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# **SERVICES PROVIDED**

We are so glad you are considering Imagination Station/Imagination Station Express Early Learning Centers to care for your child! We have been providing an active learning environment for children since April of 1998, and we are owned and operated by Pete and De Cyril. Between both centers we provide loving, safe, educational care for up to 192 full time children. **Imagination Station** provides educational care for 92 full time children ranging in age from six weeks to twelve years. **Imagination Station Express** provides educational care for up to 100 full time children, ranging from three years through twelve years of age. Social skills such as consistent use of manners, resolving conflicts, accepting responsibility, natural cause and effect and playing effectively with others will be encouraged, along with the developmental skills that are appropriate for each child’s age and maturity level at all age levels.

Children with special needs can only be admitted after an interview to determine if your child’s needs can be met at either center. This interview should take place with BOTH parents present. We will need copies of any formal evaluations, IEP/IFSP documents or other tools you have been given pertaining to your child’s learning, in order to best care for and educate him or her prior to your child starting. If your child is a preschooler and attends one of the special education ASD preschools, please provide us with school and teachers name. We will have a release of information form for you to fill out so that we may speak with your child’s teacher to ensure that we are all on the same page with your child’s needs. We will do everything possible to help meet their goals.

We feel it is important to point out that we are a faith-based center but we are not affiliated with any specific church. Our center does sing songs such as “Jesus Loves Me,” view videos that teach bible principles from the “Veggie Tales” series, read from a children’s bible on occasion and we also teach a simple grace the children sing before lunch. We try to respect all religions as much as possible.

For school-aged children, we currently offer transportation to Sand Lake and Chinook Elementary. School Bus service to and from Taku Elementary is provided by the Anchorage School District and there is a stop right beside our facility. Pre-school Special Education through ASD is available and will be determined by ASD. If you have any questions about their program please contact the IMS main office for more information.

# **HOURS OF OPERATION /CLOSURES**

Both Imagination Station (56th Avenue) and Imagination Station Express (Denali Street) are open Monday through Friday from 6:30 am to 6:30 pm. (The buildings are right next door to each other and connected by play yards).

Both facilities will be closed to observe the following holidays: New Year’s Eve, New Year’s Day, Memorial Day, Fourth of July, Labor Day, Veterans Day, Thanksgiving, the day after Thanksgiving, Christmas Eve, and Christmas Day. If the holiday falls on the weekend we may close Monday and/or Friday. We may also opt to close early or for additional days as needed for staff training. You will be notified at least 30 days in advance of such a closure.

**ENROLLMENT IN IMAGINATION STATION OR EXPRESS**

Enrollment Requirements and Procedures include the following:

The following items must be made available to us before service can be provided:

A completed Child Registration form

Proof of current immunizations - We will also accept children who meet Medical or Religious exemption requirements. Please stop by the office for required forms.

A Physical (well-child exam) within the last year

Emergency release cards, with signatures on front & back: and with at least 2 other people who can assume responsibility for your child other than their parent.

Topical product, Food Grant Eligibility & Photo Release

Transportation agreement forms if needed (needed for all school-aged children)

**$100.00 non-refundable registration fee per child (due on anniversary date)**

**Monthly tuition is due at the beginning of the month for that month. If you are on childcare assistance our rates are above what they will pay so you must pay the difference plus your co-pay.**

Formal evaluations, IEP/IFSP documents if needed

We need medications in original bottles, child’s name, showing dosages, date and prescribing Doctor’s name.

An Asthma release form (even if child has only mild Asthma)

Asthma medication to be left at center (this includes inhalers, tubing & masks for nebulizers)

Complete Comfort Care Kits- to be updated as the child grows and moves to other classrooms.

General permission slip for lunch and gym travel between both buildings

**INSURANCE**

Imagination Station and Imagination Station Express carry full coverage insurance on all of our vehicles including our buses. We also carry general liability insurance for each center. If you would like more information feel free to stop by the office and speak to one of us. We also have them posted on the bulletin boards to the right of the main entrance.

**MEALS AND SNACKS (with the exception of infants)**

**It is the parents’ responsibility to inform the office staff if your child/children**

**have any known or suspected allergies to food, textiles, animals, chemicals or pollens.**

Breakfast, lunch and a mid-afternoon snack will be served daily. The weekly menu is posted in the kitchen and on the bulletin boards next to the front doors of both buildings. All foods served will be nutritious and all fruit juices will be 100% fruit juice, and milk is 1% or whole milk and served with both breakfast and lunch (as per USDA food grant requirements). **Outside food is not permitted** to be brought or sent in with your child for eating within the facility unless you bring enough for your child’s entire class and it is pre-arranged with your child’s teacher and/or the office staff. School aged children that will be eating with us before we transport them to school in the morning must arrive no later than 7:50 am. If they eat prior to their arrival, they may arrive as late as 8:10. As a gentle reminder, for an optimal day of learning to take place, children need to eat breakfast every day. It has also been our experience that children arriving late will not sit and eat while watching the rest of his/her classmates begin their exciting learning time activities.

**Sample Menus of Food Provided for children 1 year and older**

Breakfast: Waffles, bananas, and milk.

Lunch: Chicken Alfredo, broccoli, milk, and orange wedges.

Snacks: Assorted crackers, fresh or canned fruits and vegetables, rice cakes, etc.

Children are offered water often throughout the day and are provided water bottles or cups to access as needed.

**REMINDER!!!**

**Breakfast will be served to children arriving to the center before 8:45 am (school-age 7:50 am).** **Also, please note that due to allergy concerns, we do not allow children to eat outside food in front of the other children. This includes hot chocolate, breakfast bars, chewing gum, candy, McDonalds, etc.**

**INFANT FOOD SERVICE**

Infants’ solid foods, such as cereals, vegetables, fruits, and meats, as well as some selected formulas will be supplied by our center. Infant bottles are also supplied by the center. Each infant will have their bottles marked with their names. They will be washed and sanitized after each use. We will replace the nipples as needed and as your child grows. We use standard type bottles, lids and caps with appropriately sized nipples.

Due to the many brands and types of bottles it is not efficient for us to store, clean and keep track of the many types of bottles for you. If you choose to supply your infant’s bottles they will be rinsed out and returned to you daily. You will be responsible for cleaning, sanitizing and returning enough complete bottles for the next day. (We cannot wash and sanitize any personal bottles) Please supply at least 3 complete bottles per day for your child, this includes caps for each bottle.

We do not allow children to use bottles or pacifiers after the age of 1. Children/infants are not allowed to be on the floor with either of these due to the high occurrence of sharing! Pacifiers can no longer have strings, binky holders or animals attached to the pacifiers. (children who are new to the center may have pacifiers and use bottles while they are acclimating to their new environment.) Bottles will never be propped up in beds and we will not put cereal in the child’s bottle. Please do not ask the staff in the infant rooms to do this as it is against our policy.

\*FORMULA:

Imagination Station provides the following formulas:

Similac Advanced, Enfamil w/lipids and Isomil Soy, all fortified with Iron.

If you choose to use a brand of formula that we do not supply, it will need to be purchased and provided in its original sealed container for opening at our center. It will then be labeled with the child’s name, the date opened, and used prior to the expiration date and in most cases used within 30 days.

Formula will be prepared daily according to the manufacturer’s directions and

refrigerated, but discarded within 24 hours when mixed with water.

\*BREAST MILK:

Breast milk must be labeled with the child’s name (please use first name and last initial) and the date it was expressed and be provided daily, unless frozen in sterile baby bottles or bottle liners. (we prefer frozen in individual freezer bags) If provided frozen, the milk will be placed in a container and kept frozen until ready to use. It will then be thawed with hot water or in the refrigerator (not in a microwave oven) and if not used, discarded or returned to the parent daily. It will not be refrozen.

**Again, it is the parents’ responsibility to inform the management at this center if your child/children have any known allergies to food, textiles, animals, chemicals or pollens.**

**Feeding Infants Solids**

We use fresh cooked & blended foods whenever available. We also use Gerber or Heinz strained baby foods. We do not use commercially blended foods like Chicken noodle dinner or cereal and bananas. However, we do use vegetables and fruits that are mixed, such as garden vegetables or apricots with mixed fruit. These foods do not have added fillers, salt or sugars. We **do not** allow outside foods for children.

We do not feed children under the age of 1 strawberries

honey

nuts

chocolate

eggs

If you have any questions, please stop by or call us. We will be happy to answer any questions you may have.

Infants and Toddlers will no longer be permitted to wear Amber teething necklaces or necklaces of any kind. These have been deemed choking hazards by The Academy of Pediatrics along with MOA Licensing. We will offer children cold plastic or rubber chew toys when they are teething. We can also give Tylenol or Advil, when you supply it and give written permission to administer it to your child.

**DAILY SCHEDULES**

This is a generic sampling of our daily schedule for each building. It only

represents ages, not classrooms. If you would like to see specific schedules for your child’s class, please ask their teachers.

**Imagination Station**

630am - 730am - Greet families, diaper check and free play

730am - 845am - Breakfast, clean-up, diapers and teacher directed play

845am -1130am - Individual play, outside play, fine motor skills: number/letter recognition, singing, cutting (older 2 only) and gluing, diapers, puzzles, etc.

1130am -1230pm - Lunch time, clean up, teeth brushing and diapers

1230pm - 230pm - Nap time

230pm - 315pm - Diapers/potty, clean up, snack

315pm - 530pm - Circle time, arts and crafts, story time, outside play and diapers

530pm - 630pm - Clean up, get ready to go home and individual play

**Imagination Station Express**

630am - 730am - Greet families and free play

730am - 845am - Breakfast, clean-up and teacher directed play

845am - 1130am - Individual play, outside play, fine motor skills: number/letter recognition, singing, cutting and gluing, puzzles, computers, etc.

1130am - 1200pm - 1st Lunch for Fireweed & Dragonfly, clean up, teeth brushing

1200pm - 1245pm - 2nd lunch for Moose & Aurora, clean up, teeth brushing

1:00pm - 1230pm - School age lunch, clean up, teeth brushing

1230pm - 230pm - Nap time

1240pm - 630pm - Clean up, teeth brushing, school age field trips, group activities, outside time,

230pm - 315pm - Clean up, snack

315pm - 530pm - Circle time, arts and crafts, story time, outside play

530pm - 630pm - Clean up, get ready to go home and individual play

Children at Express are encouraged to be independent and self reliant; therefore, bathroom times are not specified in this daily schedule. Teachers do remind children throughout the day, especially in Dragonfly.

# **NON DISCRIMINATION**

Child care regulations, and the beliefs of our programs, prohibit licensed child care facilities from discriminating against any child or parent on the basis of race, sex, color, religion, national origin, marital status, sexual orientation, pregnancy, parenthood, age or physical disabilities.

**FEES AND PAYMENT ARRANGEMENTS:**

This center charges a set monthly rate for each age group. Your bill is due between the first and third of each month, unless a payment plan is filled out prior to the first of the month. After the fifth, your payment is considered late and we reserve the right to deny care until payment in full has been made. Additionally, you will be charged a $100.00 late fee starting on the 6th. PAYMENT IS REQUIRED to hold your child’s spot, which means that if the child is absent, regardless of the reason, (vacation, illness, etc.) the parent is still billed for that time. Unforeseen circumstances do take place that can cause undue hardship on a family. Please let us know if there is anything we can do to help, as we are more than willing to work with your family’s situation in times of stress.

*FULL TIME= Up to 10 hours in care per day; PART TIME = Less than 5 hours per day*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Infants  6wks-18mo | Toddlers  19-35mo | Preschool  3 - 5yr | School Age  5-12yr | School Age |
| FULL TIME | $1000.00 | $950.00 | $800.00 | Summer  $800.00 |  |
| PART TIME | N/A | N/A | N/A | Before & After  $575.00    AM or PM Only  $375.00 | In-service and ½ days are an additional charge |
| DAILY | $60.00 | $58.00 | $53.00 | $53.00 |  |
| Part Day/Over 10 Hours | $40.00 | $36.00 | $27.00 | $27.00 |  |

*School-age ~ In-service days will be charged regardless of attendance, unless prearranged and approved with office.*

**ADDITIONAL FEES**

In order to conserve paper we will not send you a bill in the mail. If you will need to pay your bill AFTER the 5th of the month, you will have to sign a written payment plan. The written plan will serve as notice for both parties so that there is no miscommunication. There is a fee of $25 per month to help offset the administrative staff time it takes to accommodate these special arrangements.

We do charge for the following issues, but for new parents to our facility there is a 30 day grace period. We are not talking about the occasional “oops, I forgot my child’s blanket or their extra clothes.” This is for the parents who forget something every week! It is very time consuming for staff to constantly make corrections to computer logs, and to do extra wash (not to mention extra use of soap, water, electric and the wear and tear on machines).

Extra clothes $ 5.00 each time

Indoor Shoes $ 5.00 each time

Snow Gear $ 5.00 each item

Extra Blanket $5.00 for the week

Forgetting to sign in/out $5.00 for every entry

Bus Transportation Misconduct $50.00 per infraction (see transportation forms)

If your family cannot afford clothing, snow gear, etc. please stop by the office. In some cases we can arrange to give your family whatever you need. Missing a payment after a signed payment agreement is in place; you will not be able to drop your child off until you are current.

If a child is 3 years old, but is NOT FULLY potty trained, (Fully potty trained means: No accidents during the day, child can verbally tell caregivers they need to use the toilet, can wipe themselves and can get their own clothing up and down. An occasional nap time accident does not necessarily mean we will charge the higher rate.) It is our option to charge the higher rate of $890.00 per month until your child is fully potty trained. All children at IMS Express must be fully potty trained unless they are a special needs child. (A special needs child is classified “special needs” if: they have a valid IEP assessment or have physical disabilities which prevents them from fastening or unfastening their own clothing, are unable to wipe themselves or cannot get themselves on or off the toilet.) If your child has special needs, Imagination Station and Imagination Station Express will make every effort to accommodate your child’s individual requirements.

**OTHER NOTES:**

Parents needing their children ***in care over TEN hours*** in a day will be charged **the hourly rate after the 10th hour**, IF prior arrangements have been made. **With no prior arrangement, a late fee of $5.00 per minute** will be assessed if your child is not picked by your prearranged time. If your family receives assistance from any of the state agencies **you will need to call your case manager** and request that they pay for your overtime when it is work related. **Additionally, if you arrive to our building past our closing time of 6:30 pm, you will be assessed a fee of $5.00 per minute. NO EXCEPTIONS AND NO EXCUSES!**

**Children arriving to our center after 9:00 am (when classes begin) are a disruption to the children who are already here and engaged in learning activities. If your child will not be attending for any period of time due to sickness or for other reasons, PLEASE CALL US BEFORE 9:00 am so we can plan for the day’s meals, staff, and activities.** **After 9 am, we may take drop in children, let staff go home early or expand staff breaks. If you have not called to let us know your plans, you may be refused care for the day. It is the parent’s responsibility to notify us of any schedule changes to ensure we have staff to cover the change in your schedule.**

* If the center receives an NSF check from you, you will be responsible for any and all penalties charged to the center in connection with that check. The center requires cash payment to replace any type of returned payment (credit card, check, or auto-draft) plus an additional $**35 fee** charged by our center.
* Prices include all meals, snacks, and beverages. Other items included are art materials, bottles (for infants), toothbrush with lid, tooth paste, furnishings, and holiday decorations. We may, on occasion, require parents to pay for extracurricular activities such as admission charges during field trips.
* Either the parent or the center may terminate care with a written thirty day notice. If a parent chooses NOT to give the required thirty-day notice, you will still be charged for the full thirty-day period. If tuition is not paid in full within 15 days after your last day, your account will be turned over to Cornerstone Credit for collection. We will then add a 25% recovery charge to your account.
* Past due accounts with no payment arrangement in place will be turned over to Cornerstone Credit for further action. This is for families who no longer attend Imagination Station. Your account will incur an additional 25% recovery fee. Those parents utilizing Daycare Assistance may be denied benefits at other centers until your account is cleared with us.
* If your work schedule changes you ***MUST*** let the office know. We have ratios to meet in every classroom every day. It may take us a day or two to move schedules to accommodate your child/children. This also includes those early morning “once in a while” office meetings. We keep a master calendar in the office for this reason.

**SUPERVISION OF CHILDREN**

Supervision of children in our facility will meet or exceed municipal requirements. The ratios are by age:

6 weeks through 12 months 1:4 or older if not walking

12 months through 18 months 1:5 if walking

19 months through 35 months 1:6

36 months through 5 years 1:10

6 years through 12 years 1:10

These ratios are met during inside and outside activities throughout the day. Field trips may be at a lower ratio depending on parent involvement and type of field trip. We will cancel if we cannot meet a safe ratio.

**DAYCARE ASSISTANCE: Enrollment or Daily Contracts**

If you receive assistance with your bill, you need to understand that while we expect to get paid a certain percentage or specific amount from daycare assistance, it is still ***completely your responsibility*** to pay for whatever portion they do not pay. If we do not have a contract within 30 days you will need to make the payment in full until we receive a contract. If, at the end of the month (or whenever we actually receive the assistance payment) they did not pay what we thought they would, the remaining balance will need to be paid by you. The balance will be transferred to your account. It is important that you continue to make your regular payments even when waiting for a new authorization. This is to make sure you stay current. When we receive the new contract and it is lower than expected we will credit your account, if it is more you will be expected to pay the difference. It is not our responsibility to keep track of renewal dates for each family!

If you are on an “attendance” based contract, or if you pay for care by the day, you are still charged by us for days that we plan for you to be here. For example, if your child is normally in care Monday-Wednesday and you go on vacation or the child is sick for Monday and Tuesday, daycare assistance is NOT going to pay for those 2 days your child was not here. YOU will need to pay for those 2 days. This policy also holds true if you are not on daycare assistance, but still pay for care by the day. Because we still have to pay for our facility and our staff, we must still charge you for those days your child was absent.

**PETS**

Both centers have fish tanks. We currently have 4 Bearded Dragons, a tortoise, and 2 rabbits. We also have several fish tanks both salt and fresh water in both buildings. Imagination

Station has had most of these animals for over a year. We will do our best to inform parents in advance before adding any other animals to the center. **Again, it is the parents’ responsibility to inform the management at this center if your child/children have any known allergies to food, textiles, animals, chemicals or pollens.**

**DIAPERING & POTTY TRAINING**

When toilet training, please provide us with at least 10 pairs of underwear and rubber training pants as well as several complete changes of clothes so we can ensure your child stays clean and dry. All children at IMS Express location must be fully potty trained. ***(See “additional fees” - page 8, for more information on potty training.)***

There will be a charge of **$2.00** for any **“house diaper”** and **$0.50** for any **“house wipe”** we use for your child after you are notified that we need them. **It has been our experience that children who use “Pull-Ups” take longer to potty train.** Because of this, we discourage their use. It is our belief that children who are put in underwear and rubber pants take less time to potty train due to the wetness they feel. Diapers and pull ups are designed to draw the moisture away from their skin. It is our policy however, to be consistent and supportive of the method you are using at home to train your child.

**VIDEO AND T.V.**

Viewing television/videos and video games in our center is normally limited to one hour per week. This will usually include educational programs such as Veggie Tales, Sesame Street, etc. Other age-appropriate movies and games (“G” rated) will be shown or played on occasion.

Older school-aged children may be permitted to watch movies rated “PG”. These children may also use computers and computer games more often than one hour a week. (school-age refers to children who have actually started school)

If you prefer that your child not view the program or if the child does not wish to participate, an alternate activity will be made available. We also have “Gameboy Fridays” for the school age children. This is the only time that portable electronic devices are allowed to be brought into the center. Imagination Station will do our best to keep your child’s equipment safe. However Imagination Station and our staff are not responsible for loss or damage to your child’s electronic games, chargers or any other device brought into the facility. ***Please put your child’s name on everything!*** **We usually always have Black/Silver sharpies available to label belongings.** For questions or clarification please stop by the office. The use of video games and viewing television/movies is considered a privilege and can be revoked if your child misuses it.

**PARENT VISITS**

Parents are **more than welcome** to drop by at any time for a visit and to check up on your child’s progress. Parental visits to the center are strongly encouraged. This center believes that the more involved the parents of the children in our care are, the stronger the bond will be between the parents and children as they age and mature.

If you would like to join us for lunch, please let us know by 10 am that morning. Parent volunteers are also an important part of our center’s home-like atmosphere. Volunteers must meet qualifications as specified by the Municipality’s Child Care Code. If you are interested, please let one of the staff know!

**PERSONAL BELONGINGS AND SUPPLIES NEEDED**

A complete change of clothing to include underwear and socks are to be available at the center at all times. This is in addition to the “Comfort Care Kits”.

Diapers and wipes (if the child is not potty trained). During “Potty training” please supply several outfits & plenty of underwear with rubber pants every day!

A blanket and/or stuffed toy from home often helps a child adjust to a new environment and we encourage you to bring one for **naptime** (please remember that your child’s blanket and pillow need to fit into their cubby). However, we do not allow other toys from home as they may be disruptive and get lost or broken. We assume no responsibility for lost or damaged items. We DO allow the children to bring items in for “Show and Share Day,” which is every Friday. (Toy firearms, knives and swords will not be accepted at any time or for any reason)

**CLOTHING SHOULD FIT THE SEASON**

**Clothing for outside play:**

**Winter:** Heavy coat, snow pants, sweatshirt, waterproof mittens, hat and boots, and a pair

of shoes, to be used for inside play. Boots cannot be worn inside for long periods of time. This also includes Rubber rain boots.

**Summer:** Lightweight jacket or sweatshirt/hoody, rain boots and a pair of shoes, (preferably tennis shoes) to be used for inside play. NO FLIP FLOPS, Shoes must strap on child’s feet. We also strongly discourage open toed and “smooth bottomed” shoes.

Please dress your child in comfortable PLAY clothes, as some activities may be messy. Although we have smocks for painting, the paints or mud, sand, water etc. may soil and/or stain their clothing. Do not send your children to daycare in fancy, special or their Sunday best clothing! Imagination Station and Imagination Station Express or its staff are not responsible for lost clothing, toys, blankets or anything else you may bring into the center. We WILL make every effort to get your child’s belonging in their cubbies provided they are labeled with your child’s name. If you do not have a silver or black Sharpie, please stop by the office. We will gladly mark their belongings for you!

Fire Department regulations require the children’s shoes remain on their feet at all times (including naptime) in case of evacuation. PLEASE make sure that your child has INDOOR shoes in addition to any outdoor footwear you have provided. Children WILL NOT be allowed to wear outdoor boots inside the building for extended periods of time. This includes rubber break-up boots. Parents will be asked to return to the center with the appropriate footwear or be charged an additional fee for use of the centers footwear.

**OUTDOOR PLAY**

Outside play will be offered twice a day for toddlers and pre-school aged children, as weather permits. Children will be provided a minimum of 20 minutes of vigorous physical activity indoors or outdoors, for every 3 hours the facility is open.

Inside activities will be substituted for children when the temperature is 10 degrees or lower for toddlers or pre-school aged children and 50 degrees or lower for infants. Also, if weather is too severe for outside play due to wind chill factors, heavy snow, unsafe conditions (icy/heavy rain, poor air quality or the occasional moose), children are given an indoor vigorous activity instead of outside time.

Children who are well enough to be in care are presumed well enough to play outside. All children will go outside unless staff has been notified with a written excuse from a physician for the day (on staff availability only). The child/children who need to stay inside will be supervised at an alternate choice of games and activities.

**FIELD TRIPS AND WALKS**

Field trips and walks away from the center will be planned for children over the age of 3 years to area parks, zoos and other facilities, both indoors and outdoors. Prior to any child leaving the premises, a consent form must be signed by at least one of the parents or legal guardians.

There will be separate forms for each outing. Primarily, we will use our bus to transport children and chaperones, in which case, car seats are not necessary. We carry full coverage insurance on all Imagination Station Express vehicles. On rare occasions, we may also use parent volunteers as drivers. If we use parents’ vehicles, transportation will only be allowed when there are enough seat belts and parent volunteers to safely travel, and your child’s car seat has been left at the center for his/her use. No child will be allowed to attend the outing without an age-appropriate child safety seat. This only applies when using private vehicles. For more information see bulletin board at the main entrance.

**BIRTHDAYS**

We celebrate all birthdays during afternoon snack time. Parents may provide a treat for their child’s class provided they check with staff regarding allergy issues within that class (i.e. peanuts, soy, strawberries, etc.) The teacher will add special stories, songs and games to make the day a special one for your child.

**CHILD ABUSE AND/OR NEGLECT**

Alaska State Statutes and Anchorage Child Care Center regulations require that all licensed child care providers report ALL incidents of suspected or actual abuse or neglect of children regardless of whether they occur in, or are related to the facility. This also includes children not properly restrained in an age appropriate restraint (i.e. carseats or seatbelts). This facility is therefore obligated by law to report such incidents within 24 hours to the Office of Children’s Services. Their phone number is 269-4000. Centers are also required to notify the Municipal Child/Adult Licensing office of incidents which alleged a child was abused or neglected when the center is responsible for that child. The Municipal Child/Adult Care Licensing office number is 343-4758.

**INVESTIGATION OF COMPLAINTS**

The Municipality of Anchorage, Department of Health and Human Services is the agency mandated by State Law to regulate childcare facilities. This agency therefore supervises, monitors, and investigates complaints involving childcare centers in the Anchorage area. This office is located at 825 L. Street, 3rd floor and the phone number is 343-4758. You may view our inspection history at

<http://hhs.muni.org/cac/SelectInspection.aspx?id=81> Imagination Station

<http://hhs.muni.org/cac/SelectInspection.aspx?id=474> Imagination Station Express

**DISCIPLINE AND BEHAVIOR MANAGEMENT**

The staff at Imagination Station and Imagination Station Express will always try redirection and praise on a child to try to solve a behavioral problem before it begins. Consistent redirection, teaching them how to make good choices, understanding the natural consequences when we are not making good choices, and talking with the child will be applied first and foremost. If these tactics are unsuccessful, then time-out will be administered according to the child’s age, and will usually run 1 min. per age of the child. No child will ever be in time-out for more than five minutes. Our center does not use corporal punishment. Spanking or slapping by staff is strictly prohibited. Parents who want to spank their child must do so behind closed doors and out of the sight or sound of other children. **You must also clock your child out of our attendance computer before doing so.**

In the rare event that all other methods of discipline have been exhausted, or the child is a danger to him/herself or anyone else, you will be called and may be asked to come to the center to discipline your child in a manner appropriate for the situation. In severe cases, you may be required to pick them up for the day. If the problem becomes consistent, you may be asked to enlist professionals, such as your pediatrician, Alaska In or Denali Family Services (to list a few) or in rare cases find another care provider.

We have written resources and maintain on staff several highly trained people who can help families who find themselves in need of more information regarding the relationships between parents and children. If you’d like some suggestions for reading materials or other tactics that can help fill your specific needs, please let De or Shauna know. We’d be happy to help your family be successful in any way possible.

**STAFF SUBSTITUTIONS AND VOLUNTEERS**

Before starting employment with Imagination Station and Imagination Station Express employees and substitutes must obtain, consent for criminal records clearance and fingerprinting within 14 days of their first day of work. We do appreciate parents and other volunteers. If you are interested, please see De or Shauna for the necessary requirements. In the event that an emergency fill-in/substitute is needed a person meeting the necessary requirements will fill that need, we usually use office staff first. Volunteers will need to fill out an application and we will call 3 references who can attest to your good character, we may also check the Alaska Court System and Alaska Sex Offenders list, you may be asked to supply additional documentation on an as needed basis.

We also feel that our parents and the children we care for need to be assured that our staff is free from drugs and alcohol. At any time after hire, we may do random drug screening and inform employees that their continued employment is based on the ability to pass this testing.

**ILLNESS AND ACCIDENTS**

If a child becomes ill while in care, the parent will be called and asked to come and pick up the child within one hour of the initial phone call. (i.e.: vomiting, fever or other strong symptoms, for clarification of “Symptoms of Exclusion” please see the bulletin board to the left of the main entrance.) If you are not available, the next person on your emergency card will be called. It is the parents’ responsibility to keep your emergency cards updated. The child will be kept under supervision, quiet and resting until the parent arrives. Children who are ill upon arrival will not be allowed to stay. It is the center’s discretion as to whether a child is too sick to remain in care. The child may return to the center after all symptoms of illness have gone. Any child reported with any communicable condition (pink eye, strep throat, lice and so on) may return only with documentation from a licensed physician that it is safe for the child to return. If your child has anything contagious, please let the office know so we can post a notice.

In the event of a serious accident or injury, the parent will be notified immediately. If the parent is unreachable, the emergency contact name will be called. Parents are required to leave the phone number of places other than their work or home if they plan to be elsewhere. Parents are required to update any information such as a change of work place, address or phone number every quarter. Parents will also need to sign a medical release form in case of a serious emergency. In such an event, we will call 911. We will not attempt to transport the children ourselves. The child will be transported in an ambulance to the closest hospital, unless another hospital has been designated by the parent on the emergency card.

This facility requires written parental permission and instructions before administering any and all medications, including over the counter, naturopathic remedies, vitamins and mineral supplements. Any over the counter medications must have a dosage by age or weight on the bottle that match your child’s age and/or weight.

All prescription medications must have a label with the child’s name, prescribing person’s name, dosage and the name of the medication. Upon expiration of the written permission slip, the parent must remove the medication from the center, or it must be discarded by the facility. Any child who requires an inhaler or EPI pen **is** required to have one here at the center at all times even when it is only used “occasionally”.

# **TOPICAL PRODUCTS**

As a preventative measure, this center will utilize sunscreens, toothpaste (children under 2 will receive a fluoride-free product), insect repellent (children under age 2 will receive a DEET-free product), hydrogen peroxide, Neosporin, Bag Balm, Vaseline/Petroleum Jelly, corn starch, coconut oil (for diaper rashes) and baking soda. Parents will indicate on the form provided any personal preference or known allergies to the “over the counter” items listed above. If you wish, you may designate a substitute product for any item listed. You will be required to supply the facility with the alternate item for the specific product type listed above and label it with the child’s name for his/her use. The signed form will need to be updated as your child’s needs change and remain in effect until revised or revoked by the parent.

**DISCLOSURE OF INFORMATION**

No information of any kind will be released to any other party without the express written permission from the parent/legal guardian or by court order. The Department of Health and Human Services or their representatives and the Office of Children’s Services also have access to children’s files.

**NO SMOKING**

Both Imagination Station and Express prohibit smoking in or around our buildings, play yard, or anywhere on our property. Smoking of any material shall be done no less than 100 feet from any door or window of our facility. Child care personnel may not smoke while responsible for the care of children, and they may not expose children to second-hand smoke. We ask that all cigarette butts be left in your car and not in our parking lot. If you find that you need to empty your ash tray or trash, please use our dumpster! ***Please understand that we take this very seriously and will terminate childcare for repeat offenders!***

**SPITTING**

Because of the number of parents who feel it necessary to spit on our property, we now have to include this in our handbook. The children in our care use sidewalk chalk, play hopscotch and use the sidewalks and parking lots for various activities. **PLEASE DO NOT SPIT ANYWHWERE ON OUR PROPERTY.** **It is extremely unsanitary**. ***Please understand that we take this very seriously and will terminate childcare for repeat offenders!***

**CELL PHONES**

**Due to difficulties with being able to communicate with parents, we ask that you finish ALL cell phone calls before proceeding to pick up or drop off your child. THIS INCLUDES TEXTING!** Our caregivers usually have a small amount of time (as they are watching kids) to fill you in on your child’s day. They need to have your full attention so that they can brief you as quickly and completely as possible. We have instructed our caregivers not to release children to anyone who is using their cell phone.

**CONSENT TO VIDEO TAPE**

We have cameras in all areas. By entering the buildings you are giving consent to be recorded visually and aurally.

**PARKING**

Parents may park in any space in the front or on either side of the building with the exception of the ***handicap area*** which includes the ramp, loading area and the space directly to the left of the ramp (clearly marked). Handicap parking is allowed with a state approved placard or plates, belonging to a child or individual entering or exiting the vehicle (see state law below). We have several children and adults who need that area to access our building, so please do not park there for any reason, not even for a quick drop-off or pickup. ***Please understand that we take this very seriously and will terminate childcare for repeat offenders.*** If you have any questions or concerns about this, please stop by the office so that we can discuss this with you further.

**Excerpt from DMV form 861**

***State law*** *requires that the authorized holder (disabled individual) must enter or exit the vehicle when parking in a space reserved for individuals who experience a disability. In other words, if you experience a disability and have been issued a placard or plates you may not park in a reserved parking space and stay in the vehicle while another person runs an errand. Furthermore, using a placard or plate that was* ***issued to another person*** *could result in a fine of up to $500.00.* ***Loaning a placard to another person can result in your privileges being revoked.***

REGISTRATION PACKET CHECK LIST

* Completed and filled out Child Registration Packet
* Confidential Income Statement and The OMER report (children’s schedule)
* Emergency Card (with a minimum of 2 ER contacts other than yourself)
* The Back Page of our Handbook, dated and signed by both responsible parents/guardians.
* A current well child check or physical within the past 12 months
* Diapers and Wipes if needed
* A few complete changes of clothes including socks
* Tennis Shoes for indoor and or outdoor use
* A blanket & small pillow (children over 1) for nap time
* Comfort Care Kit (will have to updated as your child grows)
* Appropriate outdoor gear according to the season
  + Snow pants, warm winter coat, waterproof gloves or mittens, warm hat and boots
  + Appropriate outdoor shoes for warm weather (please no flip flops) a light weight jacket and a pair of rain boots for spring breakup.
* Please make sure to ask the office if you have any questions about what you will need when you child starts.

**NOTIFICATION OF CHANGE**

Any rate or policy change will be posted on the notice board thirty (30) days in advance of implementation of the changes. It is the parent’s responsibility to read any notes posted, we do not have the staff to notify parents individually of every change. Imagination Station will do our best to make sure these changes are clearly labeled and noticeable to anyone entering the building. This board is located by the front doors of both buildings.

### PARENTS' GUIDE TO LICENSED CHILD CARE



* **Choosing care for your child is a significant decision.**

When you entrust the care of your child to another person, you are making an important decision. Visit, ask questions and carefully compare several programs. Licensed care includes child care and educational homes and centers. Your choice depends on what you want and need for your child.

* **Licensing is a key to quality child care.**

It promotes good care by setting basic standards. Before a center or home is granted a child care license, it must meet health, safety, and program requirements (see summary on back of this sheet). A Child Care Licensing Specialist from the Municipality of Anchorage visits and inspects the facility and investigates complaints. The goal of licensing is to prevent risks to children; however, licensing cannot guarantee that a facility meets all code requirements at all times.

* **You as an informed parent are a key to quality child care.**

Parents are responsible for choosing and monitoring their child's care. Licensing specialists visit one to four times a year, but you visit each time you take your child. Visit unexpectedly sometimes or in the middle of the day. Keep an eye on the quality of care. What do you see when you visit? Is the environment safe? Are caregivers capable and nurturing? How many children are present? Are meals nutritious? Are activities appropriate? Watch how your infant responds to the program and listen to what your child says. You are the person best able to decide whether child care meets your standards for safety, health, and quality.

* **If you have questions or concerns about your child's care.**

Discuss concerns with your caregiver. Talk to the caregiver if you observe health or safety problems or if you feel the program needs improvement. If you are still concerned, or if you believe children may be in danger or a standard is violated, contact the local licensing office. The licensing office will investigate your complaint. Address and phone of the local licensing office:

Municipality of Anchorage

Child Care Licensing Program

825 L Street, 3rd floor

P. O. Box 196650

Anchorage, AK 99519-6650

(907) 343-4758

Website: <http://www.muni.org/Departments/health/community/Pages/Child.aspx>

Recent facility inspection reports can be viewed at: <http://hhs.muni.org/cac/>

# **Additional information regarding the location of child care facilities licensed by the Municipality of Anchorage can be found online at:** [**http://neighborhood.muni.org**](http://neighborhood.muni.org)

|  |  |
| --- | --- |
| Licensed Child Care Homes **(*Including children related and unrelated to caregivers)***   * No more than 8 children total * No more than 6 children total if only one door exit. * No more than 3 children under 30 months * No more than 2 non-walking children * At least 1 adult caregiver * No more than 5 children in nighttime care (including provider’s own children) (10pm – 6 am) * Children who live in the household under the age of 12 count in the total | Licensed Child Care Centers  * 9 or more children * 1 caregiver for every 4 infants   (6 weeks thru 11 months)   * 1 caregiver for every 5 toddlers (12 thru 18 months) * 1 caregiver for every 6 toddlers (19 thru 35 months) * 1 caregiver for every 10 children (3 thru 12 years) * At least 2 adults on premises |

# HOW MANY CHILDREN MAY BE IN CARE?

# Summary of Child Care Licensing Requirements Within the Municipality of Anchorage

# PARENTS

* Are responsible for selecting safe, appropriate care for their child
* Are responsible for monitoring their child's care
* Provide current emergency information and immunization records for their child
* Are encouraged to visit their child anytime the child is in care
* Receive written child care policies

# LICENSING

* Child care license is required if more than 4 children (not related to caregivers) are in care
* License must be renewed prior to expiration (annually or biennially)
* Facility (including building, staff and program) is evaluated before a license is issued and is periodically monitored thereafter
* Complaints are investigated
* Licensing files are open to public review

**CAREGIVERS**

* Are required to care for children in a safe, healthy way
* May not have physical, health, mental health, or behavior problems that might be a risk to children
* May not have domestic violence or substance abuse problems that might be a risk to children
* Complete child care training each year
* Are at least 18 years of age
* Junior helpers may only assist the administrator and are under direct supervision
* Persons 16 and older have a criminal background check including submitting fingerprint cards
* Meet early childhood training requirements

# SAFETY

* Children are always supervised by an adult
* Caregivers know the whereabouts of children at all times
* Caregiver(s) with First Aid and CPR training are present
* Facility is free of hazards, inside and out
* Gates are required at accessible stairways if children under 36 months are in care.
* Medicine and poisons are stored safely
* Electrical outlets have child proof cover caps if children under age 5 are in care
* Emergency information is kept for each child and is reviewed and updated semi-annually

**HEALTH**

* Facility meets sanitation and safety standards
* Meals and snacks are nutritious
* Children are immunized or exemptions are on file
* Parents are notified if their child is exposed to a contagious or communicable disease
* If it chooses, a child care home may care for mildly ill children
* Seriously ill child may not be in care without a medical provider's written approval
* Drinking water is safe
* Smoking is not allowed
* Medicine is given only with parent permission
* Food preparation and handling are sanitary

**EQUIPMENT AND SUPPLIES**

* Furniture and equipment are safe and durable
* Infant walkers are not allowed
* Toys are adequate and varied
* Children have storage space for their belongings
* Children under 5 years have a cot/mat/ bed and individual blanket
* Infants must sleep in a safe crib or playpen without materials that would increase the risk of suffocation

**PROGRAM**

* Promotes children's healthy development
* Includes quiet and active, group and individual, indoor and outdoor activities
* Limits TV and video to children's programs and limited to no more than 1&1/2 hours in a 24 hour period
* Does not allow high risk activities
* Requires parent permission for moderate risk activities (for example, swimming, ice skating, trips by vehicle)
* Provides a minimum of 20 minutes of vigorous physical activity for every 3 hours the child is in care between 7am and 7pm

**BEHAVIOR GUIDANCE**

* Is positive, and never cruel, humiliating, or damaging to the child
* Sets realistic expectations and clear, consistent limits
* Is not related to eating, napping, toileting, or removing from other children for more than 10 minutes
* Does not use corporal punishment (Corporal punishment means “the infliction of bodily pain as a penalty for a disapproved behavior. It includes shaking, spanking, delivering a blow with a part of the body or an object, slapping, pinching, pulling or any other action that seeks to induce pain.”)

**FIRE SAFETY**

* Facility meets fire safety standards
* Emergency evacuation plan is practiced monthly and documented

PARENTS: Please sign and date this page

and return it to the center for your child’s file.

**PARENT SIGN OFF - 17**

I have received, read and understand the parent policy brochure

for Imagination Station and/or Imagination Station Express, and agree to comply with all that is contained therein. I further understand that these rules also apply to any persons that I designate to pick-up/drop-off my children and that I am responsible for informing them of these rules.

I also understand that non-compliance with any of Imagination Station’s written policies is grounds for immediate termination of service and can be followed by legal action if necessary. I further understand that should my account become delinquent by more than 30 days my account will be turned over to Cornerstone Credit for collection and my account will be charged an additional 25% of my total bill.

NAME OF CHILD(REN): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Include all children enrolled at either site)

(Both parents must read and sign the handbook)

MOM/GUARDIAN’S PRINTED NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MOM/GUARDIAN’S SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DAD/GUARDIAN’S PRINTED NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DAD/GUARDIAN’S SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DATE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am aware that there is a 30 day notice to remove my child from care.

Imagination Station Staff Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Policies revised 9/1/17)