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## Parent Handbook

This handbook is intended to be used as a general guide to the Centers. Please contact the Director if you have special circumstances that need to be addressed, or any other questions regarding our policies & procedures.

4/2021

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**Welcome** to Smith and Bulldog Childcare and Learning Centers. The following information is provided to acquaint you with the center and to clarify the centers' policies and procedures. We hope to provide a rewarding experience for you and your child. Please keep this guide for future references.

We would like to make this a pleasant, rewarding experience for everyone. If you are happy with the center, and it is a rewarding experience for both you and your child, spread the word!!! In the event, you are not satisfied with any part of our center or services, please let us know and we will do everything in our power to correct it. Feel free to speak with the director or a board member. We are an equal opportunity provider.

Since we are a non-profit center, the children, parents, staff, and board members assume ownership. We appreciate new and gently used donations (with all parts intact).

A pre-enrollment visit with your child is encouraged along with gradually adding your child to the program to make you and your child comfortable with our center and its routine.

**Mission Statement**

All children deserve an enriched environment where they can grow along with their peers in creativity, caring, and a love of learning. Children need a safe, nurturing, fun, learning environment to develop to their full potential. The Dr. Clifford C. Smith and the Little Bulldog Childcare and Learning Centers exist to fulfill this promise to our children. Our centers provide programming that is tailored to allow children to learn through hands on experiences that enhance and facilitate cognitive, physical, social, and emotional development. We collaborate with families to provide the best possible care and education for our future leaders.

**Board of Directors**

- **Membership**  
The Smith and Bulldog Childcare and Learning Centers consist of no less than five, but no more than twelve volunteers, who are elected and voting members.
  1. The President shall serve as the chairperson for the Board of Directors.
  2. The Board shall consist of parents and community members.
- **Term of Elected Officers**  
The term of each Board Member shall be three years and serving no more than 3 consecutive terms. Board Members elected to a position shall hold that office for one year and until their successors are elected and qualify.
- **Election of Officers**  
At the first meeting of each new year, an election of officers will take place. Those who wish to be elected to an office need to inform the Nominating Committee at least two weeks prior to the annual meeting. Open floor nominations will also be taken that night. New committees will be formed and new members are encouraged to join.
- **Responsibility of Board Members**
  - **President**
    1. Shall exercise general authority, subject to the control and direction of the Board, over the affairs of the Business.
    2. Shall determine the agenda and preside at all meetings of the Board.
    3. Shall appoint members if each of the Standing Committees and be an Ex-officio member for all committees except the Nominating Committee.
  - **Vice President**
    1. Shall perform any and all the duties of the President in the event of his/her absence.
  - **Secretary**
    1. Records proceedings of all meetings.
    2. Prepares correspondence for all parties.
    3. Maintains permanent files of all Board Records and correspondences, as legally required.
  - **Treasurer**
    1. Shall serve as the Chief Financial Officer of the Business.

### **Other Members**

1. Support and assist the Director in the following areas:
  - a. Public relations for the centers
  - b. Policy enforcement
  - c. Active on sub-committees
2. Make recommendations for the growth and development of the centers.
3. Review, revise, and develop appropriate policies.

### **Regular Meetings**

The Board of Directors will meet on a monthly basis. Meeting times are the second Monday of the month at 5:00 p.m. Meetings are held on monthly alternating locations, between the MFL High school ICN Room and the McGregor Middle School

### **Days and Hours**

The Center is open from 5:45am to 6pm, Monday through Friday. The centers will be closed to observe the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, and Christmas. Tuition is not reduced during these weeks. All families scheduled, per their contract, to attend the day on which a holiday falls will be charged for that day. If a holiday falls on a Saturday, the center will be closed the Friday prior. If the holiday falls on a Sunday, the center will be closed the Monday after

### **Closing of the Center**

Weather conditions can sometimes be hazardous. If icy or snow covered roads making driving hazardous, parents are asked to listen to local radio or television stations for the official cancellation of Smith and Bulldog Childcare and Learning Centers. In the event weather, would get bad during the workday, we would call you at work and inform you of the center closing and ask you to make pick up arrangements.

### **Orientation**

It is our hope that orientation will start to build a relationship between our families and the center. The Director and Assistant Director will work with families to complete the following orientation. Orientation will be completed by the end of the child's first day. We have an open door policy. Please stop in or call either location with any questions or concerns at any time.

Orientation will include the following steps in order:

- Tour of the center
- Introductions to child's teacher
- Parent Handbook and Enrollment Packets will be given to parents; portions of the handbook will be explained by the Director
- Appointment will be scheduled to turn in Enrollment Packet to ensure all required information is completed.
- Registration Fee Required at this point
- Play Date Scheduled (optional) this will give your child time to play in the classroom with you.
- Start Date Scheduled
- Door Code information given to family

On your child's first day, the Director or Assistant Director will be available to walk families through the process of checking in and out, and to explain the "mail box" system. We recommend arriving earlier on your start date to spend time in the classroom with your child and teacher.

### **Ages**

The centers are licensed for children between the ages of 6 weeks and 12 years of age. We offer an infant room (6 weeks-18-24 months), toddler room (18-24 months-3 years), preschool room (3-5 years), and school age program (5-12 years). At the Dr. Smith Center our infant room is licensed for 12 infants, toddler room for 12 toddlers, preschool room for school 12 children and our school age room for 15. At the Little Bulldog Center our infant room is licensed for 12 infants, toddler room is licensed for 12 toddlers, preschool room for 15 children and our school age room for 28 children.

### **School Age Care**

We provide before and after school programming for early outs, late starts, and no school days for children who attend school. As space allows, we can accommodate for parent's needs for early outs, late starts, and no school days; full-time families have first priority. We ask that you contact the center if you need childcare for any of the above so we make necessary accommodations.

### Categories of Activities and Time

5:45-7:45	Free Play
7:45-8:00	Bathroom & Handwashing
8:00-8:30	Breakfast
8:30-9:00	Bathroom & Handwashing
9:00-9:15	Circle time (calendar, weather, songs, sharing)
9:15-9:45	Art/Center activities
9:45-10:00	Library & story activities
10:00-11:15	Outside Play/Free play
11:15-11:30	Bathroom & Handwashing
11:30-12:00	Lunch/Handwashing
12:00-12:15	Bathroom & Handwashing
12:15-2:30	Rest Time
2:30-3:00	Bathroom & Handwashing
3:00-3:30	PM Snack
3:30-4:00	Outside Play
4:00-6:00	Free Play

Schedules are subject to change with the needs of the parents and the varying ages of the children.

### Your Child's Records

Your child's records will remain confidential, with only those needing access allowed to view them. Iowa Department of Human Services, Iowa Department of Public Health, have access to the records. Only with your approval (a signed release form) do others have access, such as Keystone AEA.

### Child/Staff Ratios

Infants (newborn-2 years)	4:1	4 Years	12:1
2 Years	6:1	5 years and up	15:1
3 Years	8:1		

### Staff

All staff have been required to pass state and federal background checks before employment. Staff must complete CPR/First Aid training, universal precautions training, mandatory reporting of adult and child abuse training, as well as continuing education after being hired. Lead staff as well as other staff working with infants will be required to take SIDS training to assure that they understand the risks.

### Mandatory Reporting

As outlined in the Iowa code, all providers of childcare are mandated by law to report any suspected cases of child abuse. Staff are to immediately report to the Department of Human Services, when in the course of working with a child, suspicions of the child having suffered sexual abuse, physical abuse, mental injury, the presence of illegal drugs, or the denial of critical care. Iowa law states that DHS personnel may, at public expense, take photographs of the injured area. Any person participating in the reporting of, or the investigation of a report, shall have immunity from any liability, civil or criminal, which might otherwise be imposed.

### Abuse Accusations Against Staff

It is the policy of Smith and Bulldog Childcare and Learning Centers to investigate quickly and completely any accusations by children, staff, or a guest that a staff member has violated any policies or has inappropriately dealt with any children. Whenever an accusation is made, the person receiving the accusation will take the initial statement and pass it on to the Director.

### Attendance

Contracts are due two times a year: one week prior to the start of school (approximately August 15<sup>th</sup>), and one week prior to the last day of school (approximately May 20<sup>th</sup>). If a contract is not returned to the center you will be held to the terms of your original contract. If your child will be dropped off or picked up at varying times, please make note of the times and turn into the office or your child's classroom teacher at least one week prior to care. Schedules are important to fill out; since it determines our staff work hours. To cancel your child for the day, we appreciate a phone call at least one hour in advance of your child's arrival. Knowing a child is cancelled allows us to adjust for staffing and meal counts to avoid any unnecessary expense. Please note that if you cancel on a day your child is scheduled, you will be charged.

### Billing

Bills are due and payable upon receipt, unless other written arrangements are made with the director. If accounts are 2 weeks past due or if you fail to meet the requirements of the written arrangements, it could be a reason for dismissal. Billing is done weekly (by Wednesday) and placed in the parent's mailboxes. Payment is due Friday. Payments can be made using cash, check, or

automatic withdrawal. Automatic withdrawal may be required upon the director's discretion. All accounts not paid within 30 days will be charged a monthly 1.5% finance charge. A \$25.00 charge is placed on all returned checks. Overdue accounts are subject to small claims court. We do not offer sliding or reduced fees for childcare. If you feel you may qualify for childcare assistance you may contact the Department of Human Services for financial support of childcare fees. Families who have applied for childcare assistance, and are awaiting approval, will be treated as a private paying family until a Notice of Decision has been received. At that point, if there is a co-pay the money paid this far will be kept to cover one month of co-pay at the maximum units. For families who have assistance and/or a co-pay, you will be required to keep your co-pay caught up to avoid privileges being revoked.

### **Waiting List**

In the event that an age group should be full at any time, the inquiring family's name will be put on a waiting list. Priority will be given to families with children already enrolled. As vacancies occur, pre-registered families with the registration/hold fee of \$25 paid will have first priority. In the event that an expectant mother is pre-registered and there is an opening prior to her starting, the opening may be filled by a temporary child. In order for your child to be placed on the waiting list, a \$25 nonrefundable registration/hold fee must be paid.

### **Discharge/Withdrawal**

Discharge from the center will occur for the following reason:

1. Unpaid tuition;
2. Enrollment paperwork is not completed and returned when requested;
3. Center policies and procedures are not being observed;
4. Center and staff cannot provide the type of care a child may need.

Please notify the director when your child will no longer be attending the center. This will allow the staff and children to prepare for the change. Parents must give a two week notice or they will be charged for the two weeks. Meeting your child's needs is our primary concern.

### **Tuition Rates/Vacation**

The registration fee is \$25 per family; this will be applied at registration for new families and in the fall for current enrolled families. Families that enroll after June 1<sup>st</sup> will not have another registration fee posted to their accounts in the fall, but will in the all of the following year. If a family drops from the center and wishes to re-enroll, they will pay the \$25 again. Registration fees are non-refundable. Each child enrolled is granted two weeks of vacation to use during the year (January, 1-December, 31). Tuition will not be charged during those weeks. The child needs to be out the entire week, Monday-Friday to use a vacation week. Vacation time may not be broke up into days, your child must be out of attendance a full week. If your child is ill, you may use a sick day. Each child is granted 3 sick days per contract. Families enrolling after June 1<sup>st</sup> will have one week of vacation, and 2 sick days per contract.

There will be no additional charge for a day when **school starts late** if your child was contracted to attend that morning. If, however, you were **not** contracted to attend on a day when school starts late, you will be charged the Additional Day fee listed in the "Before School" category. There will be no additional charge for a day when **school dismisses early** if your child was contracted to attend that afternoon. If, however, you were **not** contracted to attend on a day when school dismisses early, you will be charged the Additional Day fee listed in the "After School" category. When school is cancelled you will be charged the full day rate. When **school is not in session for a full week** (Monday-Friday), tuition will revert to the preschool age rates. During the **summer months**, tuition for school aged children will revert to the preschool rates. When there is no school for a portion of a week (during the school year), you will be charged the Additional Day fee listed in the "Preschool/School Age" full day category – if your child attends the center that day.

Half day rate includes a 4-hour period that is pre-scheduled and approved. The four-hour period can span the lunch hour.

You may **add a half day or full day** to your scheduled attendance, when space is available. You must notify the office or your child's teacher in advance. All requests are subject to availability. It will be the additional day charge if a half or whole day is added.

Parents are required to call to request additional care if needed earlier or later than normal. This will only be allowed if appropriate staffing is available

### **Extended Leave**

In the instant there is a life changing event (change in marital status, change in employment, birth or adoption in the family) and the child is going to be absent for extended leave, families will be allowed to hold their spot for up to 12 weeks with a \$50 hold fee.

### **Summer Leave**

If your child will not be attending for summer care, there is a \$50.00 fee for us to hold your child's spot for the fall programming.

### **Arrival & Departure**

Parents or designated individuals on the pick-up permission form must bring their child into the center each day to their designated room. Each child needs to be checked in and out daily. Parents are asked to never drop their child and allow him or her to come into the center or classroom unattended. Also, at the end of the day, parents need to come into the center and check their child out. Please make sure staff is aware that you are picking up or dropping off your child, it gives them a chance to communicate with you about your child's day. No child will be allowed to leave the center with an undesignated person who is not on the pick-up permission form. An authorized pick-up person must be 16 years of age, and included on your pick-up list. If a child has not arrived at the center within an hour of their scheduled time, their teacher/director may call to ensure the health and safety of the child. Infants brought in the center in an infant carrier need to be taken out of their seat by the parent. They are not allowed to be left in their car seats if they are sleeping, and the teachers are not allowed to remove them from the car seat. Teachers are also not allowed to put a child into their car seat at pick up. Taking a child out of their car seat and putting them in their car seat, is a parent responsibility. Children in the infant and toddler room will receive written communication about their day as well as verbal. If you have any questions about your child's day, please let us know.

Our closing time is 6:00pm. We realize that a problem or emergency may arise and you may be unable to make it as closing time. Please call and let us know how late you will be. We charge a late pick up fee of \$15.00 per 15 minute interval past 6:00pm. If your child is scheduled to attend only the first half of the day, they must be picked up by noon, or you will be charged the \$15.00 per 15 minute interval. DHS may be contacted if there has been no parent contact or with an emergency contact. Children are not allowed to leave the center without an adult. If parents have custody issues, we need documentation in order to enforce any wishes of a parent not to pick up their children.

Included in the enrollment packet is a Pick-up Permission Form. The people allowed to pick-up your child should be listed on this form. The center also needs notification from the parents when someone who is not on the pick-up list will be picking up their child. If a parent does not notify center staff, our policy will be to have staff call parents to confirm before letting the child leave the center.

#### **Check-In**

A computer is located at the entrance of the center for checking children in and out. Each family will be assigned an individual code for accessing their child's account. Parents will receive a demonstration on how to use this program, directions are also posted. It is important that we have accurate records of children's attendance. If you are unable to check your child in or out for any reason, please tell the director or a staff member so the problem can be resolved.

#### **Door Code**

A code is needed to access the center. It is easier to monitor guests if they do not have access to the door code. We ask that families of the center keep the code confidential. Please ask other persons dropping off or picking up your children to ring the doorbell for access.

#### **Communication**

Daily Sheets: Every child 2 years and younger will receive a daily paper documenting their day. This documentation includes meals, toileting/diapering, activities, and disposition. Watch for posting of important news on doors coming into the building and on classroom doors. Notifications will also be posted near the computers. It is the parent's responsibility to check their file folders daily. This is where you will find the billing, updates, newsletters, art projects, and more. Conferences are held once a year, but are available per parent/guardian request.

#### **Access Policy**

Centers are responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have "**unrestricted access**" to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.
  - \*"Unrestricted access" means that a person has contact with a child alone or is directly responsible for child care.
  - \*It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.
2. Persons who do not have unrestricted access will be under the direct "supervision" and "monitoring" of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person.
  - \*"Supervision" means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly.
  - \*"Monitoring" means to be in charge of ensuring proper conduct of others.
3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason they will contact their Site Manager or another management staff to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the "intruder in the center" procedures.



Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on premise.

4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
  - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
  - b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
    - i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
    - ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
      1. The precise location in the center where the sex offender may be present.
      2. The reason for the sex offender's presence at the facility.
      3. The duration of the sex offender's presence.
      4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
      5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

#### **Unlimited Access**

Parents have unlimited access to their children and to the provider caring for their children during center hours of operation, unless parental contact is by a court order.

#### **Visitor Policy**

To maintain a safe environment for all children and staff, we ask that parents do not invite any unnecessary visitors into the center. The only visitors to the center should be on your child's pick up list. If you have a friend or a family member that would like to tour the center, please call ahead to make arrangements with the Director.

#### **Grievance Procedures for Child/Parental Complaints**

Children/Parents may file a complaint regarding policies, rules and regulations or other matters by complying with the following procedure. This procedure is strictly followed except in extreme cases.

1. Talk personally to the teacher involved.
2. After having attempted to resolve the problem informally in procedure #1, submit the complaint in writing to the director.
3. Upon receipt of the written complaint, the director shall forward a copy of the complaint to the staff member involved and to The Little Bulldog/Dr. Smith Childcare Executive Board. At this time, the parent or staff can request a meeting involving all parties and the director.
4. Within 5 business days of the receipt of the grievance, the director, the complained of staff member and the parent/child shall discuss the grievance. The director shall make a written recommendation for the resolution of the grievance. A copy of the recommendation shall be given to the parent/child, childcare executive board, and the affected staff member.
5. If the aggrieved parent, child, or complained of staff member disagrees with the recommendations under step 4, he/she shall request in writing, within 5 business days to the childcare executive board, to have the childcare executive board reviews the facts of the situation and render a final recommendation to the parties involved.

#### **Discipline Policy**

Preventive discipline improves children's self-esteem and problem solving skills, and encourages pro social behavior. This helps the center maintain an atmosphere of warmth and understanding, and helps the children develop as individuals and as a part of a group.

##### **Preventative discipline involves:**

- Redirecting children away from problems and into positive situations
- Providing consistent positive communication to positive behavior with minimal attention given to the misbehavior
- Simple rules that are consistent and known to the children
- Allowing children to problem solve among themselves without teacher interference
- Providing children with the opportunity and motivation to make choices helps them:
- Function independently
- Develop social skills through gentle, encouraged guidance
- Respect the needs and rights of others
- Adapt to routines and simple rules
- Become a responsible group member



In extreme situations, separation from the group may be required for the benefit of the child or the remainder of the group. If separation is necessary:

- Remove the child from the group calmly, with as little as disruption as possible
- State the violated rule
- Place the child where visual supervision by staff can be maintained at all times
- Time away is appropriate for the child's age. General guidelines for time away
  - \*\* Toddlers and preschoolers should be isolated for 1 minute per year of child's age.Children should, however, be allowed to return to the group when the child is ready
- Immediately engage the child in a positive activity when ending a time away.
- The Director may decide to involve the parent in a conference to work together to change the undesirable behavior or determine if the child's needs may be better in another setting.
  - \*\* Corporal punishment or physical abuse is absolutely forbidden
  - \*\* No child may be physically restrained in any way unless required to protect the immediate safety of the child or others
  - \*\* Punishment may not be associated with going to the toilet or food deprivation
- When a child behaves in a disruptive manner, or hurts other children, the quality of care for all is affected. When all reasonable alternatives have been exhausted and erratic, disruptive, or violent behavior is being exhibited, a phone call will be made to the parent. The parent is then expected to come and pick up his/her child. Any damage done to the Center's equipment will be the parent's financial responsibility.
- In the instance a child has an ongoing disruptive behavior, or is hurting other children, staff will document the situation. Conferences will be scheduled with the parents to determine why the behavior could be happening and a plan of action will be developed. Other resources, such as Keystone AEA, may be contacted. If the child's behavior continues to be disruptive or physically violent and all alternatives have been exhausted, a child may be asked to leave the center. One week's notice will be given to make alternative arrangements, unless the Director deems otherwise.

### **Biting Policy**

Our goal at Smith and Bulldog Childcare & Learning Centers is to provide a safe and caring learning environment for children. When a biting incident occurs, there are many upset feelings. We take biting seriously. We want to find the reason that the child is biting and extinguish the behavior as quickly as possible. Biting is not uncommon; however, it does cause upset feelings. Parents of the child who was bitten, parents of the child biting and our staff all want the behavior to end as quickly as possible. Children bite for many reasons. Some of them include experimental biting, teething discomfort, becoming independent, learning to play with others, and frustration related to ability to communicate, changes in their home life, sharing, or feeling threatened. We try to avoid biting by acknowledging that this can take place, especially with children through the age of two and providing extra close attention to the children's interactions at this age.

Our response to a child being bit is to

1. Intervene immediately and separate the biter and the child who was bit.
2. Take the child who was bit and wash the bite with soap and water. Then apply some ice to the bite. We will be sure to give the child plenty of attention and comforting until they are settled down and ready to rejoin the group.
3. For the child who bit, they will be removed from the situation for a brief period of time and be told in a calm, but firm voice, "No biting, biting hurts".
4. Parents of both children will be notified of the incident with an accident/incident report. If a child is becoming a frequent biter, we will have a conference with the parents to discuss possible solutions and assign a person to stay/shadow the child. We may also send a referral to Keystone AEA asking for their assistance in putting positive supports in place to help change the behavior. While using these techniques, most children resolve the biting behavior. However, if there is no improvement, we must take further steps to ensure the safety of the children in our care. Therefore, we may require that the child who is biting find another learning environment that will meet his or her individual needs.

### **Health Policy**

#### **Illness**

Our policies are set up to protect the children against the spread of illness. Hand washing is the best source of protection against illnesses. We encourage children and families to wash their hands when entering the classrooms. Each child must have an annual physical exam or obtain a statement of health condition and an up-to-date immunization card on file. Please keep staff informed of any changes in your child's health status and/or eating habits.

Tooth brushing will be practiced at the center to help encourage good hygiene skills. The center will provide toothbrushes.

To prevent the spread of illness, all toys are disinfected regularly. Children who are ill should not be brought to the center. Children should be able to participate in **all** daily activities, (for example: if you feel your child is too ill to play outside, then they are too ill to attend childcare). Alert the staff if your child has been exposed to a communicable disease.

In the event of a communicable disease outbreak; such as strep throat, hand foot mouth disease, or chicken pox, a sign will be posted near the front door and on classroom doors. Little Bulldog and Dr. Smith Childcare Centers are not responsible for any communicable disease acquired while a child is attending the center. If a child becomes sick at the center, parents are notified immediately, and the child will be taken to a quiet area until a parent arrives to pick them up. Ill children should be picked as soon as possible (within a half hour); \$5 will be added to the bill for every 15 minutes past the initial half hour.

**The center policy for exclusion due to illness is included in this packet of information. Please review our policy for exclusion periodically.**

### **Administration of Medications**

Assuring the health and safety of all the children in our Center is a team effort by the childcare center, staff, family, and health care provider. Understanding each of our responsibilities, as well as the policy and procedures concerning the administration of medication is crucial to this goal. Listed below are our guiding principles and procedures of our medication policy.

- Whenever possible, it is best that medication be given at home. Dosing of medication can frequently be done, so that the child receives their medication prior to going to childcare and again when returning home.
- The first dose of a new medication **MUST** be given at home with sufficient time before the child returns to childcare to observe their response to the medication given. When your child is ill with a communicable disease, children are required to be on the medication for at least **24 hours before returning to childcare**. This is for the protection of the child who is ill, as well as the other children in childcare.
- When a medication is brought to childcare, it cannot be kept in the possession of the child. Medication must be given to the teacher in the classroom, where it will be placed in a storage box in the cupboard. If the medication needs to be refrigerated it will be placed in the kitchen refrigerator in a lockbox.
- All antibiotics, medications, or materials applied to the skin will be administered only when there is a signed Medication Authorization form completed by the parent or guardian. Your child's teacher will help you complete this monthly form. When medication is administered, the time, date, and staff initials will be recorded on the medication authorization form. In the event medication is not given when authorization is in effect, a reason will be noted on the form.
- All medication authorization records for months' past are kept in the specific child's file in the center.
- Any prescription medication brought to the center must be specific to the child who is to receive the medication. It needs to be in its original container, have a child-resistant safety cap, and be labeled with the following information: pharmacy name, pharmacist phone number, child's full name, name of health care provider, prescribing medication, name and expiration date of the medication, the date is prescribed or updated, dosage, route, frequency, and any special instructions. (If you ask at the pharmacy, they will give you another marked container for childcare if it is a medication you need to keep in two locations.)
- Any over the counter (OTC) medication brought to the center must be in the original container and be age/weight appropriate for the child it is to be given to. If OTC medication is brought that the center feels uncomfortable giving, a doctor's note will be requested prior to the medication being given.
- We will not administer natural remedies, homeopathic or homemade products to children in care. Natural remedies, homeopathic medications and homemade products (such as diaper ointments/creams), are not tested by the US Food and Drug Administration for safety or effectiveness
- Essential Oils are not regulated or labeled appropriately to meet medication administration requirements for Over-The-Counter use. If a family has any questions regarding oils, please see the Director for further understanding.
- Medications given in the center will be administered by a staff member who has had training in proper medication administration.
- For children who receive medications given on an ongoing or daily basis, the staff will advise the parent or guardian one week prior to the medication needing to be refilled.
- Information exchange between the parent or guardian and the childcare provider about medication that a child is receiving should be shared when the child is brought to and picked up from the center. Parents or guardians should share with the staff any problems, observations, or suggestions they may have related to their child's medication, and likewise with the staff from the center to the parent or guardian.

- Unused or expired medication will be returned to the parent or guardian when it is no longer needed or able to be used by the child.
- Children under one year of age are required to have a doctor's note for administering pain reliever

Confidentiality related to medication and their administration will be safeguarded by the center Director and staff. Parents or guardians may request to see or review their child's medication records maintained at the center at any time.

### **Exclusion Due To Illness**

Our policy is set up to protect children against the spread of illnesses. Children who are ill should not be brought to the center. School-aged children who are absent from school due to illness should not attend the center. Parents will be notified to pick up their child when the child's temperature reaches 100.5, or has had 3 loose stools that cannot be contained to a diaper. A child must be symptom free for 24 hours before returning to childcare. We ask that you are alert the staff if your child has been exposed to a communicable disease. In the event of a communicable disease outbreak, such as strep throat, or chickenpox, a sign will be posted at the main entrance.

Children with the following conditions may be permitted to attend:

- Infants and young children may have as many as six respiratory illnesses each year. These diseases include-the common cold, croup, bronchitis, pneumonia, and otitis media (ear infection).
- Children who are carriers of an infectious disease in their stool or urine that can cause illness, but who have no symptoms. Exceptions include E.coli 0157:H7, Shigella or Salmonella typhi;
- Children with conjunctivitis (pink eye) who have clear, watery eye discharge and do not have any fever, eye pain, or eyelid redness;
- Children with a rash, but no fever or change in behavior;
- Children with cytomegalovirus (CMV) infection, parvovirus B19, HIV or carriers of Hepatitis B;
- Shingles, children shall keep sores covered by clothing or a dressing until sores have crusted;
- Children with influenza may return to childcare when the child feels well enough; and show no other symptoms
- Children with Methicillin-resistant Staphylococcus aureus (MRSA) do not need to stay home as long as the wound is covered and drainage is contained;
- Children with norovirus infection, who have no diarrhea and are not otherwise ill, may remain in childcare if special attention is paid to hand washing, proper diaper disposal, and maintaining a clean environment. See part II for children who have diarrhea and/or vomiting.
- Children who have ringworm. Children with ringworm should not go to the gym, swimming pool, or play contact sports. Treatment may take at least four weeks;
- Children with viral meningitis may return to childcare when the child feels well enough.

To ensure the overall health and safety of all the children, we ask that you not bring your child to childcare if one or more of the following exists:

- The illness prevents the child from participating comfortably in childcare center activities including outdoor play;
- The illness results in a greater need for care than caregivers can provide without risking the health, safety, and supervision of the other children in care;
- The child has one of the following, unless medical evaluation by a health care professional indicates that you can include the child in the childcare center's activities:
  - a. Fever, accompanied by behavior changes or other signs or symptoms of illness until medical professional evaluation finds the child able to be included in the facility;
  - b. Symptoms and signs of possible severe illness like,
    - i. *Lethargy that is more than expected tiredness,*
    - ii. *Uncontrollable coughing,*
    - iii. *Unexplained irritability, fussiness, or persistent crying,*
    - iv. *Difficult breathing,*
    - v. *Wheezing,*
    - vi. *Other unusual signs for the child*
- Respiratory syncytial virus (RSV) (Doctor's note with date allowing them to return to childcare)
- Lice, until the child has been treated
- Blood in stools not explainable by dietary change, hard stools, or medication that may cause gastrointestinal damage such as ibuprofen, naproxen, or aspirin;

- Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or a health care provider determines that the cause of vomiting is not contagious and the child is not in danger of dehydration;
- Persistent abdominal pain (continues more than two hours) or intermittent pain associated with fever or other signs or symptoms;
- Mouth sores with drooling, unless a health care provider determines that the child is noninfectious;
- Rash with fever or behavioral change, until a health care provider determines that these symptoms do not indicate a communicable disease;
- Diarrhea, defined as loose, watery, and frequent stools. Children with diarrheal illness of infectious origin generally may be allowed to return to childcare once the diarrhea resolves, except for children with diarrhea caused by Norovirus, Salmonella typhi, Shigella, or E. coli 0157:H7. For Salmonella typhi, three negative stool cultures are required. For Shigella or E. coli 0157:H7, two negative stool cultures are required taken at least 24 hours apart. If treated with antibiotics, samples should not be taken less than 48 hours after therapy is done;
- Norovirus, children not in diapers and childcare center staff with diarrhea and/or vomiting should remain at home until 24 hours after diarrhea and/or vomiting cease, and until stools are formed. Children in diapers should remain at home for three days following cessation of diarrhea and/or vomiting and until stools are formed;
- Erythema infectiosum (5<sup>th</sup> Disease), keep child at home if fever is present;
- Pink eye (conjunctivitis) with purulent discharge (defined as pink or red conjunctiva with white or yellow eye discharge), child may go back to childcare when all symptoms are gone and they have been treated by antibiotic's for 24 hours;
- Scabies, until after the first treatment;
- Tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and can attend care;
- Impetigo, until 24 hours after the child started medicine from the health care provider;
- Strep throat or other streptococcal infection, until 24 hours after antibiotics are started;
- Varicella\_zoster (Chickenpox), until all sores have dried and crusted;
- Pertussis, until five days of appropriate antibiotic treatment have been completed or 21 days of cough if no coughing if no antibiotics are given;
- Mumps, child can go back to child care five days after start of symptoms or until symptoms are gone, whichever is longer;
- Hepatitis A Virus, until one week after start of symptoms;
- Measles, until four days after onset of rash;
- Rubella, until six days after onset of rash;
- Herpes simplex, children with herpetic gingivostomatitis, an infection of the mouth caused by the herpes simplex virus, who do not have control of oral secretions, shall be excluded from childcare. Children with mild cases who do have control of their mouth secretions may not have to be excluded; or
- Meningitis (bacterial). Child may return to childcare 24 hours after starting antibiotics.

If a child becomes ill while in childcare and it is determined that the child should be sent home, Smith and Bulldog staff will:

- Contact the parent, legal guardian, or other person authorized by the parent;
- Care for the child apart from other children;
- Give appropriate attention and supervision until the parent picks the child up; and
- Give extra attention to hand washing, diaper changing, disinfecting surfaces.

### **Smoking Policy**

Smoking is not allowed in any program area, child-occupied room, or on Smith and Bulldog Childcare premises. We are required to be smoke free!

### **Sex Offender Policy**

Sex offenders who have been convicted of a sex offense against a minor shall not be on the property of Smith and Bulldog Childcare and Learning Centers, without written permission of the center Director and MFLMM CSD Superintendent, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center. The center Director must consult with the licensing consultant when considering granting written permission.

Written permission will include the following:

1. The precise location in the center where the sex offender may be present;
2. The reason for the sex offender's presence at the facility;
3. The duration of the sex offender's presence; and
4. Description of the supervision that the center staff will provide the sex offender to ensure that no child is alone with the sex offender.

The written permission shall be signed and dated by the center Director and the sex offender.

Sex offenders with a sex offense against a minor who are required on the Iowa Sex Offender Registry shall not operate, manage, be employed by or act as a contractor or volunteer at the childcare centers.

### **Concealed Weapons Policy**

Parents and/or visitors may not at any time while on any property owned, leased, or controlled by Smith and Bulldog Childcare and Learning Centers, including anywhere that childcare business is conducted, such as childcare events, field trips, and so forth, possess or use any weapon. Weapons include, but are not limited to, guns, knives, or swords with blades over four inches in length, explosives, and any chemical whose purpose is to cause harm to another person.

Regardless of whether the parent or visitor possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on all childcare property or in any location in which the parent or visitor is with the childcare center, including those listed above.

Parents and visitors who violate this policy will be subject to legal actions, up to and including the phoning of the authorities and removal from the premises.

### **Infant Safe Sleep Policy & Owlet Rest Assured Smart Sock Policy**

Employees working in the infant Room are required to follow the safe sleep recommendations of the American Academy of Pediatrics and the Consumer products Safety commission for infants to reduce the risk of Sudden Infant Death (SIDS).

Employees and parents will sign the Infants Safe Sleep Policy at the time of hire and the time of child enrollment. This policy will be reviewed annually. Infant parents also have the opportunity to have their child wear an Owlet Rest Assured Smart Sock. These are used as a monitor in the classrooms for teachers to utilize for heart and oxygen levels for the children. Each child will be assigned an Owlet and used during their naps. Parents will be notified if there is a serious change to their levels. These tools do not prevent SIDS and are used as monitors not a replacement for proper adult supervision.

### **Intruder Policy**

ALL visitors will be met at the entrance and acknowledged by the staff. In the event of an intruder entering the classroom, if the teacher feels there is a threat to the safety of the children and staff, the teacher will in every way try to alert another classroom. We will try to establish contact with the person to try and determine what, if any, threat there is, keeping ourselves from harm so we can protect the children. We will try to diffuse the situation if possible by reasoning with the intruder so that he/she will leave quietly without causing a major disturbance. If the intruder appears too hostile or has a weapon, we will try to signal someone who he/she cannot see to call 911.

### **Fire Policy**

Fire drills are practiced monthly. Each classroom has a map posted in the classroom by the exit doors to where their destination is. Dr. Smith Center will meet by the playground, and Little Bulldog will meet by the fence by the school playground. When the school age children are using the classroom at the McGregor Middle School for summer programming, they will go out the nearest exit to the playground. Infants are to be placed in the evacuation cribs and rolled out the nearest exit. Staff will take their emergency bags with them, and a class list! In an event of an actual fire, 911 will be contacted, and parents will then be contacted to come and pick up their child. Evacuation procedures will be followed as listed below.

### **Tornado Policy**

Tornado drills are practiced monthly. Each classroom has a map posted in the classroom by the exit doors. All children and staff will go to the lower level hallway and basement at each center. When the school age children are using the classroom at the McGregor Middle School for summer programming, they will go to the small gym. In the event of a tornado, the Director and staff will pay attention to the weather and listen to local radio stations, if there is a tornado watch, which means a tornado could be possible. A tornado warning means a tornado has been sighted and shelter needs to be taken immediately! Staff will take their emergency bags, class lists, and flash lights with them. Children will be lead to the lower level. If evacuation procedures need to be taken, they will be as listed below.

### **Evacuation Procedure**

In the event children and staff must evacuate the center the following locations will be our destinations for the Bulldog Center:

- Off-Site Neighboring Shelter #1: First United Methodist Church at 702 S. Main St, Monona.  
If we are unable to use the church and need to evacuate further from the childcare our destination will be Off-Site Neighboring Shelter #2:
- Off-Site Neighboring Shelter #2: Monona Community Center at 104 S Egbert, Monona
- Out of Town Site: The Dr. Smith Center at 626 Main St, McGregor  
Emergency bags, supplies and cell phones will be taken to contact parents. Transportation will be arranged with the MFL MarMac Community Schools

In the event children and staff must evacuate the center the following locations will be our destinations for the Dr Smith Center:

- Off-Site Neighboring Shelter #1: MFL MarMac Middle School at 918 W Main St, McGregor  
If we are unable to use the MFL MarMac Middle School and need to evacuate further from the childcare our destination will be Off-Site Neighboring Shelter #2:
- Off-Site Neighboring Shelter #2: McGregor Public Library at 334 Main St, McGregor
- Out of Town Site: The Little Bulldog Childcare at 704 South Page St, Monona
- In the event children and staff must evacuate the summer school age program the following locations will be out destinations
- Off-Site Neighboring Shelter #1 Dr. Smith Center  
If we are unable to use the Dr. Smith Center and need to evacuate further from the school our destination will be Off-Site Neighboring Shelter #2
- Off-Site Neighboring Shelter #2: McGregor Public Library at 334 Main St, McGregor
- Out of Town Site: The Little Bulldog Childcare at 704 South Page St, Monona

Staff will take their emergency bags, flash lights, and cell phones. Parents will be contacted to pick up their child/ren at the evacuation location.

### **Power Failure**

In case of a power failure, each room will need to use their flashlights. The electric company will be contacted and if the power was not going to be restored in a reasonable amount of time, parents will be contacted and the center will close.

### **Lock-Down Policy**

The center will go into a lock-down if there is ever an instance where we are concerned for the safety of our staff and/or our children. An example would be if there is a community threat, a prisoner at large, or if a threat of any type has been made against a child or staff. A lock-down is defined as all building doors and windows are locked, blinds are pulled, and all children are kept inside and away from windows. We will be in communication with law enforcement, and doors will remain locked until the threat is resolved. If a parent arrives to pick up a child while the center is on lock-down, the parent will be asked to remain outside the front entrance and the child will be brought to them. Parents will not always be notified of a lock-down.

### **Staff Babysitting (Staff Outside Employment Policy)**

If an employee is asked to "babysit" by a client of the center, the choice to do this is at the will of the employee.

1. Employees are not allowed to approach clients of the center about babysitting. Parents may approach an employee.
2. Employees are not allowed to babysit clients of the center during hours and days the center is open.
3. Center business should not be discussed while outside of the center.

An Outside Employment Policy form must be signed by the employee and parent.

### **Continuity of Operations/Recovery**

- Under the circumstances we had to close the center due to an emergency or disaster we will take every effort to reopen. A building inspection/repair services would be provided by contractors selected by the Board of Directors, who then would be responsible for repairing the structure.
- The director will as rapidly as possible communicate with the following regarding restoring our facility or operation in an alternative location.
  1. Staff/Board
  2. Mfl MarMac School Superintendent & Bus Supervisor
  3. DHS Licensing
  4. Childcare Parents/Guardians
- If the need arises to provide childcare in a temporary location our DHS licensor would be contacted to have pre-inspection and be granted temporary permission to open. For our Bulldog Childcare our temporary location would



be the Dr. Smith Childcare and the Dr. Smith Childcare would be the Little Bulldog Childcare. Again, we would have to make sure we are meeting licensing and fire regulations.

- Support networks to cope with the trauma:
  1. Iowa Concern Hotline at 800-447-1985
  2. The Iowa Disaster Behavioral Health Response Team (DBHRT)  
The duty officer is available 24 hours a day, seven days a week at 515-725-3231. For more information go to <http://www.iowabhrt.org/>.
  3. More services may come available at the time of need

### **Cyber Security and Back-Up Records**

The following are the procedures for protecting electronic records as well as having back-up copies of records

- The center office computers remain in the office and office locked when not in use
- We use a built-in antivirus called Windows Defender. We use the ProCare Software for our family accounts, all information is backed up in a secondary internet storage service provider.
- Hard copies of child files are kept in the offices in a locked file. Old child files are stored for 5 years
- Payroll and accounting records are kept off site. MFL MarMac is the fiscal agent for both Dr. Smith and Little Bulldog Childcare Centers. They provide all business record keeping and have a backup system in place.

### **Accidents & Incidents**

Accidents or incidents, resulting in injury to a child will be reported the day of the incident, in writing, to the parent or person authorized to pick-up the child. If the accident or incident required more medical attention that can be given at the center, the parent will be notified first. If the parent cannot be reached, the emergency contacts listed will be contacted. The written report shall be prepared by the staff member who observed the incident or accident and shall include a general description of the incident or accident and the action taken, if any, by the center. A copy of the report will be given to the parent and one will be kept in the child's file.

### **Child and Adult Care Food Program**

Smith and Bulldog Childcare and Learning Centers participate in the CACFP to provide nutritious, well balanced meals to all the children. The centers provide breakfast from 8:00 – 8:30a.m., lunch from 11:30 – 12:00 pm, and an afternoon snack served from 3:00 – 3:30pm. Income applications are sent out annually and must be completed and returned to the office.

It is the policy of this CNP provider not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, disability, or religion in its programs, activities, or employment practices as required by the Iowa Code section 216.7 and 216.9. If you have questions or grievances related to compliance with this policy by this CNP Provider, please contact the Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14<sup>th</sup> St., Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; web site: <http://www.state.ia.us/government/crc/index.html> .

### **Meals**

Menus are posted in each room and if requested, are given to each family monthly. If your child has any food allergies, please let us know. All children with food allergies are required Allergy/Food Exception Statements signed by a health care practitioner. The statement will be posted in the child's room, and kitchen, and all employees will be notified of the allergy. Please do not send food or drinks with your child, as that is not allowed in the food program, unless there is an allergy, medical condition, or religious reason to do so.

#### *Breakfast*

Breakfast will be served from 8:00-8:30am (for the infants, toddlers, and preschool children). All school age children are able to eat breakfast at the school. School age children will only eat at the center on no school days and late start days. Please make sure your child's school teacher knows you want your child to eat breakfast at school if that is your choice.

#### *Snack*

All children will receive a nutritious mid-afternoon snack. Please notify the staff if you wish to bring a snack or birthday treat, they will be able to tell you how many children are scheduled for the day. Healthy snacks are recommended for treats, such as string cheese, yogurt cups, apples, cheese, and crackers.

#### *Lunch*

Lunch will be prepared at Little Bulldog/Dr. Smith Childcare or by the MFL MarMac School. Lunch is served 11:30am -12:00pm daily, with the various groups of children served at staggered times.

### **Infant Feeding**



The center provides the Parent's Choice Infant Formula to the infants in our care, if you prefer to use a different formula you will be required to provide it. We also support breastfeeding mothers; we will strive to meet every reasonable accommodation. The center follows Infant Meal Pattern Requirements provided by the CACFP.

### **Rest/Sleep**

Children are encouraged to rest in the afternoon. They do not have to nap. Your child may bring a small thin blanket from home to rest with; otherwise the center will provide a blanket.

### **Room Transitions**

Before a child transitions into the next room his/her lead teacher, director, and parents/guardian will meet and discuss if the child would benefit from the transition. Determination will be made on each individual child's social, emotional, and physical development.

### **Toilet Training**

Readiness for toilet training varies with each child. Please discuss your child's readiness to begin toilet training with staff personnel; we will work with your child when you feel they are ready. Children need to have good communication skills as well as awareness of their bodily functions before considering training. Daily toddler forms are filled out to record your child's progress.

### **Diaper/Wipe Policy**

In the event that a child is out of diapers/wipes and reminders have been sent home on the daily sheets as well as verbal reminders, diapers will be charged out at \$1.00 per diaper and \$5.00 per package of wipes from the center's supply. The charges will be added to your bill.

### **Your Child's Development**

Your child's development is important to us. We wish to work with parents to make this the best experience your child will have. Resources are available for parents to help with promoting healthy development or childraising. Feel free to discuss any topic of concern with your child's teacher, we are here to help and work together with you. Activities are planned according to each child's development and age. These activities include promoting skills in social/emotional, physical, cognitive development, and gross motor skills. Parent/teacher conferences are offered in the spring or as requested. We believe that it is important for the children to get involved with their environment, which means sometimes they will get wet, sandy, painted, or "goopy". These are important learning experiences, and we want your child to be comfortable participating in them. Please send your child in play clothes, so that he/she can participate freely, without worrying about getting "dirty". Make sure his/her shoes enable them to play hard without tripping and getting hurt. NO FLIP FLOPS. We ask that all children wear tennis shoes, or sandals with backs on them.

In addition, outdoor play is an important part of our program, so be sure your child is dressed appropriately for the weather; shorts, t-shirt, snow pants, boots, coat, gloves, hat, etc. We like to go outside every day, so the children need the appropriate clothing to do so.

The activities planned in your child's room will be posted at the beginning of each week. Take a look at them and see what exciting things are being planned for your child!

### **Children with Disability**

Accommodations will be made in providing care to a child with a disability. All children with special needs must have a written care plan that will be reviewed and updated regularly by the child's parents, director, and teachers

### **Sun Safety**

We promote sun safety at our center by encouraging the use of hats, lip balm, sunglasses, and long-sleeved shirts and pants (when it is comfortable for them weather-wise) for all children and staff. We ask that you provide sunscreen for your child. Parent/Guardian must sign a consent form stating their child is not allergic to any of the ingredients in the sunscreen or lip balm. We will label the bottle and keep it in a cupboard, and out of reach of children. Sunscreen will be applied thirty minutes before going outdoors. If the children will be out for more than one hour, sunscreen will be reapplied every two hours as it can wear off. If children are playing in water, we will reapply more frequently. We will try to utilize the outdoors more before 10am and after 3pm when the sun's rays are not as strong. Sun exposure may be limited between the hours of 10am and 2pm during summer months when the sun rays are the strongest, depending on weather conditions. Parents will sign a permission slip to allow center

employees to apply sunscreen. Sunscreen will be applied daily to children the months of April through October. The Iowa Department of Human Services requires us to have signed parental consent to use sunscreen. Infants less than 6 months of age will be kept out of direct sun whenever possible. If infants must be in the sun they will be moved under a tree or in a shaded area.

### **Volunteer and Donation Contract**

The Little Bulldog & Dr. Smith Childcare and Learning Center are nonprofit organizations. We (the centers) rely on donations and fundraisers to help fund learning materials for our programs. Therefore, every family is required to volunteer time or donate money for every fundraising event. The amount of time or donation required will be posted prior to each fundraising event. Donations must be made to the center prior to the fundraising event or the center will bill you.

### **Field Trips and Transportation**

Children will be accompanied by childcare staff on all walks. Parents will be asked to sign a permission form for children to go on daily walks (weather permitting) while in attendance at The Little Bulldog/Dr. Smith Childcare. (The form will be valid for 1 year.)

If the field trip is not in walking distance-transportation will be provided by MFL MarMac Community School District. Children must be five years of age to participate in traveling field trips. Parents will be notified in advance of any field trips requiring transportation. If you'd like to volunteer for field trips, we'd love to have you along.

### **Food Service Code of Conduct**

#### **Conflict of Interest**

The following conduct will be expected of all employees who are engaged in the administration and award of contracts supported by the federal funds through the Child and Adult Care Food Program.

No employee may participate in selection, award, or administration of a contract supported in purchasing CACFP food, equipment and services. Employees that have the responsibility of purchasing food, and/or providing services are prohibited from soliciting gifts, travel packages, and other incentives from vendors and contractors. Employees are prohibited from participating in the selection, award, and administration of any contracts to which anyone affiliates with the employee that may have financial and/or other interest.

The removal of any food, equipment, or center property such as records, manuals, books, supplies is strictly prohibited.

#### **Staff Gifts and Solicitations**

All employees are prohibited from accepting money or things of material value from persons or entities doing business with, or desiring to do business with the organization. Employees may accept unsolicited items of nominal value such as those that are generally distributed by a company or organization through its public relations program.

### **Parent/Families access to clearly understand any information or content:**

The center will make every reasonable accommodation to make sure that all families and parents can access information and content needs. Office personnel are able to read and help fill out all documentation required for enrollment, etc. If needed we will seek out additional resources in the community, via Head Start, AEA, local Public School, etc to help us support the need.

### **Translation**

If a translator is needed, please notify office personnel for assistance. Office personnel will locate a translator and arrange a meeting so all parties can meet and review the handbook and enrollment forms. At the time of this meeting arrangements will be made for further communications. All parties involved will decide how daily communication (daily sheets, billing, newsletters, & emails) will be utilized.

### **Non Discrimination Statements**

**Federal non-discrimination notice:** This explains what to do if you believe that you have been treated unfairly. In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call 866-632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at 800-877-8339, or 800-845-6136 (Spanish).

**Iowa non-discrimination notice:** It is the policy of this CNP provider not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, disability, or religion in its programs, activities, or employment practices as required by the Iowa Code section 216.7 and 216.9. If you have questions or grievances related to compliance with this policy by

this CNP Provider, please contact the Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14<sup>th</sup> St., Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; website: <http://www.state.is.us/government/crc/index.html>.

**Miscellaneous**

We discourage toys being brought in outside of the center. Sharing is difficult for most children, discuss with your child that if they are not willing to share their toy, they will need to keep it in their cubby. Limit the number of toys to one, and it should fit in their cubby. We do not allow play guns, knives or items that promote violence. We also ask that you not allow your child to bring food.

We would appreciate any donated items, such as toys, children’s furniture, paper, markers, facial tissue, wet wipes, and books. The children love to play “dress-up”, if you have discarded shoes, purses etc. please bring them to the center. If you have unwanted items and are unsure if we can use them, just ask!!

**Sand and Water Tables**

We have sand and water tables in the classroom, where children can stand and play with their hands in the water or sand. Children with sores on their hands are not allowed to participate with the others in sand/water to ensure that no infectious diseases are spread. Children are not allowed to drink the water during water play activities. When the activity period is complete, the water table is drained and refilled with fresh water before a new group of children come to participate. Staffs supervise all children by sight and sound in all areas with access to water in tubs, buckets, and water tables

**Parent Handbook Statement**

**Please sign and return this page to the business office along with your enrollment paperwork.**

I \_\_\_\_\_, have read and fully understand Smith and Bulldog Childcare and Learning Centers Parent Handbook, and agree to abide by the policies and procedures stated. I understand that failure to abide by the policies and procedures stated in the handbook could result in termination of care for my child(ren).

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**Thank you for choosing Smith and Bulldog Childcare and Learning Centers**

The Little Bulldog Childcare & Learning Center and Dr Smith Childcare & Learning Center are equal opportunity employers and providers.

