

First Presbyterian Church Child Care Center

A mission of the First Presbyterian Church of
Bismarck

Parent Handbook

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First Presbyterian Church Child Care
214 E Thayer Avenue
Bismarck, ND 58504
701-258-7490

Director:
childcare@fpcbismarck.com

Asst. Director:
cccasst@fpcbismarck.com

MISSION STATEMENT

The First Presbyterian Child Care Center (herein FPCCC) is a mission of the First Presbyterian Church of Bismarck, North Dakota. It exists to provide safe, loving care for all children in a climate of racial, ethnic and socioeconomic diversity. We strive to provide a creative, nurturing and stimulating environment in which to learn and grow. Our licensed, nonprofit child care center welcomes families from a variety of racial ethnic backgrounds and families who may need financial assistance in order to enroll their children.

PHILOSOPHY

We believe that children need a secure, loving environment in which to grow and learn and that each child deserves to be a part of a nurturing program where he/she is treasured as a unique gift from God.

GOAL

To create a nurturing atmosphere that encourages and promotes feelings of security, self-worth, positive social behavior and creative problem solving.

WELCOME

Welcome to the FPCCC. We are pleased that you have chosen us to be your partner in the care and education of your child. We are committed to providing a holistic approach to nurturing and educating the children entrusted to our care.

To better acquaint you with our program, we have prepared this handbook for your reference. It is designed to assist you in becoming familiar with our policies; however, you are always welcome to visit and see firsthand the environment in which your child is being nurtured and educated each day. If there are ever any questions or concerns, please do feel free to visit with either the director or the assistant director. We look forward to getting to know your family while your child is part of our family.



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PROGRAM INFORMATION

Ages and Ratios

The FPCCC accepts children from birth through five years old. We adhere to the state standards of staff-to-child ratio. Listed below is the staff-to-child ratio for each age, according to the state regulations.

- * Infants: birth to 18 months. 1:4 (1 staff to 4 children)
- * Toddlers: 18 months to 36 months. 1:5 (1 staff to 5 children)
- * Preschool age:
 - * 3 year olds. 1:7 (1 staff to 7 children)
 - * 4 year olds. 1:10 (1 staff to 10 children)
 - * 5 year olds. 1:12 (1 staff to 12 children)

Check In/Out Station

We have a paperless check in/out system; a touch screen is used for this task. Upon enrollment, each parent or primary drop off/pick up person will be given a temporary code that will be used for the first login only. The user will select two codes; an ID number and a password. Each code will need to be four digits long and cannot be sequential or repetitive. These two codes will be known to only the person who has selected them. If you forget your codes, you will need to request a new temporary code and reset your personal codes. These two codes cannot be shared with any other family member or friend.

We do request that only adults use the touch screen at the check in/out station.

PROGRAM INFORMATION

Enrollment Records

The state's licensing regulations require that we have proof of identification (birth certificate) of your child and have the following forms on file by the first day of attendance.

State forms:

- * Child information sheet
- * Parent's statement of health
- * Immunization record
- * Sunscreen permission
- * Blanket and pacifier waiver

Center Forms:

- * Child emergency care card
- * Parent—Center contract
- * Economic assistance program policy
- * Letter to household
- * Application for free and reduced meals
- * Child and Adult Care Food Program (CACFP) Enrollment
- * Infant update
- * Photo release form

Additional materials:

- * Child Care Assistance Program
- * WIC program information
- * CACFP meal pattern
- * Building for the future
- * Payments memo

PROGRAM INFORMATION

Holiday Closings

- * New Year's Day
- * Memorial Day
- * Independence Day (Fourth of July)
- * Labor Day
- * Thanksgiving Day
- * Friday after Thanksgiving Day
- * Christmas Day Eve
- * Christmas Day
- * New Year's Eve Day the FPCCC closes at noon

If a holiday falls on a weekend, the First Presbyterian Church Administrative and Personnel Committee will designate either the preceding Friday or the following Monday as the day to be observed for the holiday. This information will be posted as necessary.

Hours

The FPCCC is open Monday through Friday. The doors are unlocked at 6:30 AM and we close at 6:00 PM.

Parking Lot

The only parking lot entrance and exit available is located on 2nd Street, west of the church. For the safety of the children, yourself and the staff, please remember to follow the flow of traffic pattern; stay to the right as you enter the parking lot and loop around the center parking area rather than cutting across the parking lot. This will help avoid any fender benders and will ensure that the children are safer as they leave their parent's vehicle. The first two parking spots nearest the child care entrance are the most convenient for drop off and pick up and are generally reserved for the child care center families. Please avoid parking in the handicap parking spots, unless you are authorized to do so. Also, for added security, it is recommended that your vehicle doors remain locked when unattended.

PROGRAM INFORMATION

Room Descriptions

The FPCCC consists of six main classrooms. While children do transition through each room at their own pace, listed below are the classroom names and the approximate ages for each classroom.

- * Ladybug Room: birth to 11 months
- * Dragonfly Room: 12 months to 18 months
- * Caterpillar Room: 19 months to 26 months
- * Butterfly Room: 27 months to 36 months
- * Bumblebee Room: 3 year olds
- * Firefly Room: 4 year olds to 5 year olds

Security Door

Each enrolled family will be asked to select a security code in order to gain access into the building. It will be a number of their choosing and will need to be four digits. The code cannot be sequential (example: 1234 or 5678) or repetitive (example: 5555 or 8888). While the door code is a family code we would like to stress that this code be shared only with those family members who will be regularly assisting with the drop off and pick up of a child. **We do request that only adults use the door's security key pad upon arrivals.**



PROGRAM INFORMATION

Supplies Needed

Supplies needed for your child will vary somewhat depending on his or her age. Following are the supply lists for both the infants/toddlers and the three to five year old ages.

Infants and Toddlers

- * Diapers
- * Wipes and wipes container
- * Breast milk or formula
- * Bottles
- * Pureed vegetables and fruits (when age appropriate)
- * A sippy cup for water
- * Diaper rash ointment
- * Extra clothing
- * Blanket
- * Pacifier and clip (if needed)
- * Pain reliever (if needed for teething or low grade fevers due to immunizations)

The FPCCC will provide, when age appropriate:

- * Iron fortified infant cereal
- * Solid foods (table food)
- * Sunscreen, when six months of age and older (parent will provide if their child is sensitive to the brand the Center provides)

Three, four and five year olds:

- * A small water bottle
- * Extra clothing (remember the underwear)
- * Blanket
- * Weather appropriate outdoor clothing, such as snow pants, coats, mittens, caps.

The FPCCC will provide:

- * Food program approved meals, along with milk and snacks
- * Sunscreen (parent will provide if their child is sensitive to the brand the FPCCC provides)

PROGRAM INFORMATION

Weather-Related Closings

In the event of severe weather, the FPCCC will follow the lead of the Bismarck Public School System. Please tune in to local radio and television stations for closing announcements. KFYZ 550 AM is a good radio station for current information.

GENERAL DAILY ROUTINE

The youngest infants set their own schedules: sleeping when needed, eating on demand and playing when awake. As the child matures, a more consistent schedule is followed. Mornings may include free play, a planned activity, music, reading, and an indoor/outdoor large muscle play. After lunch, a rest/nap time will occur. More opportunities for free play, planned activities, music, reading and large muscle play are offered in the afternoon. While we are not a licensed preschool, we strive to provide opportunities to help children reach their full potential. Each classroom will post a lesson plan on or near the classroom door each week. These lesson plans will include a variety of age appropriate activities to introduce and/or enhance skills and concepts necessary for your child to be successful in his or her daily life. The schedule listed below is a general routine of the children's day.

6:30-8:30 AM	Arrival and free play
8:30-9:00 AM	Wash hands and eat breakfast
9:00-11:30 AM	Planned activity, music, reading and large motor play
11:30 AM-12:00 PM	Wash hands and eat lunch
12:00-3:00 PM	Nap time, rest time, quiet time
3:00-3:30 PM	Wash hands and eat snack
3:30-6:00 PM	Planned activity, music, reading, large motor play, free play and departure

A more detailed schedule may be posted in your child's classroom.

POLICIES & PROCEDURES

Absences

Extended absences of one week or more (whether due to illness, vacation or maternity leave) are payable at half the regular fee in order to hold your child's place in the program. Daily absences require that we be notified an hour prior to your child's scheduled arrival time for that day. This will allow the FPCCC to accept a drop-in child if another family is in need of the service. **Please remember, if the Center is closed and you know your child will be absent, you can call and leave a message on the FPCCC's messaging system (701-258-7490).**

Payment Policies

Families will be charged according to the days their child is scheduled to be at the FPCCC for that particular week.

Annual Supply Fee

An annual supply fee will be assessed each September. Families enrolling after September will pay a prorated amount that is due upon enrollment. The supply fee is used to purchase items such as toys, books, art supplies, etc. This fee is nonrefundable.



POLICIES & PROCEDURES

Aquatic Activities

For safety reasons, the FPCCC has limited the aquatic (water) play to water tables. This supervised play will occur in both indoor and outdoor settings. When water tables are available for the children to enjoy, the water will be changed daily or more often if visibly dirty. Wading pools have been eliminated from our program.

Arrivals and Departures

After signing in, your child can be taken to the assigned classroom. For safety reasons, we do require that you escort your child into the classroom. Once there, the staff person will ask for information to help assist your child in having a smooth transition from home into the FPCCC. When departing from the FPCCC, the staff person will share information about your child's day and if enrolled in the infant and toddler areas, will have a daily sheet available. Again, this information will allow for a smoother transition for your child as they leave for the day.

If the person picking up the child will be different than normal, we need to know in advance. Also, the alternate person doing the pick-up will need to have a form of photo identification with them because staff will be checking for verification. If we haven't been notified by the parent about a change, we will attempt once to call the parent to confirm the change. However, if we are unable to reach the parent, **WE WILL NOT ALLOW THE CHILD TO LEAVE THE FPCCC.** This policy is in place to protect your child and it is enforced.

POLICIES & PROCEDURES

ASQ3 Screenings

With your written permission, your child's teacher will provide, at a minimum, an annual developmental screening using the Ages and Stages Questionnaire or the ASQ3. The purpose of this screening is to assist staff as they prepare lesson plans and guided activities. The screening gives the teacher direction by showing the areas where your child is excelling and the areas where a little more focus could occur in order to strengthen your child's skills. In the event that your child may need additional assistance from other community professionals, the screening will help pinpoint who would best meet the needs of your child.

Parent-teacher conferences will be available after both the parent and the teacher complete the ASQ3. The results will be compiled and a time set up for each parent to review the results of the ASQ3 with their child's teacher.

Authorization to Release

We will require that you authorize, in writing, up to three other people that you would allow to pick up your child. For the safety of your child, we do require advance notice if any of the listed people will be picking up on a particular day. If we are unfamiliar with the person, they will be required to show photo identification before releasing your child into their care. Please be aware that we will release your child to authorized people only.

Babysitting Waiver

The FPCCC has a no babysitting policy in place, meaning any employee of the FPCCC is prohibited from babysitting for enrolled families outside the normal hours of operation. However, if a parent feels strongly about hiring a FPCCC staff, a waiver can be signed and placed in the child's file. The waiver can be obtained from the director or assistant director. This form, *The Consent to Hold Harmless*, must be completed and signed by the parent, as well as signed by both the staff and director/assistant director.

POLICIES & PROCEDURES

Biting

Having a child in a classroom, who exhibits biting behavior can be frustrating not only for staff members, but also for both sets of parents. Yet, biting actually can be a form of communication used when a nonverbal child is feeling frustrated as they struggle to express their feelings and needs. Biting can occur when a child is teething.

It is important for the staff and parents to determine what may be causing the biting and remain patient with the child while guiding him or her through this difficult time. When there is a child in the group that is communicating through biting, staff members will gently, but firmly remind the child that it is not okay to bite other people. Often the staff person will give the child an appropriate toy or teething ring on which to bite. They may shadow the child throughout the day, trying to anticipate and intercept each act of biting. If a biting incident does occur, the parents of the biter as well as the parents of the child who was bitten will have a biting report to sign. Confidentiality prohibits staff members from revealing the name of the child that is struggling through this phase.

Blanket and Pacifier Waiver

Parents of infants will need to complete a *Blanket and Pacifier* waiver in order to allow staff to provide your infant with these items during nap time. Once a child is over one year of age, a waiver is no longer required.

POLICIES & PROCEDURES

Board Member—Parent Representative

Parent involvement is an important component of our program. One way parents can have a voice is to volunteer on the FPCCC Board as a parent representative. The Board consist of six members of the First Presbyterian Church and two FPCCC parents. The role of the parent representative is to serve as a voice for the families enrolled at the FPCCC. The parent representative will also have the opportunity to provide direction and set policies for the FPCCC. Your vote counts as a member of the Board.

Child Abuse and Neglect

The FPCCC staff are mandated reporters and are required by law to report any suspicious signs or incidences. This would include any type of physical, sexual or emotional abuse or neglect. Any reported cases are kept confidential and we will work with the family and the agency doing the assessment in order to work for the well-being of the child.

Church Members

Members of the First Presbyterian Church will be given priority, with exception to families qualifying for the scholarship rate, as openings become available at FPCCC.



POLICIES & PROCEDURES

Clothing

For the ease and comfort of your child, we ask that your child wear washable clothing that will allow them to participate freely in the many activities provided throughout the day. Messy activities will be happening, so please take this into consideration when dressing your child for the day. It is always a good idea to have extra clothing available in case of spills and accidents. Remember that children who are toilet training should be dressed in easy to manage clothing. It is also important to remember to provide weather-appropriate clothing, such as coats, mittens, caps and snow pants, because your child will be going outdoors as weather permits.

CPR and First Aid

All full time and part time staff, along with the director and assistant director, will be required to remain current with both the CPR and first aid certification.

Custody Procedures

Unless a court order is in effect, we are required to release a child to either parent. Please keep the staff informed of such important information.

Developmentally Appropriate Guidance

If a child is engaging in behavior that is not acceptable, the staff will use constructive and educational forms of intervention. This may include diversion, separation from the situation, talking with the child about the situation and gentle physical restraint such as holding. Children will never be subjected to physical harm, humiliation or the withholding of food as a form of discipline. Discipline will be handled in a positive, learning manner.

POLICIES & PROCEDURES

Donations List

The FPCCC welcomes donations of many items. The most needed items are those used on a daily basis, such as:

- * Bleach
- * Laundry detergent; fragrance free and dye free are preferred
- * Liquid dish soap
- * Powdered dishwasher detergent
- * Washcloths
- * Paper towels
- * Paper baking cups (cupcake liners)
- * Liquid hand soap
- * Hand sanitizer
- * Extra diapers and wipes of any size
- * Used toys and books, in good condition

Drills

Fire Drills: Fire drills are practiced monthly so that both staff and children become comfortable with the process and can evacuate quickly in the event of an actual emergency. If there is a fire emergency and it is necessary to evacuate, we will move to the lobby of the US Bank. The bank is located across the street, south of the First Presbyterian Church.

Tornado Drills: With the assistance from an emergency disaster professional, a secure area in the basement of the Church has been designated as our safe place. The staff and children will go to the hallway located just **east** of Ramstad Hall, up the ramp and to the right. This area is located just outside of the three year old classroom.

Lock Down Drills: The staff will practice the lock down procedure several times each year. In the event of an intruder, a lock down alert will be issued through the communication system. The staff and children will go to the nearest classroom, office or secured area and emergency responders will be contacted immediately.

POLICIES & PROCEDURES

Drop In Fee

Currently, we do offer drop in care, but require advance notice in order to maintain the state guidelines for the staff-to-child ratio. The daily drop in fee includes the price of meals and snacks.

Emergency Relocation

In the event that staff and children must relocate, the Bridge Church, located on the corner of North 14th Street and East Avenue F, has made its facility available to be used for a reasonable length of time. The completed *Emergency Information* form for your child will be kept in a binder in your child's classroom; staff will take the binder during an evacuation in order to be able to contact you or the appropriate person. If you cannot be reached, one of your designated emergency contacts will be notified to make arrangements for the safe release of your child.

Fieldtrips

On occasion, your child's group may go off the premises for a fieldtrip. Several days prior to the fieldtrip, you will be provided a fieldtrip release form to sign. A reminder note will be posted by the staff the day before the fieldtrip is to take place. The children will walk to the selected location; FPCCC does not provide transportation. If you request that your child remain at the FPCCC rather than attending the fieldtrip, your child will join another class for the time that the fieldtrip requires.

POLICIES & PROCEDURES

Footwear In The Classroom

If we need to quickly exit the building, it will be necessary for your child to have appropriate footwear. Therefore, as a safety measure, all children will need to wear a pair of shoes in the classroom.

Flexible Schedule Deadline Submission

One of the perks that we offer families is the acceptance of flexible work schedules. However, in order for us to be adequately staffed for your child to be at the FPCCC, it is necessary for you to turn in your weekly schedule request by 12:00 noon each Wednesday, for the upcoming week. This can be done by emailing your schedule to the director at childcare@fpcbismarck.com, or by leaving a written note in the in-box which is located right outside the director's office. Please avoid asking staff to try and remember your schedule request during the drop off and pick-up times; this is an extremely busy time for staff and it is difficult for them to remember the information to later share with the director. Please be aware that it is the parent's responsibility to turn in a schedule; if forgotten, you may need to seek alternate care for your child on the days we are unable to accept your child.

POLICIES & PROCEDURES

Illness

If your child is ill and unable to join his/her group, please call the FPCCC as early as possible. If the illness is contagious, let the director or assistant director know so the information can be posted. Please note that your child must be symptom free for 24 hours, without the use of over-the-counter medication, before returning to the FPCCC.

If your child should become ill while at the FPCCC, you will need to make arrangements to pick up your child immediately. Again, your child will be required to be symptom free for 24 hours, without the use of over-the-counter medication, prior to being readmitted.

Finally, your child will need to be excluded if an illness requires a greater need for care than the staff can provide or if any of the following conditions exist:

- * Fever of unknown origin or fever of 101 degrees or higher
- * Diarrhea
- * Vomiting
- * Unusual discharge from the ears, eyes or nose
- * Any communicable disease such as, but not limited to, chicken pox, hepatitis, strep throat, scabies, pink eye, head lice, impetigo, shingles, MRSA
- * Difficulty breathing or wheezing
- * Undiagnosed rashes

Again, please let us know if your child has any type of communicable illness so a notice can be posted, alerting other parents to watch for symptoms with their child.

Please remember that your child must be symptom free for 24 hours, without the use of over-the-counter medications, prior to returning to the FPCCC.

POLICIES & PROCEDURES

Immunization Exclusion Policy

Children attending a licensed child care facility are required, by the Department of Human Services, to maintain an up-to-date immunization record in their enrollment file. As your child receives additional immunizations, please bring the updated copy for your child's file. If your child does not receive immunizations due to religious beliefs or medical condition, you will need to complete the appropriate section on the *Immunization Record* form. Should there be an outbreak of a disease in the FPCCC for which there are immunizations available and your child has not been immunized, your child will be excluded until the outbreak is over. ***All forms must be updated annually.***

Incapacitated Person

No child will be allowed to leave with a parent or designated person who is suspected to be under the influence of alcohol or drugs. Staff members have been instructed to contact an alternate ride to take the parent and child home; an appropriate car seat must be in the alternate vehicle. If the person in question refuses the staff member's offer to call an alternate ride and insists on leaving with the child, we will call the police and relay the information to them.

Incident Reports

Occasionally, an unexpected minor scrape or scratch will occur. These incidents will be treated with TLC, a good washing with soap and water and a latex-free band aid.

More serious cuts, bumps, bites or bee stings will be properly treated and the incident recorded by the witnessing staff member. Upon departure, parents will be told about the incident and given the incident form to read and sign. The form will be kept in the child's file, but parents can request a photocopy of the completed form.

In the event that medical treatment requires the child be transported to an emergency medical facility, a staff member from the FPCCC will remain with the child until the parent or responsible party arrives.

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With this in mind, please be complete in filling out the emergency care section of the *Child Information* sheet. If a child requires medical attention, the Department of Human Services requires the director to notify and report the event with the local licensing agent at Social Services.

Liability Insurance

The FPCCC does carry liability insurance.

Meals and Snacks

The FPCCC does charge for meals and snacks served. The FPCCC participates with *The Child and Adult Care Food Program (CACFP)*. The CACFP ensures that children receive nutritious meals and snacks by requiring participating programs to meet federal guidelines. The CACFP provides three levels of reimbursement to participating programs, based on information the family provides on the CACFP *Application for Free and Reduced Meals* form.

Parents of infants can choose to provide breast milk, formula, age appropriate baby foods and finger foods for their child until their first birthday. The FPCCC will provide Iron Fortified Infant Cereal to all infants. If a family chooses to provide food for their infant, there will be no meal charges until the child turns one year of age, at which time the FPCCC becomes responsible for providing all meals and snacks.

Breastfeeding mothers are welcome to breastfeed at the FPCCC, if their work schedule allows them to do so during the day. Breastfeeding mothers can breastfeed in the classroom, if comfortable, or in a quiet room for privacy. If a breastfeeding mother's work day prohibits coming in to breastfeed her infant, we have both a refrigerator and a freezer available for storage of expressed breast-milk. Bags of expressed breast milk need to be labeled with the child's name and the date the breast milk was expressed.

Regardless of whether an infant receives nourishment from breast milk or formula, it is important for parents and staff to work as a team when developing a feeding plan for each individual infant. Unless there is a

POLICIES & PROCEDURES

documented medical reason to follow a strict feeding schedule, it is our policy to feed infants on demand as we observe hunger cues. We will also strive to coordinate the last feeding of the day to meet the mother's feeding needs (either to feed or wait to allow the mother to feed), with the understanding that we will feed the infant if the infant is inconsolable and in distress.

Children that are ready for table food will receive a varied, nutritious lunch, as well as breakfast and an afternoon snack. We use a six-week rotating menu. The current week's menu will be posted so families can see what is being offered each day. If the meal includes a food that is new to your child, we will encourage your child to taste the new food; however, we will not force them to eat anything against their will.

We believe that adults are responsible for preparing and providing healthy, nutritious foods. The child is responsible for what and how much he or she will eat. We provide a family style meal where staff will sit with and encourage children to serve themselves, when age appropriate. This may encourage a child to try new foods, allow for practicing decision making and avoid feeling overwhelmed by serving sizes that may appear too large to the child.

Medications

An *Authorization to Give Medication* form must be filled out before any medications can be administered, even Tylenol. All medications must be in the original container with the dosage label still attached and only the recommended dosage will be given. Medications requiring refrigeration will be stored in the designated area of the refrigerator; all medications will be kept in a designated area that is out-of-reach of the children.

If your child develops a low-grade fever, under 101 degrees, that does not require being sent home, (i.e. due to teething), staff may call and ask if a fever reducing, over-the-counter medication can be given. However, in order to give the medication, permission via an email must be sent, listing the time and dosage to be given. The email will be filed with the completed medication sheet and the parent will need to sign the form when arriving to pick up their child.

POLICIES & PROCEDURES

Nap and Rest Routines

All children need a chance to rest during their busy day. Young infants will set their own nap schedule. As they get older and are preparing to transition into the toddler area, with the parent's permission, we will ease the child into a longer nap, offered after lunch. Once your child has joined the toddler room, he or she will be assigned a cot. Lighting in the room will be dim and soft music will quietly play while a staff person gently rubs your child's back to allow for a relaxing time of rest. A child that needs to sleep will be allowed this opportunity while those not requiring sleep will merely rest until it is time for quiet play. As they get older, many children will outgrow the need to nap, but a quiet rest time is helpful for calming themselves. If your child needs the security of a special blanket or soft toy, they may have them at this time; however, if the security of the toy becomes a distraction, the staff member may need to place the toy in the child's cubby.

If special circumstances, such as leaving for a doctor's appointment, require that a child remain up for a nap, please share that information with the staff member in your child's room. Sharing this information can eliminate nap time disruptions for the child and others.

Newsletters

An FPCCC newsletter will be available quarterly and in electronic form. In order to receive the newsletter, you will be encouraged to provide your email to either the director or the assistant director. A classroom teacher may provide monthly newsletters to their families. These newsletters will inform families about upcoming events or recount special activities or events that have already taken place.

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Outdoor Play

Outdoor play presents an exciting environment with an endless array of imaginative play and learning opportunities for children of all ages. It also promotes physical activity and an appreciation of the outdoors. Fresh air, exercise and unstructured play time offers many benefits to children. In order to allow children to enjoy the outdoors to the fullest and maintain a high level of safety, we have the following policies in place:

- * Weather conditions will be monitored and children taken outdoors only when the temperature, wind chill and heat index allow it. During the winter, it is considered safe to play outdoors when the temperature/wind chill is above 15 degrees Fahrenheit. Once the weather warms up, children will enjoy the outdoors until the temperature/heat index goes above 90 degrees Fahrenheit.
- * Footwear for both comfort and safety is a must with children. Therefore, we do require that each child have tennis shoes on when going outdoors. If you would like to leave a pair of everyday tennis shoes in your child's cubby to be used for outdoor play, that would be perfectly acceptable. Also, keep in mind that it will be necessary to bring winter boots and the appropriate outdoor gear when the weather turns colder.
- * Sunscreen and bug repellent offer your child protection when enjoying the outdoors. The FPCCC will provide sunscreen, at no extra cost, to all children over six months of age. If your child has any sensitivity to lotions, you may want to bring a more appropriate type of sunscreen from home. The FPCCC does not provide bug repellent. If you would like to provide this item for your child, we do require that the product be in a non-aerosol form, such as a lotion rather than a spray. We often have staff and children who have asthma and aerosol sprays may increase the likelihood of an emergency breathing situation.

Please remember to label any items brought from home so it is returned to your child's supplies.

POLICIES & PROCEDURES

Parent-Teacher Communication

This element is vital in offering the best possible care for your child. Feel free to make suggestions to improve our program. Also, keep the director/assistant director informed about any changes in the home that may affect the child. Such information is kept confidential.

Payment Policies

Families will be charged according to the days their child is scheduled to be at the FPCCC for that particular week.

Personal Belongings

Although special toys may ease your child's drop off routine or add security to the day, please remember that other children will want to investigate the item and sometimes sharing can be very difficult for a young child. For this reason, we request that only items used in conjunction with nap or rest time be brought to the FPCCC. If your child does insist on bringing special items from home, the FPCCC does not accept responsibility for lost, broken or stolen items.

Pets

Currently, the only pets present in classrooms are fish. The staff members are responsible for the care of the fish and the cleaning of its bowl.

Practicum Students

Whenever possible, the FPCCC will partner with local Early Childhood Education programs and accept practicum students. This partnership allows qualified staff the opportunity to share their knowledge with students. The students will have the opportunity to learn from, plan and implement a variety of activities for the children. We consider it an honor to be in partnership with practicum students who are exploring the field of Early Childhood Education.

POLICIES & PROCEDURES

Reporting Violations and Complaints

If you believe there has been a licensing violation, as a concerned parent, you can report the information to the local social services licensing agent. That agent will investigate the concern and determine what action, if any, needs to be taken.

Social Media

The use of social media is a convenient way to keep in touch with others as we navigate through the busy day. However, if it comes to our attention that a family has chosen to post untrue or negative statements about the FPCCC, we reserve the right to end contract with that family. Please remember that if you have concerns about your child's care, you need to talk to the director, assistant director or the staff member in your child's classroom.

Also, due to confidentiality requirements, photographs are prohibited from being taken by parents or their family members.

Staff Hiring Policy

All persons applying for a position at the FPCCC are required to:

- * Complete an application for employment
- * Pass the online public court search background check

Once an interview with the director and assistant director has been completed, the applicant deemed the best fit for the FPCCC is hired and must:

- * Complete the state-required background check
- * Complete the required fingerprinting process
- * Complete the background check through the Bureau of Criminal Investigation, as required by First Presbyterian Church

The public court search background check and the state-required background check are completed annually, this would include the volunteers as well.

POLICIES & PROCEDURES

Teething Necklaces

Due to safety concerns, our policy is to prohibit the use of teething necklaces. If you choose to have your child wear a teething necklace, staff will remove the necklace while in our care and return it to you at pick up time.

Termination of Enrollment

If conflicts should arise, we will make every attempt to resolve the issues. If all attempts fail, we will terminate the contract between the FPCCC and the family. This is to ensure a healthy environment for both the child and the FPCCC.

Toilet Training

The staff wishes to cooperate with parents throughout the toilet training process. Please note that for sanitation reasons, we do require that during the training period the child will need to continue to wear diapers or pull-ups. Remember that children who are toilet training should be dressed in easy to manage clothing. Complicated clothing, like overalls, or snug fitting clothing should be avoided during toilet training because it will increase the likelihood of accidents. Also, it is important for parents to provide plenty of extra clothing during this transition time.

While we don't initiate toilet training, we will carry on what has been started at home. We believe that the training period is much more relaxed if the child leads the way. Therefore, it is recommended to watch for the following signs of readiness for training:

- * Not frightened of the potty chair or actual toilet
- * Shows real interest in using the toilet
- * Long periods of staying dry, such as during nap time
- * Recognizes the difference between wet and dry
- * Can communicate a need to use the toilet
- * Able to dress self with some assistance

Rest assured that while the potty training process can have its

POLICIES & PROCEDURES

difficulties and sometimes there can be a lapse in the process, it is our goal to create a supportive environment as we nurture independence and encourage self-help skills. Finally, please be aware that we will not use food or treats as a form of reward during the toilet training process. We will, however, provide your child with plenty of high fives, cheers and perhaps a potty dance or two during the initial stages of the potty training process.

Treats to Share

Sharing treats with classmates on special occasions like a birthday can be fun for children. If this is something your family plans to do, please visit with your child's classroom staff prior to bringing in a special treat. They will be able to share with you information regarding allergies within the group; there will also be an allergy alert sign posted within your child's classroom. All food treats must be prepackaged; for safety reasons, homemade treats cannot be served to the children.

Withdrawal from the FPCCC

Families wishing to withdraw their child are required to give a minimum two week notice. Payment in full is due on the child's last day of attendance.

PAYMENT & FEES

Economic Assistance Program

Families qualifying for the Child Care Assistance Program will be required to make weekly payments until a reimbursement payment arrives and is deposited into the child's account. It is the responsibility of the parent to watch their child's account and make payments, as needed, to keep their account current.

Late Payments

Payment is considered past due after 5:00 PM, Friday, at which time a late charge of \$10.00 will be assessed to your account. When the payment becomes past due, you will receive a written notice. Your family will be limited to three late notices annually. At this point, you will be required to pay for care a week in advance. You must remain current with payments, or your contract enrollment will be terminated.

Late Pick Up Fee

The FPCCC closes promptly at 6:00 PM. If you will be later than 6:00 PM, the FPCCC must be notified as soon as possible. You will then be assessed a late pick up charge of \$10.00 for each fifteen minutes you are late, i.e.: 6:01 to 6:15 = \$10.00, 6:16 to 6:30 = \$20.00. The late pick up charge is in addition to the regular weekly fee. If we have not been notified about a late pick up and your child is still in our care at 6:00 PM, we will call you and if unable to reach you, we will call your emergency contacts. If we are unable to reach you or the designated contact people, and you are more than an hour late, Social Services will be contacted.

Meal Charges

Weekly meal fees are as follows:

Breakfast = \$0.75 Lunch = \$1.75 Snack = \$0.50

PAYMENT & FEES

Nonsufficient Funds

All NSF checks will be assessed a \$10.00 service charge. After three NSF checks occur, cash payment will be required for your child care payments.

Scholarships

Upon contacting the FPCCC, families are usually asked if they qualify for the *Women and Infants* (WIC) food program. The FPCCC uses the same family size and gross household income guidelines used by the WIC program to determine scholarship eligibility. The information is kept confidential and used solely for determining eligibility for receiving the scholarship rate. Families qualifying for the scholarship rate will take top priority as openings become available at the FPCCC.

Weekly Payments

Your weekly payment is due in full by 5:00 PM each Friday. This amount can be found on the same screen used to check in and check out your child. Payments made by personal check can be placed in the payment box located outside of the Dragonfly Room (older infant room). Please write your child's name in the memo line found on the lower left hand area of the check. Cash payments need to be taken directly to the FPCCC office or main church office. If the person accepting your cash payment forgets to write a receipt for the payment, please ask for one. **Do not leave the building without getting a receipt; this is your only proof of payment.**

Payment Policies

Families will be charged according to the days their child is scheduled to be at the FPCCC for that particular week.