC staff members and they must log and initial the entry in the Medication Binder in the office.
- The parent must assume responsibility for informing WECC of any changes in the child's medication and for providing a new prescription in a properly labeled container. A new permission form must be filled out.
- The parent is responsible for providing correct doses of medication. We cannot split tablets to change the dose.
- No medication will be prescribed by WECC.

Sanitary Procedures



Handwashing

All staff shall wash their hands at all of the following times:

- Prior to starting the workday at the center
- Prior to care of children
- Before preparing and serving food and feeding children
- Before giving medication
- After using the toilet or helping a child use the toilet
- After handling bodily fluids
- After handling animals and pets and cleaning cages
- After handling garbage
- When soiled

Staff shall assure that children wash their hands at all of the following times:

- Before meals, snacks, or food preparation experiences
- After toileting
- After handling animals and pets
- When soiled

Cleaning Bodily Fluids – All children will be removed from the area that is contaminated to prevent exposure. Area will be disinfected and sanitized using a 3-step cleaning method. Carpet will be steam cleaned and any clothing with bodily fluids will be placed in a plastic bag and given to the child's parents. The child will be separated from the group until picked up.

Cleaning and Sanitizing of Equipment – Tables will be cleaned after each use using a 3-step method. All toys and washables will be sanitized in the spring, summer, fall and winter, and as needed.

Medical and Dental Procedures – If a physician has ordered a special medical management procedure for a child in care, an adult trained in the procedure will be on-site whenever the child is present.

Emergency Care

Parents will be contacted in the event a child is injured and requires emergency care. If parents are unavailable, persons shown on the Information Record will be notified. In the event none of the above can be reached and it is an extreme situation, the child will be taken to the hospital listed on the child's Information Record. As required by licensing rules, injuries requiring a visit to the emergency room or the child's physician will be reported to the licensing department.



All staff are trained in regards to emergency procedures. There are emergency response plans in place at our Center per State Licensing Regulations and these plans are posted in plain sight in all classrooms in our school. Please see the Director if you would like a copy of these plans or if you have any questions regarding emergency procedures/plans at our Center.

Safety Procedures

Woodcliff Early Childhood Center takes emergency preparedness plans, including fire drills and lockdown procedures, with the utmost priority. We work to ensure that staff and students are adequately prepared for situations that arise.

Woodcliff staff work with three, four, and five year olds and are delicate when approaching drills and procedures around emergency situations. Staff and students do practice safety measures throughout the year but we use discrete language when prompting and cueing the appropriate actions.

Nutrition and Food Policies

A light breakfast/snack is served until 7:45 AM for School Age students and 8:00 AM for Preschool students on a daily basis to those children participating in before school or before preschool child care.

Parents are responsible for providing a non-perishable lunch for their children if they attend child care or the All Day 4 Year Old and All Day Young 5's preschool session during lunch time. Snacks and milk/water are provided during the day (including during lunch time) and are included in child care and preschool fees. Liquid milk is only to be served to students that have approval from parents and may be excluded in serving time if a child with a milk allergy is present. All lunches should be peanut/tree nut free. We are a completely nut free building. Wowbutter is a good alternative.

If your child has special feeding needs, parents/guardians shall provide this information to the Director before the child is in attendance at Woodcliff. The Director will share this information with applicable staff members. Staff will document the type and quantity of food the child consumes and will provide this documentation to the child's family.



As a reminder, please provide only non-food-based celebrations/treats, such as pencils, stickers, note pads, or a game or book donated to the classroom or school in your child's name. Food-based birthday treats are not permitted in the classroom.

No food-based treat should be provided or served at a classroom/holiday party.

Anything that is food-based for instructional purposes has to go through the Director Approval and then Parent Permission will be sent out.

Allergies

Children's allergies are to be noted on their Information Record. A list of these allergies will be compiled in written format and made available to all WECC staff. These allergy lists are posted in all the classrooms, the kitchen area, as well as all public areas that may be accessed throughout the school day.

Behavior and Discipline

Behavior Expectations at Woodcliff:

"Safe Body, Safe Hands, Kind Words"

We believe that maintaining physical safety is crucial for a positive educational experience. Therefore, we expect all students to follow the below expectations:

- Hands are for helping, creating or playing with friends
- Use Equipment Safely: Follow instructions for using equipment to prevent accidents.
- Respect Personal Space: Be mindful of others' personal space and avoid actions that could make others uncomfortable.

Communication and Respect:

Respect is at the core of our school community. Students are expected to:

- Speak Kindly: Use positive and encouraging language.
- Listen to Others: Pay attention when someone else is speaking, and respect different opinions.
- Cooperate and Share: Work together in activities and share resources fairly



Code of **Conduct**

Progressive Approach to Behavior

If a student engages in unexpected behaviors the following steps will be taken:

- Teacher will inform family of the behavior incident
- Director is notified of the behavior and included in the communication with parents/guardians families

Step 1

If a student engages in repeated unexpected behaviors leading to **three (3) documented entries**, the following steps will be taken:

- Director is notified of the behavior and included in the communication with families
- Director will contact family and student will be given a **one (1) day removal** from the program
- A re-entry meeting will be planned on the day of return with Director, teacher, and family

Step 2

If a student engages in repeated unexpected behaviors leading to **six documented entries**, the following steps will be taken:

- Director is notified and included in communication
- Director will contact family and student will be given a **two (2) day removal** from the program
- Director of Teaching and Learning will be notified of student behavior
- A meeting will be planned on the day of return with Director, teacher, and family to discuss a behavior plan

Step 3

If a student engages in repeated unexpected behaviors leading to **nine (9) documented entries**, the following steps will be taken:

- Director is notified of the behavior and communicates with parents/guardians
- Following the 9th incident the Director will contact family and student will need to be **picked up promptly**
- A meeting will be planned with the Directors (WECC/Teaching and Learning), classroom teacher, and family to discuss continued enrollment and participation within the WECC program (preschool and all childcare sections).



State of Michigan LARA Licensing Notebook

As required by licensing regulations, Woodcliff Early Childhood Center–Preschool and Child Care Licensing Notebook is available for review by parents during regular business hours. The licensing notebook contains all of the licensing inspections, special investigation reports and related corrective action plans.

Licensing inspection and special investigation reports from at least the past two years are available on the child care licensing [website](#).

Child Abuse and Neglect Statement

East Grand Rapids Public Schools, Woodcliff Early Childhood Center–Preschool and Child Care, are required by law to report any suspected cases of child abuse and/or neglect. It is our policy to adhere to this legal requirement. The staff person or volunteer who suspects child abuse and/or neglect is required to immediately report it to Kent County Department of Human Services and notify the Program Director that the report has been made, providing a copy of the report to the Director.

Grievance Procedures

At Woodcliff, we are committed to fostering a positive and collaborative environment for our children, families, and staff. We understand that from time to time, concerns or complaints may arise. To ensure these are addressed promptly and fairly, please be sure to notify the Director at cvanheck@egrps.org.

We value your feedback and are committed to working together to ensure a positive experience for all members of our preschool community. If you have any questions about this process, please do not hesitate to contact the Preschool Director.