

PARENT HANDBOOK

Little Angels Childcare Center, LLC.

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Philosophy

Our goal is to provide childcare in a clean, safe, comfortable, loving environment where children can play and learn. Respect toward self, others and the environment will be emphasized. We provide a safe friendly setting that includes opportunities for social, emotional, physical and intellectual development. We realize that each child progresses at his or her own rate. Therefore, we will make every effort to meet the needs of each individual child and to nurture high self-esteem. We believe in the value of both structured and flexible schedules. Structured activities will include the use of a preschool curriculum, regular reading times, arts and crafts, large motor, and musical activities. The most important priority is for your child to have a happy experience away from home. We pride ourselves on being known to have little turnover with our employees. We feel it is very important for the children to see familiar faces everyday, feel comfortable in their environment, know what to expect everyday and really know their teachers as "friends." The owners work daily in the classrooms with the children and teachers to ensure the best environment is being created for your children. Little Angels is a small center with a close knit family-like atmosphere. We are delighted you have chosen Little Angels Childcare Center to be a part of your family's life. We will strive to make your child's experience a positive one.

Our Employees

Little Angels does a complete background check of all employees prior to hiring and annually thereafter. All employees are trained in Pediatric CPR and First Aid, Mandatory Reporting of Child Abuse and Universal Precautions of Blood borne Pathogens. All employees receive 6-10 hrs of DHS approved training within the first year of hiring and additional training every year thereafter.

Tuition

0-2 years old=\$180.00 per week

2 years old=\$165.00 per week

3 years old=\$145.00 per week (must be potty trained)

4 years old=\$135.00 per week (must be potty trained)

School Age children \$130.00 per week

Before and After School care=\$55.00 per week

Before school care=\$35.00 per week

After school care=\$35.00 per week

Non-school days=\$25.00 per day

Drop in Care=\$35.00 per day

We consider full time 30 hours per week or more. Payment is due on Mondays, before the child is left in the center's care. A \$20.00 late fee will be charged for each day late.

In-service days and summer camp only available to children attending the before AND after school program. Summer for children up to age 12, with no additional charge for fieldtrips.

Parents are responsible for paying for child sick days, holidays, and any family vacations. Please notify the center if the child will be late or absent as soon as possible.

The success of Little Angels depends on the prompt payment of tuition and fees in order to take care of day-to-day expenses that are encountered. Tuition and fees are computed with the following factors in mind:

- 1.Employee wages, holidays, vacations and health insurance
- 2.Food, health supplies, curriculum and preschool supplies, toys, play equipment and books.
- 3.Business and employee taxes
- 4.Employee and Owner professional growth and development

5.Utility, energy, building, equipment costs and insurance

Deposit

Deposit is two week's childcare, which pays for the last two weeks of childcare with a two weeks notice.

Admission Policy

The following are requirements for admission to Little Angels:

- 1.Contact and authorization Information
- 2.Child's Physical Examination
- 3.Parental Authorization for Field Trips
- 4.Parental Authorization for Pictures
- 5.Immunization Certificate
- 6.Deposit and Tuition

First Day Items

- 1.All forms from above list
- 2.Blanket and (pillow optional)
- 3.Change of clothing including underpants and socks
- 4.Infants: Diapers, wipes, diaper rash ointment. Ready made bottles/food.
- 5.Swimsuits, towel and sunscreen for summer months
- 6.Snow pants, boots, hat and mittens of winter months.

Late Arrival Fee

Little Angels will be open from 6:30 A.M. - 6 P.M. It is important that parents pick their children up on time. A child may experience real fear about being left and staff have other obligations. This means that you should be arriving before 6:00 to gather your children and their things. Any time a child is still in the center after 6:00, there will be a charge of \$1.00 per minute per child. Payment of this late fee will be due the following morning. Late pickups could be grounds for discharge. We understand that there are emergency situations so this only applies to habitual violators.

Holidays

We will be closed for these holidays: New Years (2 days)

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving (2 days)

Christmas (2 days)

If the holiday falls on Saturday, the holiday will be taken on Friday. If the holiday falls on Sunday, it will be taken on Monday. These are paid holidays and the same tuition is due on these weeks.

Inclement Weather Policy

When College Community School District is cancelled due to weather, Little Angels will be closed. If CCSD has a late start or closes early for the day, Little Angels will maintain regular 6:30 A.M.-6 P.M. hours. Little Angels is in the College Community School District. We will follow their lead on weather cancellations. If Little Angels closes due to weather, this will not affect weekly tuition. We feel that it is important to keep our staff and children safe.

Arrival and Departure

Parents are required to bring your child(ren) into the room and make sure that they make eye contact with a teacher. It is normal for some children to have difficulty separating from parents or cry when being dropped off. Please make your drop off brief, the longer you prolong the departure, the harder it gets. A smile, a cheerful goodbye, a kiss and a reassuring word that you will be back is all that is needed. In our experience, children are nearly always quick to get involved in play or activities as soon as parents are gone.

When picking up your children, please make sure that a staff member is aware of the child's departure. Please be brief at pick up times as well. This is a time of testing, when two different authority figures are present (parent and teacher). All children will test to see if the rules still apply.

During arrival and departure, we expect parents to back up our rules. If you do not, we will remind the child that their behavior is inappropriate and take action to correct if needed. Please be in control of your child during these times.

We only release the child to his/her parents or someone the parents have designated on the release form. If we have not met this person before, an ID must be provided. Please inform them that this may happen because we don't want to offend anyone. This is for your child's protection.

Drop off and pick up times are not good times to discuss serious problems. Little ears and minds hear and understand everything. Please set up a time with teacher or owners or when there are no children around.

Discipline Policy

Learning to develop the abilities to interact positively and to respect themselves and others is part of Little Angels program. This is accomplished by having the teachers arrange the environment so it is conducive to the children's exploration and learning. We use positive reinforcement to prevent discipline problems. If a child does have difficulty with another child, the teacher will suggest that the children "use their words" to work things out. If the teacher notices the situation escalating, he/she will help the children work it out or redirect them until the problem can be resolved. If the child/children cannot be redirected, we ask them to "take a break". This is a cool down period of one minute for every year of the child's age. After the "break", the teacher will ask the child what he/she could do differently the next time. These procedures help children to develop self-control and positive self-esteem.

Discharge Policy

The following conditions warrant a discharge from Little Angels:

- 1.If the child's needs are not best met in our group setting
- 2.If the child is a threat to other children or staff
- 3.Non-cooperation by parents to meet with center policies
- 4.Failure to pay in a timely manner

It is our hope to work with the child and parents before the need to be discharged occurs. When a problem arises, the staff and parents will conference to try to figure out how to solve the problem together. We will also work with Grant Wood AEA if needed. After we have depleted our resources and it is found that our

center is not the best place to meet the child's needs, we will work with the family to find another place.

Health and Safety Policy

The following information will be posted at all times:

1. The parents will be contacted if the child appears to be sick, has had a head injury or there has been a serious medical emergency.
2. The center reserves the right to send a child home who has a temperature above 101 degrees, any rash, a large amount of drainage from any orifice or wound, vomiting or diarrhea, or cannot participate in normal activities.
3. If a child has a bacterial infection such as conjunctivitis or strep throat, he/she must be on antibiotics for twenty-four hours before returning to the center.
4. If a child has a fever, diarrhea or vomits, he/she may not return to the center for twenty-four hours after the last time the child has any of these symptoms. The child must also be fever free without fever reducing medication.
5. The teachers will administer medication provided that the parent has completed an authorization form that month. Prescription drugs must be labeled with the child's name, physician's instructions and the original bottle. Please send a measuring instrument for the medication. Non-prescription medication must also be labeled and in original container: lip balm, sunscreen, diaper rash ointment.
6. The director will notify the parents of any known infection in the center through postings on front door and/or on classroom doors.
7. A labeled change of clothing for each child is to be supplied by the parent.
8. All bedding is to be washed by the parents weekly.
9. When a parent is contacted for an illness the child must be picked up immediately.

An ambulance will be called in case of a serious medical emergency. Parents will be notified and instructed to meet their child at the emergency room. The child will be taken to the hospital, indicated on the Emergency Medical Consent Form. Parents will be responsible for ambulance fee.

10. Little Angels staff will apply sunscreen to all children before going outside after nap. Parents will be responsible for applying sunscreen to their children in the morning. Please add this to your morning routine.

Biting Policy

Biting is a behavior which may occur periodically during childhood, especially among toddler-aged children. For persistent or recurrent biting behavior the teacher needs to be a careful observer of the behaviors that preceded the biting incident, and the consequences that followed.

1. For isolated incidents the teacher primarily uses distraction and redirection for younger children. If older toddlers are involved the teacher will usually put the biter in a brief (age appropriate) "break."

2. After careful evaluation of the individual and group dynamics, and depending on the age and needs of the child, the teacher may create a positive reinforcement program tailored for the individual child.

3. In order to prevent children from being bitten and to ensure that the biting child is receiving the attention that he or she needs, the teachers have identified a "threshold" of biting that will trigger a phone call to parents. When a child is observed biting or attempting to bite two times in one day, the child's parents will be called. The parents will be asked to take their child home for the remainder of the day.

4. In some cases the biting occurs so frequently that the first consideration must be to stop the behavior and protect the other children. This may require a one on one teacher to child ratio. The center cannot absorb this cost. Therefore, if this appears to be necessary, the parents of the biting child will be given the option to pay for the salary of the additional staff or remove their child from the center until biting is under control.

5. In the rare instance that all of these matters fail to solve the problem and the child continues to bite, Little Angels dismissal policy may be enforced.

Mandatory Reporting of Child Abuse

It is mandatory, under Chapter 232 of the Iowa Code, for the owner or director in charge of a childcare center or preschool to report immediately to the Department of Human Services when in the course of working with a child, the director or employee has reason to believe that the child has suffered sexual abuse, physical abuse or neglect. This report shall be both oral and written. All staff at Little Angels receive training in Mandatory Reporting of Child Abuse.

Supervision and Access Policy

Parents shall be offered unlimited access to their children and to the provider caring for their children during the normal hours of operation, unless parental contact is prohibited by court order. Little Angels must have a copy of this court order on file.

Our center does not allow any person who is in the center that is not an owner or staff member who has had a record check and approval to be involved with childcare to have "unrestricted access" to children who are not the parent, guardian, custodian or listed as an authorized pick up/contact person.

"Unrestricted access" means that a person has contact with a child alone or is directly responsible for child care.

Any other person on the property will be closely supervised and controlled access to where the children are present will be enforced.

Educational and Psychological Services

Little Angels staff wishes to work closely with each family to ensure not only the physical but also the educational and psychological well-being of every child we care for. If the staff or parent becomes aware of a possible problem, there is a need for each to communicate the concern freely. We help the parent find help for any concerns through Grant Wood AEA, which provides free testing and assessment for a parent who requests it.

Emergency Procedures

1. Emergency Plan for Fire

Fire escape routes are clearly marked and posted in the rooms. Drills are conducted monthly at different times of the day to ensure that all children and staff are familiar. Each teacher will lead her children out the front door and meet under large tree. The teachers in the infant room will place their children in the escape cribs and wheel them outside. Staff will make sure all children are accounted for.

In the event of a real fire 911 will be called. Parents will be notified and children will remain on the premises until the all clear is given by officials. If it is necessary to evacuate the immediate area, children will be walked to the Swisher Bank on Division Street.

2. Emergency Plan for Tornado

Tornado drills are conducted monthly when the city has their tornado siren test or

at other times and days of the week so all teachers will be trained equally. Each teacher will be responsible for their own classroom. They will take their children out the appropriate door and to their designated area of the safe room. The teachers from the infant room will place their children in the escape cribs and wheel them to their designated area in the safe room. Each teacher will take their check-in/out sheet, the emergency numbers, check their room and bathrooms for children, turn off lights and shut doors. Staff will make sure all children are accounted for. You will find the appropriate escape plan for your child's classroom posted by the classroom door. In the case of a real tornado when the all clear is given the staff will check the center for structural damage and the children may return.

3. Emergency Plan for Intoxicated or Substance-impaired Parents

Staff will ask the parent to call someone else to pick up the child. If the parent demands to take the child while in such a condition the staff must release the child to the parent. If the parent does leave with the child the staff must act in their role as mandatory reporters and file a child abuse report to the police and DHS. The staff will escort child to parent's car and get the license, a description of the vehicle and the direction in which the parent went. Staff will then call 911 after the parent leaves to inform them of the situation.

4. Emergency Plan for Intruder in the Center

Staff will approach the intruder and inquire as to why the person is on the premises. If the intruder should not be on the premises then they will be asked to leave. If the intruder refuses to exit the building or uses force or threat of force then other staff will call 911.

5. Emergency Plan for Lost or Abducted Child

A complete search of the building, premises and immediate area will be conducted. If the child has not been found at this time, the staff will call 911 and provide a description of the child and what he/she was wearing. After calling 911 then the parents will be called. In case of an abduction, a description of the abductor, if available will be provided to the police.

6. Emergency Plan for Bomb Threat

The emergency plan for fire will be followed. Staff will call 911 and inform the emergency personnel that a bomb threat has been received. We will follow any additional instructions provided by the emergency personnel at the time of the call.

Staff and children will return to the building once the search has ceased and the building has been declared safe. If it is necessary to evacuate the building, children will be walked to the Swisher Bank on Division Street until parents arrive.

7. Emergency Plan for Chemical Spills

In the event of a toxic spill in or near the center, staff will contact 911 immediately. Staff and children will cooperate with official personnel. Staff will remain on the premises either in the center or in Michelle's basement, until the all clear is given by officials. If it is necessary to evacuate the immediate area children will be walked to and remain at Swisher Bank on Division Street until parents arrive.

Nutritional Program

Proper nutrition is imperative for good physical, social, emotional and intellectual growth. The center will provide a balanced menu in accordance with the guidelines set up by the Federal Food Program. The present program is part of the Child and Adult Care Food Program and the following food shall be included each day:

Lunch: Milk, 1 serving of meat, eggs, cheese, peas, beans, peanut butter or equivalent quantity of any combination of these foods, 2 servings of vegetables or fruits, bread or bread alternate.

Snack: 2 of the following: Milk, juice or fruit or vegetable, meat or meat alternate, bread or bread alternate.

A monthly menu will be posted and will be available upon request. If a child has special dietary needs, please discuss them with the director. Each child will be encouraged to try at least one bite of all foods at the table. If you choose to bring lunch, it may be supplemented with other nutritional foods.

Field Trips and Non-Center Activities

Most of the field trips will be planned and details will be listed in monthly

newsletters. All field trips will be posted at least one day in advance so that the parents can have their children to the center in time. Parents are welcome to attend any field trips. All parent volunteers who go on field trips are required to fill out a Criminal record check and a volunteer statement. According to DHS, there must be one extra adult over the staff ratio whenever we take children away from the center. Non-center activities are required by DHS to have another adult during transportation, because the children are being taken to a place where they have staff to take care of the children. This would include swimming lessons, although we will probably need extra vehicles to transport them. There will be a parent authorization form to fill out for all field trips.

Transportation Policy

Licensed staff may be asked to transport children to and from fieldtrips. They may be driving the center vehicle or their own. All staff will have copy of license on file and proof of insurance with them. Any parent who is driving for a field trip will also have to have valid insurance. All children will have proper safety belts or seats as warranted for age. Children will be in car seat or booster seat, as provided by parents, until 36 inches tall or 40lbs. There will be no children in the front seat. Unless there is a medical or evacuation emergency in where such devices are not available.

Bus Stop

The College Community School District bus stops in front of the center and we will make sure that your child leaves/arrives promptly.

Preschool Schedule

6:30 Free Play

8:30 Breakfast

8:45 Book Activity

9:00 Centers

1. Computer-Educational Age Appropriate Games
2. Building Center-Blocks, other building materials
3. Reading Center-Books related to theme
4. Math Center-Sorting, counting, shapes, games and puzzles
5. Listening Center-Listening to taped books
6. Science Center-Science activity related to theme
7. Art Center-Art materials provided for free art exploration.
8. Sensory Tub-Sand, Corn, Feathers. In this center children feel different textures as well as learning pouring, measuring and sorting.
9. Dramatic Play Area-This area will change every 3-4 weeks. House, dress up, camping, gardening, and farm are some examples for this center.
10. ABC Center-Writing, ABC puzzles, practice writing names.

10:00 Outside/Indoor Movement/Large Motor Skills

10:30 Group time/Calendar/Sharing/Music

11:30 Lunch

12:00 Outside or Movie/Quiet Time

12:30-3:00 Rest Time

3:00 Snack

3:15-6:00 Free Play