



# OIST Tedako Child Development Center Parent Handbook



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\*Information in this handbook is based on CDC's standard operation.

Under the current COVID-19 situation, CDC has a separate temporary policy "[Child Development Center and School Age Program: General COVID-19 procedures](#)" for its operation and the temporary policy supersede this handbook wherever there is a discrepancy.

\*CDC Parents Handbook may be updated at any time by CDC without prior notice to users.

## **General Information**

### ***OIST Tedako Child Development Center Program***

Tedako Child Development Center (CDC) of the Okinawa Institute of Science and Technology Graduate University (OIST) is a cooperative effort by OIST families, faculty and staff to provide nursery care and early childhood education for the children of all OIST staff and graduate students. The Classroom Staff of the CDC includes native Japanese and English speakers certified in their respective countries.

### ***Actively Bi-Lingual***

Our dual language program is partial immersion and will divide language by Classroom Staff. During instruction, the Classroom Staff will only speak one language at a time without translating. Children will be asked to speak to the Classroom Staff in the language of instruction at the time but may use their peers as resources. During free play children may interact in the language of their choice.

### ***Hours***

Hours of operation: Monday to Friday 8:00-18:00

(except Japanese holidays, OIST holidays and staff training days)

\*May be closed for health, safety for other emergency reasons.

Extended hours and occasional childcare may be available by prior arrangement.

### ***Eligibility***

Infants and children of University Employees who are from 57 days to 5 years as of April 2. University employees (including part-time and temp staff) and students may enroll in the CDC program. Visiting faculty, postdoctoral fellows, intern students and participants in events held on campus and other kinds of guests and staff of contractors may be given access to the CDC program for their children.

### ***Admission***

The CDC accepts children year-round. A child's class placement is based on space availability and the child's age as of April 2. When space is not available, we can make accommodations considering the child's developmental stage. A notification of acceptance will be issued to confirm admission.

### ***Termination***

The CDC requests a one-month advance notice of withdrawal. When parent/guardian's affiliation with OIST terminates, children will no longer be eligible to attend the CDC and must withdraw from the program within one month of the termination of affiliation with OIST.

## Fees

### Childcare Fees

Most payments are made through payroll deduction and will be withheld on the 17th of each month. Users making payments by bank transfer will receive an invoice and payments must be paid by the end of the month. Fees are listed below. To verify household income, CDC requires all users to submit income documentation for previous year every July and salary range adjustment and calculation for new fees (if applicable) will be charged from September. For more details, please check our [fee policy](#).

Category	Annual Household Income	Monthly Fee		Daily Fee		Hourly Fee	
		Children Age 3+	Children Age 0-2	Children Age 3+	Children Age 0-2	Children Age 3+	Children Age 0-2
A+2	More than 20,000,000 JPY	¥82,000	¥86,000	¥6,000	¥6,300	¥600	¥630
A+1	16,000,001 JPY- 20,000,000 JPY	¥69,000	¥72,000	¥6,000	¥6,300	¥600	¥630
A	11,143,001 JPY- 16,000,000 JPY	¥55,000	¥58,000	¥4,400	¥4,600	¥440	¥460
B	6,400,001 JPY - 11,143,000 JPY	¥42,000	¥44,000	¥4,400	¥4,600	¥440	¥460
C	3,340,001 JPY - 6,400,000 JPY	¥28,000	¥29,000	¥3,300	¥3,500	¥330	¥350
D	3,340,000 JPY and under	¥17,000	¥18,000	¥3,300	¥3,500	¥330	¥350

### Other Fees

Annual Registration Fee	10,000 JPY *Charged upon enrollment and every April
Annual Event Fee	Ages 1-2 (as of April 2): 2,500 JPY Ages 3-5 (as of April 2): 10,000 JPY *Charged upon enrollment and every April
Snack Fee (Ages 1 and above as of April 2)	Monthly: 2,400 JPY / Daily: 120 JPY / Per Snack: 60 JPY
Late Fee	If children are not picked up by 18:00, there is a late fee of 1,000 yen for every 15 minutes after 18:00.
Lunch Fee (Optional)	350 JPY per day
Change of Service Fee	1,000 JPY per change *There is a 1,000 JPY fee to change services such as attendance plan, and lunch, or snack orders after the start of the fiscal year in April.

### Occasional Care Fees

Registration Fee	5,000 JPY
Daily Fee (Flat Rate)	6,300 JPY
Hourly Fee (Flat Rate)	630 JPY

\*Annual Registration Fee and Annual Event Fee are charged upon enrollment and every April, no refund will be offered to children withdrawing mid-year (after the school year starts).

\*Occasional Care is available for families who need childcare for short periods of time (1 day to 1 month (max. 16 days)) and also for families who needs occasional childcare on a non-regular basis.

## **Event Calendar**

<b>April</b>	Earth Day	<b>October</b>	Undokai (Sport's Day)
<b>May</b>	Ishikawa Police Visit Class Observation	<b>November</b>	Fire Department Visit 753 Photo
<b>June</b>	Parent Teacher Conference Dental Hygiene Day	<b>December</b>	Winter Concert
<b>July</b>	Tanabata & Suika Wari Water Play (July-September)	<b>January</b>	Okinawan Muuchi making day Class Observation OIST Holidays: Dec. 29 to Jan. 3
<b>August</b>	Art Exhibit	<b>February</b>	Parent's Night Out Parent Teacher Conference Setsubun (Maki Zushi making day)
<b>September</b>	Culture Day Elderly House Visit	<b>March</b>	Hinamatsuri Musical Performance Shinka Class Graduation - Last Friday in March

\*Fire drill, body measurement (height / weight) and birthday party will be held monthly.

### **CDC Mission Statement**

The CDC is a cooperative effort by OIST families, faculty and staff to support the development of happy, healthy, compassionate, and socially confident children who are prepared to successfully face challenges beyond the security of the CDC.

### **CDC Philosophy**

The CDC is grounded in the following beliefs:

- Children are competent, curious, resourceful learners.
- Children's interests and explorations provide the framework for curriculum and investigation.
- Our thoughtful and intentionally designed environment fosters children's experiences, relationships, and opportunities for cooperative work.
- Materials are selected that are interesting and provoke creativity and wonder.
- Our work with children is based on respectful, collaborative relationships between staff, families and the community.
- Ongoing communication with parents is an essential element in the life of our school.

### ***CDC Goals***

The CDC will strive to foster intellectual growth appropriate to each child's level and pace and help build positive attitudes toward school and learning

- Provide support to parents and to be responsive to their needs
- Provide a warm, nurturing and supportive environment

The children will:

- Learn to get along with others
- Learn to share items and people
- Explore a variety of materials and activities
- Grow in expressing themselves verbally
- Develop responsibility for themselves and their actions
- Learn acceptable ways of expressing their aggression and other strong feelings
- Develop the ability to finish what has been begun
- Learn to respect all people
- Learn to respect materials
- Build a strong self-image through successful experiences

### ***Confidentiality***

All CDC staff and volunteers respect the confidentiality of all parents and children. All personal information relating to the children and families will be treated in the strictest confidence and will only be shared with appropriate persons. Throughout the school year internal or external media may wish to visit the CDC to cover special events and promote OIST and the CDC may also want to use children's photos, voice or work but it will not be done without a signed media release that grants permission from parents/ guardians.

### ***Diversity Policy***

We acknowledge and embrace the tremendous diversity and variation that exist for our children and families, we promote, recognize and celebrate it.

### ***Guidance and Discipline***

Preschool is an important time for children to learn appropriate behavior in a social or group setting. CDC Classroom Staff will model and teach basic principles such as sharing, personal space, following directions, and respect for others. Our goal is to reinforce your child's positive behavior.

CDC Classroom Staff never use any type of physical punishment or humiliation. A child will only be restrained when it is necessary to protect the safety and health of the child or others. If a child's behavior is dangerous to the child or other children, a meeting will be called for

Classroom Staff, parents/guardians, and the CDC Director/Assistant Director. This will be an opportunity to discuss any issues surrounding the child's behavior and develop a plan for improvement. If a child needs to be restrained, has repeated aggressive behavior or repeated discipline issues, expulsion of the child from the CDC will be at the discretion of the CDC Director. Every effort will be made by CDC Classroom Staff and the Director to work with the child and parents/guardians to prevent this.

## ***Attendance Procedures***

### *Arrival*

We recommend that children are dropped off to the classroom between 8:00 and 9:00. During drop off time, we ask that the parent take the child to the classroom, greet the Classroom Staff, pass on any information necessary, write the arrival time in the attendance sheet and say a quick goodbye to their child before leaving.

### *Tardiness*

When arriving late (after 9:30), please notify your child's Classroom Staff via email (*classroomname@oist.jp*) in advance. To minimize disruption of sleeping children, **we will not allow drop off during nap/rest time (12:00-14:30).**

### *Release*

Children will only be released to adults (18 years old and above) who have authorization. We ask the parent to come to the classroom and write the pick-up time in the attendance sheet before the child is released.

### *Early Release*

Please notify your child's Classroom Staff or the office of early release.

### *Emergency Pick Up*

To protect the safety of your child, CDC would not allow anyone other than those registered in the emergency contact list to pick up your child. We ask that you update your information as necessary. When you would like your child to be picked up by a person listed in the emergency contact list, please ask the person to visit the CDC office and present his/her ID to check-in and a CDC staff will escort him/her to the classroom.

### *Extended Care*

May be available with prior arrangement. Please contact the office for more information.

### *Absences*

When possible, please notify your child's Classroom Staff of absences via email ([classroomname@oist.jp](mailto:classroomname@oist.jp)) by 9:30.

### ***Exclusion/Sickness***

Sickness is best prevented by handwashing, please visit the CDC webpage for the [CDC Handwashing Policy](#) and [our illness exclusion policy](#).

### ***Personal Belongings Policy***

Please label all your children's belongings. Please do not bring any money, gum, candy, or toys. Only soft toys for nap/ rest time and books are allowed.

If your child brings home something that is not his or hers, please return this item to the Classroom Staff.

### ***Dress Code***

#### *Dress*

We encourage comfortable, safe and weather appropriate clothes. Shorts, or tights should be worn under their skirts.

#### *Shoes*

Outside shoes may not be worn inside the classroom, but indoor shoes may be worn. We ask that parents provide children with closed toed shoes with backs for safety reasons, however children may choose to wear shoes outside or may take them off to play, but they will be required to wear shoes when taking a walk outside the CDC, or riding a seated toy such as tricycles and cars.

#### *Accessories*

Accessories are limited for safety reasons. Children are not permitted to wear jewelries at the CDC, except for stud earrings with safety backs. Cultural requirements will be respected, but please discuss these with the CDC Management Committee. In this case the parent/guardian must provide a signed waiver of liability to the CDC.

### ***Evaluation of Program***

Parent users will be given the opportunity to participate in an annual survey. Results of this survey will be reported to the Sectary General of the University, who is responsible for ensuring the sustainable provision of high-quality and international pre-school and after-school/holiday programs



## **Feedback**

Parents can share feedback directly to CDC staff, anonymously through a [CDC webform](#), or the feedback box in the CDC office.

## **Complaints Procedures**

If a parent has a concern about CDC matters, the following process should be followed to resolve the situation.

### Initial Complaint:

- 1) The issue should be discussed with the Classroom Staff and if not resolved or involves a complaint against the Classroom Staff, with the Team Leader.
- 2) If the Team Leader is unable to resolve the issue, to the parent's satisfaction, the Team Leader will report the incident and parent concern to the CDC Management Committee.
- 3) If the parent remains unsatisfied with the situation, the CDC Management Committee will report the incident and all steps that have been taken to resolve the matter to the VPUCS for final arbitration. If the complaint is related to an incident involving the CDC Head of Administration and/or the CDC Assistant Director, the parent should discuss the matter directly with the CDC Director. If an incident involves either the CDC Director or the SAP Assistant Director, or there is a likely conflict of interest, the complaint should be made to the VPUCS. The VPUCS will review the full incident report, all steps taken to resolve the matter and meet with the parents to develop a plan to resolve the situation in a manner that aligns with standard protocols, processes and ensures the parent concerns are addressed appropriately.

### Appeal:

A parent who is unsatisfied with the decision of the VPUCS is permitted to appeal the decision to the Chair of the CDC Liaison Committee, the OIST Secretary General. The Secretary General will review the matter thoroughly and meet with both the parents and VPUCS to determine an appropriate resolution to address the parent's concern. The Secretary General will consult with the Office of the General Counsel and the HR Division to review the situation prior to finalizing their decision.

POC for Complaints: Head of Administration: [sawako.suzuki@oist.jp](mailto:sawako.suzuki@oist.jp)  
CDC Director: [julia.nabholz@oist.jp](mailto:julia.nabholz@oist.jp)

## ***Special Needs***

CDC will provide reasonable accommodations without discrimination regarding a child's special needs (physical, developmental, dietary, medical, or cultural needs) or impairments. We are committed to the concept of inclusion whenever possible.

CDC will accept children with special needs if we believe that we can support them and provide a meaningful education or support for them. Admission for children with physical, emotional, or behavioral needs is on a case-by-case basis.

CDC may not be able to accept the admission of children with special needs for any of the following reasons: the lack of an appropriate program or curriculum, the lack of appropriate facilities and equipment, the teaching load of the staff, or the unavailability of an appropriately trained staff.

It is expected that the child's parent or guardian shall communicate the nature of the child's special needs or impairment and any particular information regarding the child's care, on the Child Information Form and **PRIOR** to the child's first day in the program. This information is kept confidential and is used to assist staff to better plan for the child's developmental needs.

If a child is admitted before any special need has been identified, we reserve the right to ask the parent's cooperation and suggest parents to seek support from an agency or group that specializes in the area for developmental evaluation

## **Beyond the Classroom**

### ***Large Motor Activity Policy***

To encourage large motor activities, children will have opportunities to go outside minimum of one hour per day, weather permitted. Staff members use the following general guidelines:

#### *Supervision*

All activities will be supervised by Classroom Staff at all times.

#### *Summer*

When the weather is hot, water will be taken to the playground to replenish body fluids. We ask parents to apply sunblock in the morning and we will re-apply in the afternoon before sun exposure from April to October. Length of outdoor playtime will be adjusted according to the heat index (WGBT) so that children do not get overheated for preventing heat stroke.

### *Rainy day*

Classroom Staff will determine if it's safe to go outside to play, children will be brought inside if there is any sign of lightning.

### ***Campus Walks***

Classroom staff will take children on walks around the OIST campus between 9:30-17:00 to avoid drop off and pick up times. During campus walks, children will wear hats and have access to water, and teachers may supervise play or organize activities for children at different parts of OIST campus. Popular areas to visit are, South Hill Park, West Court Park, Composting area, Tunnel Gallery, Auditorium Grass Area, Village Center Grass Area, and main reception walkway and grass areas. If children are taken off campus, a signed permission slip will be required in advance.

### **Parental Involvement**

#### ***Communication***

The CDC program is committed to bridging what happens inside the school to our parents and to share children's developmental milestones through various media such as:

- Website
- Newsletters
- ClassDojo
- Student work
- Classroom Staff's documentation of growth and development

#### ***Visitation***

The onsite convenience of our center allows parents to work and spend time with their child during the day. Lunch is a great opportunity to spend quality time with your child. Please consult with Classroom Staff prior to visiting classroom.

#### ***Classroom Volunteers***

Volunteers in your child's classroom is a valuable experience for Classroom Staff, children and parents. Please consult with your child's teacher regarding volunteer needs and policies.

#### ***Parent-Teacher Conferences***

There will 2 scheduled parent-teacher conferences annually. If any issues arise and parents feel the need to meet with the Classroom Staff or CDC Director, please contact them directly to arrange additional meetings.

### **All Family Celebrations**

Once a month family are welcomed to join us in celebrating birthdays. Throughout the year, Saturday and early evening events are planned to provide opportunities to enjoy the milestones and accomplish of our children.

### **Annual Report**

The CDC Director is responsible for creating the annual report each fiscal year.

### **Other**

#### **Insurance**

The CDC is covered under the below insurance policy.

Types of Insurance	Liability Insurance
Details of Insurance	Maximum Coverage
1. Premises - Operations Liability 2. Products Liability 3 Medical Expenses* (*Coverage for the medical expense for bodily injury of the third party in our premises regardless of our fault)	1. 500M JPY per accident 2. 500M JPY per accident 3. 500,000 JPY per accident

Type of Insurance	Automobile Insurance
Details of Insurance	Maximum Coverage
1. Bodily Injury/Property Damage 2. Bodily Injury Expense 3. Passenger's Personal Accident - Death/Permanent Disability - Doctor Visit/Hospital Stay	1. Unlimited 2. 50M JPY 3. - 10M JPY - 7,500JPY/5,000JPY per day

#### **Affiliated/Partnered Medical Institution**

The CDC is affiliated with OIST Clinic and children may be taken to OIST Clinic when they had sudden onset of symptoms or get injured.

All children enrolled receive regular health check-ups (twice a year) by the doctor from Aisei Clinic, our partnered medical institution. If your child is absent on the day of health check-up, we require you to take your child to an external clinic and take check-up individually. This is requirement for Japanese childcare facilities and we ask for your cooperation.

## Affiliated/partnered medical institutions details

Name of the Institution	OIST Clinic and OIST Health Center
Address	1919-1, Tancha, Onna Village 098-982-3446 (ext.23446)
Details	First aid, health consultation, hospital referral, reservation assistance, follow-up after health checkups

Name of the Institution	Aisei Clinic
Address	5-15-11 Takahara, Okinawa City, Okinawa
Details	Regular health checkups twice a year

### **Childcare Management Software Products utilized by CDC**

The CDC utilizes external childcare management software products. Parents and guardians with children enrolled in the CDC and their emergency contacts are asked to consent to the use of personal information in the software to be utilized by CDC upon enrollment. ([CDC User Personal Information Consent Form](#))

Below are the details of the software products utilized by CDC:

#### 1. Class Dojo

<p><b>Software product: Class Dojo</b> (<a href="https://teach.classdojo.com/">https://teach.classdojo.com/</a>)</p> <p>*Server location: USA</p> <p>*Survey of Foreign Legislation for the Protection of Personal Information for USA (conducted by the Personal Information Protection Commission): <a href="https://www.ppc.go.jp/files/pdf/USA_report.pdf">https://www.ppc.go.jp/files/pdf/USA_report.pdf</a></p> <p>*Class Dojo's privacy policy: <a href="https://www.classdojo.com/ja-jp/privacy/?redirect=true">https://www.classdojo.com/ja-jp/privacy/?redirect=true</a></p>	
Personal information used	Purposes of use
<p><b>Child's information:</b></p> <ul style="list-style-type: none"> <li>- First and last name</li> <li>- Pictures and videos taken at CDC</li> <li>- Daily logs (daily records of children)</li> <li>- Growth records (height and weight)</li> </ul> <p><b>Parent's information</b></p> <ul style="list-style-type: none"> <li>- Email address</li> </ul>	<ul style="list-style-type: none"> <li>- Sharing classroom activities, photos, video, daily logs and growth records with parents (requirement for childcare facilities)</li> <li>- Alternative communication tool with parents (email is the primary communication tool at CDC)</li> </ul>

## 2. Sandbox

**Software product: Sandbox** (<https://www.runsandbox.com/>)

\*Server location: Canada

\*Survey of Foreign Legislation for the Protection of Personal Information for Canada (conducted by the Personal Information Protection Commission): [https://www.ppc.go.jp/files/pdf/canada\\_report.pdf](https://www.ppc.go.jp/files/pdf/canada_report.pdf)

\*Sandbox's privacy policy: <https://www.runsandbox.com/privacy>

Personal information used	Purposes of use
<p><b>Child's information:</b></p> <ul style="list-style-type: none"><li>- First and last name</li><li>- Date of birth</li><li>- Sibling relationship</li></ul> <p><b>Parent's information:</b></p> <ul style="list-style-type: none"><li>- First and last name</li><li>- Relationship to child</li><li>- Email address</li><li>- Phone number</li></ul>	<ul style="list-style-type: none"><li>- Digitized sign in/out</li><li>- Parent and guardian contact details</li><li>- Enrollments and wait list management</li></ul>