Ashley’s Child Care Center

1224 Houston Drive

**Parent Handbook**

Located by the University of North Dakota

(701) 123-4567



Campus Child Care Program!

Welcome to Ashley’s Child Care Center. This handbook contains information regarding this preschool/child care program. It is very important that you read the handbook and keep it handy as long as your child is enrolled in the program. It will answer many of the questions you may have about our program.

About the Center:

Mission/Philosophy

* The goal for my program will be to provide a caring and safe learning environment for the children within the program. Making sure our children feel loved and accepted within the program. To teach the children within the program social and emotional skills, learning to work together or with others, and getting our four year olds ready for kindergarten. Our goal will also be to provide an effective, reliable, and convenient program that will be helpful to the students or staff on campus that are looking for childcare. This program will also have flexible hours for students or staff that have tougher schedules.

Hours/Days of Operation

* Open Monday-Friday 7:00 a.m. - 6:00 p.m.
* Closed Memorial Day, Fourth of July, Thanksgiving, Christmas and New Year’s Day. (Closer to each Holiday, more specific dates about facility being closed will be given)

Staff

* Education Requirements for staff: High school diploma depending on the age of individual.
* All staff members MUST be CPR and First Aid certified.
* Ratios for staff to children:
* New born/Infants: 1 staff member per 3 babies
* 1 year olds: 1 staff member to 3 children
* 2 year olds: 1 staff member to 5 children
* 3/4 year olds: 1 staff member to 7 children

Enrollment:

 Eligibility

* Accept Ages birth to 4 years old. As a program we do not deny enrollment on the basis of race, creed, color, national origin, gender, age or disability.
* Preadmission visits must be provided to parents to discuss and view facility, program and policies. Parents are provided written notice of any significant changes in program services or policies.
* Required forms that need to be completed prior to attendance. These forms will also be updated annually. (All are confidential)
* Immunization records(SFN or doctor’s records)
* Registration/child information form (SFN) Must verify identification of children in care—birth certificate, certified school records, passport or other documentary evidence.
* Health records (SFN ) must be completed annually
* Parent consent forms
* Food program form
* Enrollment form

 Fees

* Parents will be charged for all hours of care that they reserve, even if they do not use them. The program is paying for the “slot” that we hold for your child. Reserved hours during the week are from Monday to Friday (facility is not opened on weenends).
* Rates, Fees, and Payment Schedules
* Late pick up fee is determined by every quarter hour ($30)
* Service fee for late payment or bounced check ($40)
* Supplement fees (transportation or field trips) ($40)
* Tuition fees are due the first of every month. It is recommended that payment is made prior to receiving care. (Credit cards, checks(made out to Ashley’s Child Care Center) as payment are acceptable)
* Family discounts will be given if a parent works in the program.
* Child is granted vacation days after the first 6 months of attending the facility. Notice for the vacation by the child is no later than 2 weeks’ notice.
* Part time care will charged by the hour of attendance.

 Changes in Enrollment

* Withdrawal notices will have to be made a month before last day of attendance at the center. If later notice, fee will be added to final payment.

 Probationary Period/Termination Policy

* The first two weeks of your child’s enrollment will be considered as a probationary period. If we/you feel things are not working out, we reserve the right to give notice for removal. If after the probationary period or any time prior to that, if we feel that we cannot meet the needs of the child, we may ask for the two week notice for your child.

 Schedule

* As for attendance, the family will be billed for all days the children is scheduled whether or not they use the services (due to vacation, illness etc.).
* Additional fees will be added for care over 10 hours a day (full time care will be considered for care of up to 10 hours of care per day)
* For Part time attendance, anything over 3 days will be charged as a full-time rate.
* Changing schedules:
* 1 to 2 weeks is needed in advance to change your schedule.
* **If facility is closed due to weather**, parents should find out through radio or TV, if still uncertain my cell number will can be found on handout.
* **Sign in sheets**: Within the facility, signing children in and out is very crucial. The sign in sheet will be posted by the door as you walk into the front of the building. Parents PLEASE remember to fill this out, it is very important for food count and attendance.
* **Waiting List**: Waiting list is on the procedure of first come first serve. Waiting time period depends on the numbers, but can vary up to six months of waiting. If there is an early cancelation, the next on the list will be notified immediately. The waiting list fee is $30 per child.

Center-wide Policies and Procedures

 Authorization to pick up child

* Children will only be released to persons the parents have listed on the appropriate documents. (Must include full names and current phone numbers) Each room will have a list of certain people are allowed to pick up a child. Anyone not on the list may not leave with that child. NO ACCEPTIONS!

 Birthday Parties

* Birthday Party treats that are brought must be cleared with Ashley prior to the date of bringing them in.

 Children’s Arrival and Parents Departure

* Suggestions for picking up and dropping off your child may go as follows: Dropping off child: walking child into classroom, helping them with their coats, helping them wash their children’s hands, verbal exchange with staff required, sign in sheet, etc. /Picking up child: sign in sheet, then get your child, pick up their things, and then tell a staff you and your child are leaving.
* If an individual shows up drunk and wanting to pick up a child, another guardian for that child will be called and the police will be notified for that individual to get a safe ride somewhere away from the facility.
* If the child is waiting to get picked up 30 minutes after said time of departure, parent or guardian will be called.
* Parents should remove their infant from the car seat as well as any outerwear upon arrival.
* Parents should place their own child in their car seat and secure the car seat safety straps unless program is transporting the child.

 Field Trips

* If a field trip is planned, permission slips will be passed out a week in advance and asked to be brought in 2 to 3 days before the date of field trip.
* Field trip fees will be included in the monthly bill for the facility.
* Students will be transported by the van that is used at the facility. On the day of the field trip, parents will be asked to bring car seat for their child. If car seat is forgotten there are extra, child will not attend field trip.

 Emergency Procedures

* Fire and tornado drills will happen about every two months, some will not be told and some will. The records for drills will be held in each room along with the emergency contacts for each child.
* Lock-down and lock-outs procedures will go as follows, shoes must be put on all children before they leave the building. Depending on the weather jackets, hats, and gloves are required when going outside. During a lock-down all doors will be locked and all children are to be brought to the corner of the room on the side of the door so they are not visible.
* The point of evacuation for drills like these is a tree located not too far behind the center. Parents will be given the phone numbers of the facility, the head leader in each room, along with other staff that is in that room if parent so desires.

 Liability Insurance

* Liability insurance within the facility is required and is considered secondary. Meaning that the parent’s insurance will be required to cover any injuries for each child.

 Meals and Snacks

* Since this facility is on a University campus, meals and snacks will be made in the kitchen on campus.
* Licensing requirements:
* Food supplied meets USDA requirements
* Food must be properly prepared, sufficient in amount, and served at appropriate hours and in safe and sanitary manner.
* You must offer nutritious varied diets according to the children enrolled
* Children in care for more than 3 hours shall receive a snack or meal
* Children in after school care are served snacks
* Daily or weekly menus are posted
* Menu planning a feeding schedules include information from parents to tailor a child’s needs
* Children are encouraged to eat, no coercion or force feeding
* **Meals:** For ages, breakfast is served from 7-8, snack at 9 and 3, and lunch will be served at 11. Students need to be dropped off by 10:30 at the latest to be counted for lunch.
* **Allergies:** In each room, there will be a paper posted by the door for each child that has a picture of them on it and their allergies to food, etc.
* **Hand washing and sanitizing equipment:** Washing child’s hands will be done after the children come in from outside and after snack. Tables, highchairs, chairs will be sanitized and wiped down after every meal or snack time.
* Food will be served by children sitting at tables or highchairs in there room. Food will brought to the rooms individually.
* If a child wants to bring a snack or meal from home, the allergies from other students within that room will be sent home to each family.

 Nap and Rest Time Policy

* Rest time for one year olds to some of the three year olds will be after lunch from around noon to 2:30. The facility will provide mats, sheets, pillow cases, and a pillow, but each child is required to bring a blanket.
* Non-nappers: The set up for nap time will be as follows, the infants will be in their own room for the naps scheduled throughout the day. The one and two year old room will be used for nap time for those kids and the three year olds who take naps
* It will be parent’s responsibility to wash sheets, blankets, and pillow cases.
* Hand out “back rubbing” permission forms.

 Outdoor Policy

* National Standards for Child Care recommend that children are taken outside when temperatures are above 15 degrees F (wind chill or temperature) and below 90 degrees F (heat index).
* If a parent thinks that a child is too sick to be going outside, that child probably should not be at daycare.
* As stated above, parents are required to bring shoes, coats, hats, gloves, and appropriate clothing for their child based on the weather.

 Photo Release

* Forms will also be sent home for a picture of their child being able to be put up within the room. This picture will be used for bulletin boards or other decoration within the classroom.

 Promotion/Transition of Children

* For the transition of a child to the next room, the following procedure will be made. It will first depend on the age and maturity level. If one child is bigger, has good control with his or her body, and is more mature than a child that is per say older, but is socially or physically not ready to advance, the bigger child will be transitioned first. For the transition process, the child will not be brought over right away full time. He or she will be sent over for small periods of time and build up to full time. Taking into consideration the parent’s wishes on transitioning, we have to take into account who is ready to advance.

 Toys from Home

* Toys will NOT be brought from home, as they may have a chance of being broken or misplaced. The exception to this rule could be nap comfort items or toys brought specifically for show and share

Transportation

* Children will have to be dropped off by their parents or guardians. No buses will be picking up any child.

Visitors

* All visitors should check in at the child care office. Parents are welcome at any time (open door policy) but due to safety reasons we need to know who is in the building at all times.
* There will be a program for the door, so parents will be given the code and then will need to check in at the office.

Program

 Curriculum Overview

* Our Center does not follow a certain curriculum. This program does believe on working with the child and seeing them as a whole. Finding out how they learn best and using different approaches within the classroom to help them develop and grow.
* The program provides written daily routine of individual or small group activities appropriate to age and needs of children. The program must include activities that foster social, intellectual, emotional and physical growth.

Infant/Toddler Daily Schedule

-Infant “Overall Idea” of their Daily Schedule (schedule will be based on parent request and may vary throughout the day).

-1 and 2 year old Daily Schedule:

* 7-8: Breakfast/check-in
* 8-9: free play/outside play
* 9-9:30: snack/diaper changes
* 9:30-11: free play/outside play
* 11-12: lunch
* 12-2:30: nap time
* 2:30-3: snack/diaper changes
* 3-5: free play

Preschool Daily Schedule-schedules are flexible throughout the day

* 7-8: Breakfast/check-in
* 8-9: free play/outside
* 9-9:30: snack/bathroom breaks
* 9:30-11: group activity/art project/free play/outside play/field trip
* 11-12: lunch and bathroom breaks
* 12-2:30: nap time
* 2:30-3: snack/ bathroom breaks
* 3-5: free play, movie, outside play
* The daily routine fosters development of good health habits, self-discipline, adequate indoor/outdoor play, rest/sleep with time and opportunity for various experiences.
* The environment protects children 0-12 month from physical harm without restricting physical, intellectual, emotional and social development. Environment and interactions requirements are complied with and reviewed.

Guidance and Socialization (Discipline) Policy

Positive Guidance

* As a grogram, we focus on positive guidance from all staff members. For discipline within the program, we do believe in using positive and negative reinforcement, along with quiet time or time out if needed. We want to focus on, for the older children, to explain why they may have done something and to apologize for their action.

List items that will not occur in your center

* No type of physical punishment such as slapping or hitting, withholding things such as food due to unacceptable behavior, using physical restrains will be allowed within this program.

Parents in the Program

Daily Communication

* The parent’s information board will be on the wall next to the office. There will also be a parent board on the wall by each classroom to be more specific on any announcements within that room or to a parent about their child.

Grievance Procedure

* If there is any concerns or complaints within the room, it should be brought to the attention of the leader or teacher of the room. If not addressed or the concern needs to be taken further, then Ashley will be addressed to see if we can fix the problem. Our goal is to have a smooth running program, so whatever we can do to help that we will.

Mandated Reporter

* Licensing requires that all staff members are mandated reporters and they report any suspected child abuse or neglect as required by North Dakota Century Code 50-25.1-03.

Newsletters and Other Forms of Communication

* If needed, there will be newsletters going out to parents either every other week to keep everyone updated on field trips, what each grade is doing, and any other special announcements a room may have.

Parent/Teacher Conferences

* Parent/Teacher conferences will be held will be held if there is an issue with the child within the classroom, if a child is beginning to transition, or just to check in to see if the child is progressing and developing at a good pace.

Parent Input

* Parents can become more involved within each classroom but helping out for different activities during the day. These can include reading to the children, helping with transportation, for field trips, or helping serve lunch.

Health and Safety

Incident Procedure

* If there is an incident with a child, we will take necessary precaution and address the needs of the child. A form will be filled out by the teacher who saw the incident and will then be filled out by a parent or guardian. If injury is extreme and will need medical care, 911 will be called along with the emergency contacts.

Children with Special Needs

* All children with diagnosed special health needs are required by licensing to have a current care plan signed by a parent/guardian.
* This program will not turn down any child with a disability.

Emergency

* See what the procedure is for a medical emergency under incident procedure mentioned above.
* There is a shelter located at the college not far away, so that will be where everyone within the program will go. This shelter can be for any weather related events or natural disasters.

Guidelines for Exclusion Due to Illness

* Detailed information regarding exclusion policies for common illnesses in children such as blood in the stool, diarrhea, fever, rash, respiratory illness, vomiting, etc. as well as children who cannot participate comfortably in care and if illness results in greater need of care than staff can provide.
* Program can override any health care provider’s orders.
* If child is ill at the daycare, parent or guardian will be called immediately. Licensing requires that appropriate first aid and medical care is provided and parents are notified when needed.

Handwashing Policy

* Adults are to wash hands after all changes and before snack and meals. Children are to wash hands after playing outside and before and after meals.

Health Policies

* If an illness is communicable disease is to break out within the daycare, parents will need to contact the administrator.

Infant sleep Policy

* All infants under the age of 12 months will be placed flat on their backs for sleep in a safety approved crib or playpen. If parents request that their infant is placed in an alternate sleep position or in another device/equipment for sleep, parents must provide a written order from a health care provider stating the medical reason and time frame to follow the order as well as written parental permission. Programs are recommended to consult an attorney to discuss the liability risk of following the request. Programs have the right to refuse care if they do not feel comfortable following the request.
* Explain that licensing requires written parental permission to use a blanket, sleep sack, security item, or pacifier.
* All infants will sleep within sight. Visual checks will be done every 10-15 minutes
* A sound monitor will be used in the infant nap room at all times. Visual checks will be done every 10-15 minutes.

Immunization Policy

* Children are required to be up-to-date with their immunizations and parents are expected to provide their child’s immunization record.
* If child is unimmunized, the program is advised to consult an attorney before enrolling child to discuss liability risk. According to North Dakota’s Century Code, child care programs cannot refuse to provide care to unimmunized children who are otherwise eligible if they present a valid exemption from immunization requirements. Parents need to be made aware that an unimmunized child may be enrolled in the program due the state law. If a vaccine preventable disease to which children are susceptible occurs at the program, it is recommended for unimmunized children to be excluded for the duration of the possible exposure.

Medication Policy

* Medication requires written parental permission to give prescription or OTC medication. Written permission and instructions from a health care provider and the child’s parent are recommended to be obtained to administer prescription and over-the-counter medications.
* Medication should be properly stored/inaccessible to children, in a spill-proof container. Should also be given to staff.

Pets

* Only approved contained pets are accessible to children. All pets are properly immunized and the kitchen/eating area is free of pets.

Clothing

* Parents are to provide extra clothing, some that are appropriate size and for the season, and in case they become soiled.

Water Hazards

* I must have your parent permission and a description of your child’s swimming ability in writing before I will allow your child to use the swimming/wading pool.
* List all types of water play provided at the child care program (ex. Swimming, wading, sprinklers, field trips to pools, etc.)
* I will not be involved in any activity other than directly supervising the child(ren) during water play; children will be kept in sight at all times during water play.

By signing this contract, parents/guardians and provider agree to abide by the written policies as stated in this handbook.

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Director’s Name (print) Director’s Signature Date

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Parent’s Name (print) Parent’s Signature Date

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Parent’s Name (print) Parent’s Signature Date

