

Mahnomen Child Care Learning Center

Parent Policy Handbook

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LICENSING

The Mahnomen Child Care Learning Center (MCCLC) is licensed by the White Reservation Tribal Council and is

operated in compliance within the provisions of the White Earth Reservation Family Child Care Standards. These standards require that certain records are maintained, we pass a yearly inspection, meet fire and other safety codes and that staff further their education and training in the child care field on an ongoing basis. You may be asked on occasion to provide information to the licensing agency. Mahnomen Child Care Learning Center (MCCLC) is licensed for 30 children.

NONDISCRIMINATION POLICY AND PRACTICES:

In the operation of Mahnomen Child Care Learning Center and in accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating based on race, color, creed, national origin, sex, age or disability in relation to admission and/or day treatment. (Not all prohibited bases apply to all programs.)

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

ENROLLMENT APPLICATIONS

All parents or caregivers must follow policies and procedures as set by Mahnomen Child Care Learning Center. An Application, Health Care Summary, Immunizations, Scheduling Contracts, Food Program Income Data Sheets, and Payroll Deducts must be filled out completely before your child can attend. A Guest / Drop in will be able to use the short-term drop in application for two visits only, after that, they are required to turn in a long-term application.

ARRIVAL / DEPARTURE:

When your child arrives or departs an **ADULT MUST** accompany the child into and out of the center. The adult bringing or taking the child must sign them in/out. At no time is any child allowed to leave our care without the verbal consent of the parent. Just because you have authorized pick up names on your form does not mean they can come and pick up the child at any time. **YOU (THE PARENT) MUST NOTIFY US.**

Under Minnesota Law (MN stat. 257.541) the mother of children who is not married at the time the children are born possesses sole legal and physical custody of her children unless court documents state otherwise. Parent(s) must provide legal documentation to that effect.

MANDATED REPORTING RESPONSIBILITY

Children need a safe, nurturing environment that allows them to grow, learn, and feel loved. In order to grow, and learn, children's minimum needs of good nutrition, shelter, medical care, bathing, clean clothes, appropriate discipline, love and a feeling of importance, and a safe non-violent home. When these needs are not met, a child cannot grow and learn as easily. If you are temporary unable or unwilling to meet your child's minimal needs, described in the first sentence, our staff are mandated by Minnesota State Law to file a report with child protection agency. It then becomes the role of the child protection team to work with your family to insure your child's needs are met. Should you have difficulty in providing for your child's emotional or physical needs or safety, you are encouraged to ask for help. We will be more than glad to help you find a community resource that can assist you.

As mandated reporters, we are required to report if there is reason to believe or suspect that a child is being neglected or abused or subject to witness domestic abuse.

DAYS AND HOURS OF OPERATION*:

DAYS: Sunday ~ Saturday (7 days a week – 365 days a year)

HOURS: 7a.m. ~ 1:00a.m. (After the last scheduled child leaves, we will close.)

These hours are scheduled based on the number of children enrolled. *The hours may change if the centers numbers are low and not enough to justify paying salaries.

SCHEDULING OF CHILDREN:

Please complete our monthly calendar to ensure your reservation. Our license limits the number and ages of children for whom we provide care. If you have not given us a written 48-hour notice of needing our services, you will not be guaranteed a spot. All reservations are on a first come-first serve basis. All calendars for parents with a set or rotating schedule must be turned in by the 25th of the month prior to requesting services. If your work schedule is issued a week or less in advance, you must complete your calendar as soon as your work schedule is received. Calendars turned in for same day or next day service will be charged the Guest Rate/Drop-In rate of \$4 per hour for up to the first 48 hours of child care. If you have additional days to add to your calendars, please fill out a new calendar and do not duplicate days you already scheduled unless there is a change in time of day or a cancelled day.

Reservations are allowed over the phone for Unscheduled/Drop-Ins/Guests only. You will be charged the \$4 per hour rate.

FULL-TIME RATES:

Infants - \$3.00/hour (6 weeks to 12 months of age) Pre-School - \$3.00/hour(3-5 Yrs old)(Not yet in Kndgtn)
Toddlers - \$3.00/hour (12 months to 36 months of age) School-Age - \$3.00/hour (Kindergarten thru 12 Yrs old)
Drop-Ins/Guests - \$4.00/hour

(Drop Ins/Guests is anyone that does not have a calendar reservation turned in and calls on the phone for a reservation.)

NO SHOW / LATE PICK-UP FEE:

If you are not here at your scheduled drop off time and have not called to let us know you will be late, we will assume you will not be coming in as scheduled. If we have a child waiting for a spot, we will give your spot to that child if you do not arrive within 30 minutes of your reservation. You will then be considered a No-Call No Show and charged an absent day. If you are late arriving and/or early picking up, we will charge you the total hours your child is scheduled. If you are not here at your scheduled pick up time or have not called for approval you will be charged a late pick-up fee of \$20.00/ per family for every fifteen minutes. Please call when you know you are going to be late so we will not have to worry about you and will be able to reassure your child and the staff regarding the time you will arrive. Late fees cannot be billed to a subsidy program. When you have received three consecutive no call - no shows in a row, you will be taken off the reservation book. You then will need to re-submit a new schedule. Keep in mind this will not guarantee you a spot back.

AFTER CLOSING HOURS

After closing hours and you have not notified us about being late, an emergency will be assumed and if we are not able to contact other responsible adults listed on your application, the Mahnomen County Sheriff and Mahnomen County Social Services will be called.

ABSENT DAYS:

If your child is absent, you will be charged for the hours your child is scheduled unless an advance notice of five days is given. You may leave a message after hours, if needed.

WITHDRAWAL OF CHILD CARE SERVICES

If you wish to discontinue childcare services at Mahnomen Child Care Learning Center, a written two –week notice must be submitted to the center.

PROGRAM NOTICE OF TERMINATION OF CARE

In the event that any of the following situations occur, the Mahnommen Child Care Learning Center (MCCLC) may terminate childcare services

- Non payment of fees
- Failure to provide the required health, immunization and / or emergency information
- Abusive behaviors and / or verbal threats toward staff, children other Parents, or property of the center.
- Inability of staff to care adequately for or to meet the child's needs, such as demonstrating behavior that is harmful to self or other children (See CHILD GUIDANCE DISCIPLINE POLICY)
- Lack of cooperation from parents or legal guardians with the centers efforts to resolve differences and / or meet the child's needs through parent/staff meetings/ conferences.
- Chronic lateness in picking up child at the end of your scheduled times
- Outdated, or incomplete, or in correct numbers on the emergency list resulting in no one being able to be reached with in an hour of trying.
- Failure to pick up a sick or injured child with in an hour of being notified.

CENTER CURRICULUM:

The foundation of the locally designed curriculum that we provide is based on theory and research and supported by "Creative Curriculum." Our teacher's receive ongoing training to enhance the quality services they provide to children and their families. Some of the topics they receive education on are: Early Childhood Development, Creating a Responsive Environment, Partnering with Families, What Children are Learning in all areas of development, and teaching strategies to be a Caring, Sensitive, and Responsive Teacher.

Our curriculum also includes providing daily culturally appropriated activities, experiences, and routines to ensure we foster each child's individual development in all areas: social/emotional, cognitive, language, and motor. This includes the Ojibwe language and Baby Sign Language. Using "play" to teach children life long skills in social emotional development is one of our main school readiness teaching strategies we use.

Two times a year "Ages and Stages" is the screening tool we use for children ages 0-3 years old to see where they are in their development. In addition, we partner with parents by holding Parent/Teacher conferences (two times a year) to assess their child's current level of development and make a plan of how we can foster their continual growth and desire to learn.

CENTER-PROVIDED SUPPLIES:

The Mahnommen Child Care Learning Center will provide wipes and at least two types of iron-fortified formula (one milk-based and 1 soy-based). The center will also have extra diapers available for emergencies. A charge of \$1.00/diaper will be charged to the parent for any center diapers used.

PARENT PROVIDED SUPPLIES:

- | | |
|-----------------------------------|--|
| <u>Infants/Toddlers:</u> | Disposable diapers or training pants
Bottles or cups
Two Changes of clothes
Blanket or other comforting item (for naps)
Appropriate outerwear (i.e., coats, snow pants, hats, gloves/mittens, boots in winter) |
| <u>Pre-School/
School Age</u> | two Changes of clothes
Comforting item (for naps)
Appropriate outerwear (i.e., coats, snow pants, hats, gloves/mittens, boots in winter) |

APPROPRIATE CLOTHING

Please dress your child appropriately for both indoor and outdoor play. Daily outdoor activities are planned for all children when weather permits (zero degrees Fahrenheit wind chill and above). All children well enough to attend are well enough to participate in outdoor activities. Most health professionals recommend a daily dose of fresh air for young growing children, and if children are dressed appropriately, weather conditions should not pose an illness risk to them. The task of dressing and undressing is an important learning activity for the children. Children cannot be excused from the outdoor portion of MCCLC program. Children will not be taken outdoors in severe threatening weather. They need to have snow pants, boots, mittens/gloves, hats and warm jackets. All children should have two sets of clothing either in their backpack/bag or to keep here in their cubby in case of accidents, spills or getting wet outside. Please mark your child's bottles, outer clothing, snow pants, diaper or back packs, etc.

TOYS

Please keep your child's toys at home so they are not lost or damaged at the center. Also, please note that no guns, knives (including pocketknives) or other items, which could be dangerous, are allowed in the classroom.

TRANSPORTATION:

Children will not be transported at any time unless arrangements have been made with you and we have written consent to do so. Field Trip Forms will be provided for any outside activities. Emergencies would be the only exception.

MEALS AND SNACKS:

The childcare facility participates in the Food Program. Nutritionally balanced, high quality food will be served at no extra cost. For meals, one menu is prepared and served to all the children. Parents are required to have their child/dren in attendance during these meal times in order for your child to be offered meals. Foods cannot be saved for a child. Your child will be offered the food at mealtime and will be encouraged, but not forced to eat. Children who choose not to eat will not be served again until the next scheduled meal or snack. During and between our meals and snacks, water will be offered to drink. The childcare center provides at least two types of iron-fortified formula (one milk-based and 1 soy-based). If your child has an allergy to a particular food, or if a particular item or food group cannot be offered to your child due to religious or other reasons, PLEASE advise us so it can be taken into consideration when planning the meals. Please refer to our non-discrimination policy*.

Because we participate in the food program and are obligated to provide nutritional drinks, snacks and meals, we ask that no outside food, beverages or snacks be brought into the classroom unless prior arrangements have been made to bring store-bought treats for the whole group.

We order breakfast by 7:00a.m. Lunch by 10:00 am. Supper by 4:00pm.

SLEEPING/REST ARRANGEMENT:

Infant's sleep routines are individualized and based on the Child's needs. Toddlers and preschool, and school age children remain quietly on their cots for a minimum of 30- minute rest period. During the required daily group nap times, if a child has rested quietly for 30 minutes and is almost asleep, the staff may allow the child to continue to lie on the cot and complete his or her nap. If the child does not fall asleep, they may be allowed to get up for quiet play options. If the child falls asleep, they will be allowed to sleep without adult interruptions until the end of the group nap period. When a child falls asleep, it is because their body is tired and needs a nap. If you are concerned that your child is sleeping too much, we will gently help the child wake up.

Naptime or quiet-time is at 12:00pm right after lunch. We do not accept reservations between the hours of 12:00 pm and 1:45 pm.

CHILD GUIDANCE AND DISCIPLINE:

Children are in the process of learning acceptable behavior.

- It takes individuals many years to learn appropriate ways to express strong emotions and interact appropriately with others. Young children are just beginning to learn these difficult personal and social skills. Knowing that young children learn by reputation, teaching staff maintain daily routines and set clear limits with each group, helping children to internalize these skills, but also providing for the safety of all children as well as promoting the individual development of each child's self help and self control skills. These routines and limits are frequently discussed and defined with the children. Consistency or knowing what to expect throughout the day helps children develop a sense of trust and understanding of their environment. An effective guidance approach is preventive because it respects feelings even while it addresses behaviors.

Adults need to understand the reasons for children's behavior

- Children do things to see what happens. Children learn from such actions and from others reactions. Appropriate and positive behaviors are recognized daily. The staff responds to inappropriate or negative behaviors by reasonably discussing the problem with the child and firmly redirecting the behavior by offering alternate words or behaviors that will encourage the child to express his or her self in ways that are more positive.

A supportive relationship between an adult and a child is the most critical component of effective guidance.

- Children who gain the understanding that they are valued and belong tend to develop positive self-concepts and have less need to act out. We will make every effort possible to build a trusting, supporting relationship with each child enrolled.

Adults use forms of guidance and group management that help children learn self-control and responsiveness to the needs of others.

- Clear and positive verbal communication with the child is our primary guidance practice. This form of guidance helps children develop a sense of independence, confidence, and competence in their own abilities to get along with peers and adults and to involve themselves positively at the center. Staff model language and appropriate ways for the children to express their feelings and emotions. All children are encouraged to "use words" to explain what they want, what they need, and how they feel. Positive problem solving skills include adults: narrating what is happening, suggesting optional behaviors to children when a "mistaken behavior" occurs, and following through with the necessary re-direction and acknowledgement of successful problem solving situations.

Corporal punishment, the use of verbal or emotional threats, and shaming or name-calling is never used. Any such behavior by any staff member is just cause for immediate suspension and or termination.

- The use of physical restraints is not acceptable other than to physically hold a child when containment is necessary to protect a child or others from harm. When necessary a child may be removed from a group activity for a short (3-5 minute) separation period, but is never isolated out of sight and sound of staff. When separation from the group is used as a behavior guidance technique, the child's return to the group must be dependent on the child stopping or bringing under control their behavior.

Since we are responsible for the well-being of ALL children we will notify parents with an incident form. If a child needs to be separated three plus times in one day, five plus times in one week, or eight times in a two week period or requires more attention than is feasible, or presents behaviors that threaten to harm other children, self or staff. Such persistent unacceptable behavior will be reordered and the documentation will be signed by the parent and put in the child file. In the event that staff can no longer adequately meet the individual needs of the child, a date will be set for terminating of our services.

CLOSINGS:

Regrettably, certain unforeseen circumstances may arise causing the center to close with little or no advance notice. (no water, electricity and/or heat)_ We apologize in advance and request your consideration in these situations. If your child is in attendance and we are informed that we will close, we will notify you and/or others on your contact list about the impending closure. We will remain at the center with your child until you or your designee can pick up your child. In cases of severe weather, etc., where there is no advance warning and we will be unable to open, we ask that you note local school and business closings and call our center before you come in. In most cases, advance notice will be given if the center will be closed

IN-SERVICE TRAINING:

Occasionally, child care staff will need to attend in-service training sessions during hours of operation. A substitute will be our first option or advance notice will be given if the center has to close.

SUBSTITUTE PROVIDERS and/or COMMUNITY VOLUNTEERS:

On occasion, a substitute provider may be used. Any substitute will have passed a criminal background check and a physical and will be registered with the White Earth Child Care Program.

Volunteers are encouraged to spend time at the center. A background check will be required before a volunteer can participate in the classroom. Volunteers will not be left alone with or held solely responsible for the children.

SICK

We do understand your work related concerns; however, we are not able to care for sick children. If your child becomes sick during the day, you will be notified and expected to make arrangements for your child to be picked up. If your child's temperature is 101.0 degrees or higher, has had three or more episodes of diarrhea, or your child is vomiting, you will be required to pick up your child.

We must exclude a child with any of the following conditions:

- CHICKEN POX –Until completely scabbed over.
- COLD-RUNNY NOSES-Runny noses, which are accompanied by fever, lack of appetite, lethargy, irritability, vomiting, or drainage that is yellow or green.
- CONJUNCTIVITIS (Pink Eye) - pink or red conjunctivitis with white or yellow discharge that causes matting of the eyelids, pain or redness. Until 24 hours after treatment has begun.
- RASH-(Strep, impetigo, fifth's, measles, roseola, rubella, shingles, chicken pox) until a medical exam confirms that symptoms are not of a communicable disease and a written permission slip from the doctor is received or 24 hours after treatment has begun.
- RINGWORM-SCABIES-Until 24 hours after treatment has started.
- IMPETIGO- Until treated with antibiotics for a full 24 hours.
- STREPTOCOCCAL/SORE THROAT- Until at least 24 hours of medication and child is without a fever for 24 hours.
- RESPIRATORY INFECTIONS (VIRAL)-Until child is without fever for 24 hours and well enough to participate in normal activities.

When your child is ill, he/she needs to be in their own environment with an adult who can give them full attention. Obviously, with other children to care for, we cannot fulfill that role for your child. If your child is diagnosed with a

serious contagious illness or parasitic infection, you must notify the center within 24 hours so that parents of the other children can be notified. In most cases, your child may return to the center upon the center receiving a slip from a medical doctor.

IMMUNIZATIONS:

Minnesota State Law requires that all children enrolled in Minnesota child care be immunized against Polio, Diphtheria, Measles, and Rubella. Before we can accept your child for care, you must provide a record of immunizations. Immunizations must be current and the record kept updated. The licensing agency makes random checks of the center's child files for updated immunizations. It is your responsibility to provide an updated immunization record annually.

MEDICATIONS:

Parents are urged to give as many doses of medicine at home as possible. If it is necessary for medication to be given, we will follow the following procedure: Prescriptions medicine will only be given with written Parental consent and written approval from a health care provider. Please fill out the medication form if your child needs medication while in our care. Medication must come in the original container and will only be given to the child for whom they are prescribed.

Over the counter medicines, require written parental consent and written approval from the child's health care provider with the exception of diaper rash products, Orajel, moisturizing hand lotion, insect repellent, and sunscreens, which only need parents written consent. Permission by the health care provider for both over-the-counter and prescription's must be for a specific condition and can only be in effect for three months.

All prescriptions that come in a pill form will be counted and documented on the medicine sheet with parent's signature.

HEAD LICE:

Head checks will be done on a weekly basis. A no nit policy is in place. If head lice or nits are found you will be notified and expected to make arrangements for your child to be picked up. Your child will be allowed to return to the childcare facility when a staff member has checked them.

SMOKING POLICY:

The entire center is a smoke free facility at all times.

STORM/FIRE DRILLS:

Storm and fire drills will be done with the children monthly so that they will know what to do if an emergency situation rises.

TEAMWORK AND GOALS:

Our goal is to provide quality childcare by incorporating daily lesson plans, cultural awareness, themes, cognitive and developmental stages, we plan to promote early learning. From time to time we will provide a progress report to you on your child.

As parents/guardians and providers we must work together to ensure that your child/children have the opportunity to develop his or her fullest potential in a warm, loving and nurturing environment. It is important that we communicate effectively about your child. Just as you have specific expectations from us, we also have expectations for you, and hope that these pages have helped to explain our preferred way of operating the Mahnomens Child Care Learning Center facility. We look forward to a long and happy working relationship with you and your child/children.

GRIEVANCE PROCEDURES

GENERAL GRIEVANCE PROCEDURE

The following procedure will apply when a parent has a concern or complaint about some aspect of the childcare program. The parent will address his/her concerns in writing. The parent shall discuss the issue with the lead teacher on at the time of incident. If the complaint does not involve a staff member, then the parent shall first bring the concern to the manager. If no resolution is reached with the teacher or manager then the parent shall discuss the issue with the Child Care Director. (Barb Fabre) The Director will review the concern, and if necessary, conduct an investigation of the issue. The director will provide a written response to the Parent. If the Parent is unhappy with the Directors response, s/he may present his/her concern to the Director of Education. (Joan LaVoy)
If the parent is still unsatisfied, s/he may present his/her complaint to the White Earth Executive Director (Ron Valiant)

Before a complaint can be brought to the next level, it must have been presented at the preceding level. All documentation must be included in the complaint request in order to proceed to the next level. Without documentation the complaint will be referred back to the proceeding level

PARENT/GUARDIAN CERTIFICATION

I have read the Parent/Provider Policy/Contract handbook for child care at the Mahnomen Child Care Learning Center. I agree to the statements as written and agree to abide by them. If I ignore or abuse these policies, I understand that I may be asked to find different child care arrangements.

I agree to pay the child care fees/co-pays every two weeks. If my bill is not paid in full within three weeks from the day my child starts I will be asked to make other day care arrangements until my bill is paid in full.

All parents/guardians must complete a Payroll Deduct Form if your childcare is not paid for at time of service. It is mandatory that all White Earth RTC employees and Shooting Star Casino Associates fill out a Payroll Deduct form to pay for all personal time and Co-Pays. Our Payroll Deduct form is attached to each long-term application.

The attached Consent Form for Release of Confidential Information must be signed by all parents who receive child care assistance through the Counties or the White Earth Child Care Program so they can provide us with pertinent information as to what type of coverage you have that we can bill for. This form is also required when we request payroll information and class schedules from employers and colleges.

Also attached is a Request for Verification of Employment/Class Attendance form which you are required to complete. We will forward to your employer or college so we can receive your work schedules and hours worked each pay period or if a student, your class schedule and attendance on a monthly basis.

It is your responsibility to advise us when child care assistance ends and new payment arrangements begins.

Signatures required:

Parent/Guardian: _____

Date: _____

CHILD CARE LIABILITY INSURANCE

This statement shall inform you, the parent/guardian, that we do not provide Child Care Liability Insurance coverage for your child/children. Any accidents that may occur here at the child care center while in my care or designated helper's care shall be the responsibility of you, the parent/guardian.

Parent/Guardian Signature

Date