

Parent Handbook



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CONTENTS

2	Mission and Philosophy
2	Minimum Standard Rules for Licensed Child Care Centers
3	Introduction
3	Americans with Disabilities Act
3	Amber Teething Necklaces
4	Hours of Operation
4	Leadership Team Members
4	Severe Weather Closing
4	Confidentiality
5	Custodial/Non-Custodial Parent/Legal Guardianship
5	Problem resolution Procedures
5	Parent – Center Communication
5	Parent Access Policy
5	Parent Involvement
6	Visiting Procedures
6	Volunteering
7	Arriving at the Center
7	Sign In/Out Procedures
7	Individual Development/Classroom Placement
8	Curriculum
8	Food and Nutrition
9	Policy for Food Brought from Home
10	Emergency Plans
11	General Polices
13	Withdrawal of Child
14	Discipline Policy
14	Mandatory Reporting of Child Abuse
15	Biting Policy
15	Health Policies
16	Illness Policies
18	Tuition Rates and Fees
20	Field Trips and Transportation
19	Policy for Children Requiring Special Accommodations
20	Team Member Training
21	Video Surveillance Policy
21	Sunscreen Policy

MISSION

Our mission is to provide quality childcare and give children the intellectual, emotional, and social skills they need to be successful in school and in life. We will achieve this by:

- ✓ Offering a program that stresses the individualized educational and social needs of each child
- ✓ Maintaining a safe and stimulating environment
- ✓ Developing a partnership with parent and strengthening relationships
- ✓ Continually striving to obtain the highest quality of health, safety, and cleanliness standards
- ✓ Endeavoring to hire qualified team and consistently improve teams ability through education and training
- ✓ Frequently evaluate and upgrade our procedures and standards

PHILOSOPHY

Our Philosophy is that children develop best when they are provided an environment that keeps them safe and gives them opportunities to learn through exploration. We believe that this can be accomplished by maintaining a safe environment, creating a strong educational component in daily activities, and sustaining effective communication between the center and parents. Our view is that these things will create an enriched environment which will stimulate children's senses, inspire their creativity, spark their imagination, and encourage them to have diverse thinking.

Learning Standards with our curriculum:

- ✚ Children develop knowledge of their world through active interactions with caregivers, peers, materials, and events.
- ✚ Learning is sequential, building on prior understandings and experiences.
- ✚ Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development.
- ✚ Children learn best through experiences, which incorporate several areas of development.
- ✚ Learning is embedded in a culture. Children learn best when their learning activities are rooted in a familiar cultural context.
- ✚ Learning begins in the family, continues in early care and educational settings, and depends on parent involvement and caregiver guidance.

Minimum Standard Rules for Licensed Child Care Centers

Parents are entitled to review a copy of the rules and regulations for child care centers set forth by the Iowa Department of Human Services, CHILD CARE CENTERS AND PRESCHOOLS LICENSING STANDARDS AND PROCEDURES, referred to as *Minimum Standard Rules for Licensed Child Care Centers*. We have a copy for parent review or parent may log on to the state's licensing website at www.dhs.state.ia.us.

Parents are entitled to see any child care facility's most recent Licensing Inspection report. A copy of our most recent Licensing inspection report is always posted in our lobby. Please see the Director if you cannot locate it, or if you have any questions concerning the report.

INTRODUCTION

In this handbook the use of Parent refers to Mom, Dad, Legal Guardian, Foster Parent (Foster Parent is not able to sign legal documents)

Discovery Learning Center accepts children from ages 6 weeks through 12 years of age. Children with special needs will be considered on an individual basis. Discovery Learning Center will accept children as long as we are assured that we can fully meet the child's needs and the needs of other children in the group with reasonable accommodations and without undue hardship. If Discovery Learning Center has no immediate vacancies, a waiting list is maintained for future enrollment vacancies. Vacancies are filled on a first come first serve basis with consideration given for group compositions.

Our curriculum is designed to encourage active learning, positive adult-child interactions, a child friendly environment and a consistent routine. Teachers work as a team to provide an age appropriate environment for parenting children and assess the growth and development of each child. Building kindergarten readiness for children is emphasized. Our curriculum consists of theme-based lessons that are typical of the traditional preschool method and consist of developmentally appropriate activities including: large and small motor, cognitive, and social skills. Lesson plans and classroom schedules are posted in each classroom on Parent Information Boards. Daily reports are provided for children 0-2 years of age. The team members and families work as a team to establish appropriate environments and assessments of each child's development.

*While we are not a Christian based program, we will allow and offer children the choice to do Christian based activities including prayer.

AMERICANS WITH DISABILITIES ACT (ADA)

According to the U.S. Department of Justice, a center cannot exclude a child unless the child's presence poses a direct threat to the health and safety of others or would require a fundamental alteration of the program. Center facilities need to be accessible to children and their parents who have disabilities. Existing centers must remove barriers according to a readily achievable standard, while newly constructed or renovated centers must be fully accessible. A center must make reasonable modifications to its policies and procedures to integrate children, unless doing so would constitute a fundamental alteration. Unless it is an undue burden, centers must provide appropriate auxiliary aids and services needed for effective communication with a child with a disability.

Discovery Learning Center does not discriminate on the basis of race/color, religion, sex, age, disability, genetic information, pregnancy or national origin. Pledges non-discrimination in all phases of employment and complies in full with all applicable laws. Anyone who feels they have been discriminated against must follow the proper grievance procedure including documenting their concern in a statement and submitting such to the center Director. Any such document will become part of child's permanent file.

The regulations provide that people who feel that they or others have been the object of discrimination by a child care center, contrary to the provisions of the Act, may file a complaint. All complaints will be investigated and appropriate action taken when indicated. Inquiries should be directed to the Iowa Civil Rights Commission at (515) 281-4121.

Amber Teething Necklaces

Amber teething necklaces are not allowed to be worn in any childcare center per DHS Licensing Code 109.11.

HOURS OF OPERATION

Monday – Friday 5:30 a.m. – 6:00 p.m.

****Please note that Children cannot be left at the Center for more than 10 hours per day without authorization from the Director.**

The center will be closed on the following days:

- New Year's Day
- Memorial Day
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving
- Christmas Eve
- Christmas Day

All holidays will be charged at the regular rate. Holidays are considered when setting tuition rates therefore, there is no reduction in fees when these days occur.

Leadership Team Members

Director: Cherrie Claeys

Administrative Specialist: Amanda Cross

Operations Manager: Melissa Arnold

SEVERE WEATHER CLOSING

In the event the North Scott School System closes for inclement weather, the director will make a decision as to whether or not the center will be closed. If the decision is made to close the center, this will be broadcast on KWQC-TV6 (www.kwqc.com). Notification about the closing will also be posted on our voicemail. If the North Scott School System is called off early due to inclement weather, the director will make a decision as to whether or not the center will also close. If the decision is made to close the center parent/guardians will need to pick up their children as soon as possible. Discovery Learning Center reserves the right to make the decision to close independent of whether or not North Scott School System closes. All inclement weather days will be charged at the regular rate.

Confidentiality – Child Files

All family information and children's files are kept strictly confidential. Only authorized Discovery Learning Center Representatives and State Licensing Representatives have access to these files. Parents have the right to review and/or obtain copies of their child's files upon written request. We will only transfer your child's records to other agencies with specific written and signed consent from the parent. A form will need to be filled out for each request. Please allow up to 48 hours for records to be copied.

Custodial/Non-custodial Parent/Legal Guardianship

Custody Issues & Court Orders Regarding Divorce/Legal Guardianship

In order to enforce non-custodial visitation and possession, parent must provide the center with a certified copy of the Court ordered possession papers.

Custody Issues & Child Protective Services (CPS) Placement Orders Regarding Foster Care

Foster parent must provide CPS placement papers and all mandated documentation regarding enrollment, including immunization records and Child's Health Statement. Foster Parents are prohibited from signing legal documents for children in their care. In some cases the Foster Care Worker may be able to sign legal documents if the parent is not available. Only the legal guardian has the authority to give permission for medical care and participation in school and extracurricular activities. The legal custodian may only authorize emergency medical care. This authority is not transferred to the foster parents(s).

Please Note: Iowa Family Law prohibits anyone from interfering with child custody as the Court has ordered.

Problem Resolution Procedures for Parent

Parent who have a grievance are encouraged to notify the Center Director.

Step 1: The issue must first be brought to the attention of the Center Director. The Center Director will respond to the person within 7 days with a possible solution and/or further instructions.

Step 2: In the event that a solution has not been reached or the person does not agree with the solution, The Center Director will inform the Leadership Team of the issue. A member of the Leadership Team will respond to the person within 7 days with a possible solution and/or further instructions.

Step 3: In the event that a solution has not been reached or the person does not agree with the solution, The Center Director will ensure that all federal, state, and licensing requirements are met and that any questions regarding such items are answered.

Parent-Center Communication

Effective communication between the center and parent is our number one goal. Please make sure we have current, actively used contact numbers on file. Also, for preschool children, classroom news, conduct reports, and other important classroom information are placed in child's mail box on Fridays. Daily Reports (0-2 only) are sent home with child daily.

****Please inform the Director if you are not receiving take home information on Fridays and/or Daily Report.**

We encourage each and every parent to share their questions, concerns or comments with us. No matter how small the parent may think it is, please let us know. We want parents to be confident in the care we give your child. Perhaps you do not have a question or concern to address— only compliments— we'd love to hear those, as well.

PARENTAL ACCESS POLICY

Parents are welcome to visit their child at the center at any time. The center does ask that visitors check in with the office or sign in at the desk before going into the child's room. People not listed on the PICK-UP PERMISSION FORM will not be allowed to visit the child unless previously arranged by the parent. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parent wishing to speak in length about their child with a teacher are requested to schedule a meeting either at the center or over the phone.

Parent Involvement

We strongly encourage parent involvement in all center and classroom activities. Parent involvement is much appreciated and pertinent to the success of day to day operations and extracurricular activities.

Concerns and suggestions help improve our program. Compliments help us steer in the right direction. We cannot make our center an outstanding facility without parent input.

Visiting Procedures

We encourage family involvement. Parents may visit the center any time to eat lunch with your child, observe your child in class, observe center operations, and/or program activities during normal business hours.

Volunteering

Volunteer participation is a vital part of our day to day success of the program. There are many ways you can share your time and talents with us and the benefits are priceless. Children benefit from the presence of parents and other volunteers who participate in the classroom and with other activities.

Activities in which volunteers can assist:

- | | | |
|---|--------------------------------------|--|
| ❖ Greet children | ❖ Help with transitioning activities | ❖ Help an individual child with a specific skill |
| ❖ Read stories | ❖ Help during children's work time | ❖ Prepare materials |
| ❖ Wash tables and chairs | ❖ Help with small group activities | ❖ Help prepare and serve snack |
| ❖ Sit and talk with children during meals | | |
| ❖ Help with outside play | | |

Classroom Volunteer Guide:

- Remember to call the Center if you are unable to attend your scheduled volunteer day/time
- Prepare your child before you arrive so they will know that you will be sharing time with other children
- Dress comfortably
- Let staff know you have arrived and have them provide you with a volunteer name tag
- Decide with the teacher what activities you will be involved in
- Participate in activities and ask questions if needed
- Smoking is prohibited – all facilities are smoke free
- Cell phones should be turned off while in the classroom- you may use the center number for emergencies
- Snacks and other foods are not permitted in the classroom or in front of the children – beverages should be in a resealable container.
- Allow children to work out their own differences in socially acceptable ways before you assist in resolving conflicts and make the teacher aware if any issues arise
- All volunteers must follow program policies regarding confidentiality
- Taking pictures of other children is not permitted
- Complete and sign a "Volunteer Time Report" form
- Sign up for your next classroom visit

Standards of conduct for Volunteers:

- ✚ Respect and promote the unique identity of each child and family and refrain from stereotyping on the basis of gender, race, ethnicity, culture, religion, or ability
- ✚ Keep information concerning children, families, other volunteers, and staff members confidential
- ✚ Ensure that no child will be left alone or unsupervised while under your care

Parent Access Volunteers

All parents, guardians and custodians of enrolled children are considered Parent Access Volunteers, as are all adults expressly given permission to have access to the children by a parent. In accordance with State Licensing Standards, Parent Access Volunteers shall have access in the child care setting limited to the passage area, the classroom of the child, and the office or meeting room areas not frequented by other children. The Parent Access Volunteers will not be allowed to move about in any other classrooms or areas of any facility unaccompanied by staff. Furthermore, Parent Access Volunteers must remain visibly and audibly observed while in their child's classroom at all times and may never be alone with any child other than their own child. Parent Access Volunteers will be asked to complete and sign a statement that they have received the Standards of Conduct and the Discovery Learning Center Mission and Philosophy as part of the Parent Handbook.

Certified Volunteers

Parents and/or community volunteers who wish to be present in the classroom setting by volunteering for any amount of time beyond their child's classroom will always be under the direct supervision of center staff unless deemed a Certified Volunteer.

In accordance with State Licensing Standards, Certified Volunteers will be asked to complete an application, including Criminal Records Check, a Child Abuse and Neglect Statement, Communicable Disease and Other Health Concerns Statement, Standards of Conduct statement, and Mission & Philosophy statement.

Volunteers under the age of 18 will always be under the direct supervision of center staff and must also provide a record of immunization certificate.

Arriving at the Center

We ask that a parent accompany child(ren) into their classroom. This provides a smooth transition and encourages communication between the parent and the teacher.

Our responsibility begins when parents place their child in the care of a team member and ends when the parent take the child from the care of a team member. Please **do not** drop child off in the parking lot to walk themselves inside. Please **do not** leave a child in the lobby to walk themselves to class. It is imperative that a parent personally place a child in the care of a team member. This leaves no 'room for error' or misunderstanding regarding supervision.

Sign In/Out Procedures

Parents are required to sign their child in and out daily. If someone other than the child's custodial parent will be picking up the child from the center, please notify the center Director in advance. It must be a person at least 16 years old and who was previously listed on ENROLLMENT form as someone designated to pick up the child. We will ask for proper identification (must be a photo I.D.) before releasing your child to someone other than his/her custodial parent. It is not necessary to go over sign in/out procedures with them. We will gladly assist them with this process. Please be aware that Center staff may ask for photo I.D. if they do not recognize Parent/Guardians, it may take time for the team to get to know you by sight. We apologize for any inconvenience this may cause but it is to ensure your child's safety.

INDIVIDUAL DEVELOPMENT/CLASSROOM PLACEMENT

Classroom Placement

Children are placed according to age, social, and emotional development. When we feel your child is ready for an older group, we will discuss the matter with parent. If you feel your child is ready for an older group, feel free to contact us to discuss the circumstances and/or request a Child Relocation Form. No child will be advanced without prior parental consent and the Center Director's approval.

***Please note:** A **CHILD RELOCATION Form** must be completed prior to advancing a child.

Classroom Daily Schedule

Please see the Daily Schedule posted in your child's classroom or the Parent Info Board in the Lobby for the Discovery Learning Center Daily Schedule.

Curriculum

Discovery Learning Center has chosen a curriculum for each room based on the children's developmental levels. The curriculum includes activities in the following areas: large and small motor, cognitive, social, emotional and spiritual. Lesson plans and daily schedules are posted in each classroom. Our teachers are aware of how children will learn the best. They are attentive to each child's individual needs and provide a safe and encouraging environment allowing children the maximum learning experience. We also believe that keeping parents well informed of the progress that their child is making provides an opportunity for building a positive relationship with our families.

The center curriculum was carefully designed to teach children in different developmental stages that will allow them the maximum participation with the best learning environment. Every child will be encouraged to participate in the daily activities. This will allow them the very important social, emotional, cognitive and physical development that children need when preparing to attend school. We will encourage learning about different cultural, ethnic and religious backgrounds, and also physical differences and abilities.

We also give children the opportunity to learn and explore through play and self-discovery using a variety of learning centers. This develops Self-esteem, self-expression, social and communication skills along with creative expression and problem solving. Children will have time to learn individually in the different centers available to them with guidance from our teachers.

Art	Literacy	Sand & Water
Blocks	Music	Science
Cooking	Math	Circle Time
Dramatic Play	Outdoors	Quiet time/ Nap time

Circle time is for our group activities. Quiet and/or Nap time allows for rest, since learning while playing can be exhausting.

Food and Nutrition

Nutritionally Balanced Snacks and Meals

All meals and snacks are prepared and served according to CACFP standards. Menus will be posted on the parent board in the lobby near the main entrance. Parents may request a copy to take home from any staff member. Meal times are established to promote the children's learning experiences. Staff will sit with the children and eat the same foods we serve the children. We serve all meals family style and children serve themselves and join in on conversation with other children and adults sitting at the table. This is an opportunity to develop language skills and to practice skills like passing the serving dishes, serving themselves, asking politely for things, and generally enjoying good social experience.

**Any child over the age of 24 months arriving after the scheduled meal or snack times should have already eaten as we will not be able to provide food outside of the scheduled times.

Special Dietary Needs

If a child has a medical exception for a food item otherwise recommended by the Child and Adult Care Food Program, the parent should establish a list of foods that present a problem. Parent will also need to indicate why the food is a problem (allergy, choking hazard, etc.), indicate allowable substitutions, and establish a date to reevaluate the child's needs. Exceptions to CACFP standards will be allowed for allergies, medical conditions or religion. A permanent exemption of any certain food for allergies or medical conditions must be accompanied by a doctor's note. A temporary exemption for medical conditions must be accompanied by a FOOD EXEMPTION FORM to be completed by a parent. Dietary exemptions due to religious beliefs will be followed when a parent submits a written request by filling out the FOOD EXEMPTION FORM. Parent may be required to provide substitutes when accommodating children with allergies or medical conditions. Menus are posted two weeks in advance and are located in lobby entrance on the communication board.

Policy for Food Brought from Home

Food brought from home for children under five years of age who are not enrolled in school will be monitored and supplemented if necessary to ensure CACFP (Child and Adult Care Food Program) guidelines are maintained. Food may be brought from home for school age children over five years of age who are enrolled in school. Perishable foods brought from home must be maintained to avoid contamination or spoilage. Snacks brought from home for birthdays and special occasions cannot be home made. They must be pre-packaged, in the original container, and unopened.

Toddler through School Age Children (13 Months – 12 Yrs.)

Staff sit with children in their room and eat the same foods as children at meal times. We provide breakfast, lunch, and two snacks per day. Breakfast is served from 7:30 a.m. – 8:00 a.m. Morning snack is served from 9:30 a.m. to 9:45 a.m. Lunch is served from 12:00 a.m. – 12:30 p.m. Afternoon snack is served from 3:00 p.m. to 3:15 p.m. On school days, school age children will have afternoon snack served from 3:30 p.m. – 3:45 p.m. All meals and snacks are served in each room and meet the nutritional guidelines of the USDA Child Nutrition Program. Weekly menus are available in the Lobby. We regret that we are unable to make meal or snack request substitutions. If a child does not like what is being served that day, parents may prepare a sack lunch or send a snack. We strongly encourage parent to send a nutritious lunch and or snack. Per State Minimum Standards for Licensed Childcare Facilities, parents are responsible for the nutritional value of the food(s) parents provide a child while in our care. We are only responsible for the nutritional value of the food(s) we prepare and serve the children in our care.

The center will provide children 13 months through two years whole milk. If parent child requires infant formula or any form of milk other than whole milk beginning at 13 months of age, parent must submit a physician's note, as this is considered a dietary restriction.

Please notify the Director in writing of any food allergies as they must be documented on file. Special dietary restrictions such as lactose intolerance must be accompanied by a physician's note. This includes the need for soy based milk. If applicable, please see a member of the Leadership Team for more details.

Infants (0-12 Months per Age)

Parents are responsible for providing an ample supply of formula and/or breast milk, dry cereal, and commercially prepared baby food daily, according to the number of hours your child is in care. All bottles must be premade. We will not mix formulas. Leftover formula and breast milk will be discarded immediately after feeding because bacteria from the baby's mouth contaminate the milk. All bottles must go home at the end of the day and fresh bottles brought in each day. Parents must directly hand their labeled bottles to the infant teacher, or assistant, No Exceptions. Parents are responsible for labeling their child's bottles with first and last name written clearly in permanent marker. Babies will be fed when they indicate they are hungry unless parents provide written statement from medical professional to the center that your baby should be fed on a schedule at designated times.

As a child nears six months of age, solid foods may be introduced to the child if the child is developmentally ready. Spoon feeding shall be adapted to the developmental capabilities of the child. Introducing one food at a time allows for an opportunity to observe if the child has an allergy to a particular food. Age-appropriate solid food should not be fed in a bottle or an infant feeder unless written in the child's care plan by the child's primary care provider.

“Babies should be fed when they are hungry and not restricted to a rigid schedule. Babies, under six (6) months of age, do not follow rigid schedules and may need to eat every 1 ½ to 3 hours. Babies are the best judge of how much they need. Babies may want to eat less if they are not feeling well and more if they are going through a growth spurt.” (Source: [A Guide for Use in the Child Nutrition Programs](#)).

Emergency Plans

Medical Emergencies

Staff must report all incidents and injuries to a member of the Leadership Team as soon as possible. Parent will be notified immediately of any serious injuries. Serious injury means an injury that requires follow-up (observation or treatment) by the parent or requires a medical examination and treatment outside the center's scope of care. If we are unable to contact anyone listed on your child's enrollment form, we will then contact the child's pediatrician. If all attempts fail, we will act on behalf of the parent. If the situation warrants immediate action, we will obtain medical personnel using 911 services, then call the parent.

Employees shall treat all illness or injury situations with serious regard. Proper procedures shall be followed at all times, no exceptions. To ensure first aid is available for all injuries, a first aid kit will be kept in each room as well as in each vehicle used for transporting the children. First aid kits will also be taken to the playground and on each field trip.

Dental Emergencies

A member of the Leadership Team will be notified as soon as possible of all incidents and injuries. If a damaged tooth or prematurely extracted tooth occurs, parents will be notified immediately. Permanent teeth that have been extracted will be placed in a cup of whole milk until further arrangements are made. Parents will be notified to pick up their child and take them to their dentist. In the event that the parent or emergency contacts cannot be reached, the child's dentist will be contacted by a member of the leadership team. Employees shall treat all illness or injury situations with serious regard. Proper procedures shall be followed at all times, no exceptions.

Evacuation Procedure

Staff will take the Safety Pack from their room containing first aid supplies and cards with parent contact information, line up the children, proceed to the nearest exit indicated on evacuation diagram posted in each room, and go to the designated meeting area outside of the building. A head-count will be taken before and after the evacuation to ensure accountability. If evacuation from the Center grounds is necessary or in the event of inclement weather, the children will walk or be transported by center and staff vehicles to the evacuation site, Park View Lutheran Church, 14 Grove Rd, Eldridge, IA. Emergency responders will be contacted as well as KWQC TV-6 to broadcast the children's location.

Evacuation of Infants

In the case of a natural disaster (e.g. tornado or fire) or any circumstance which would require the evacuation of the infants and staff located in the Infant Room the Evacuation Procedure will be followed and Emergency Responders will be notified. Infants are to be placed in the cribs that have been designated for evacuation at the ratio of four infants to one crib. Immobile children may also be carried to safety.

Tornado, Severe Thunderstorm, Earthquake and Flood

Upon the notification of a tornado or severe thunderstorm warning, the Evacuation Procedure will be followed with the exception of exiting the building. Staff will lead children to the nearest tornado safe area and direct them to sit down and cover their heads. In the event of an earthquake all children must get under tables when possible. When it is safe to do so, Emergency Responders will be notified. In the event of Tornado, severe thunderstorm, Earthquake or Flood that causes structural damage to the building, children will be evacuated from the building. In case of inclement weather, the children will walk or be transported by center and staff vehicles to the evacuation site, Park View Lutheran Church, 14 Grove Rd, Eldridge, IA. Emergency responders will be contacted as well as KWQC TV-6 to broadcast the children's location.

Intruder Within the Center

In the event an intruder is in the center causing a hostile environment, a designated code will be used over the phone intercom system to alert other staff to go into a lock down situation. Emergency Responders will be notified and if possible, the Evacuation Procedure will be followed. If unable to exit the classrooms safely, lock

all doors and wait for further instructions from Leadership Team or law enforcement. 911 will be called as soon as possible.

Intoxicated parent or visitors

A member of the Leadership Team will immediately be notified if a person picking up a child seems intoxicated. Staff will offer to notify an emergency contact person requesting they pick up the child. If the adult becomes abusive, the staff member will release the child to them if they are the legal guardian. Staff will call 911 and attempt to record the license plate number. An intoxicated visitor will be asked to leave the center immediately, and the parent of whom the visitor was here to see will be contacted. The center director will be notified immediately of the situation and will assist as needed. The Staff member must file an incident report.

Fire and Bomb Threat

The Evacuation Procedure will be followed and Emergency Responders will be notified.

Lost or Abducted Children

Staff will notify Leadership Team as soon as possible. Leadership Team will lock all doors and further investigate whereabouts of the child. The police will be notified and all information known will be relayed to the police. The Leadership Team or local police will notify parent by phone or in person. The Leadership Team will proceed as directed by the authorities.

**It is truly our responsibility to make sure every child's needs are met. We would never intentionally lose track of a child.

Blizzard, Severe Weather, Power Failure and Loss of Water

The center director will determine when the center will close due to weather conditions, power failure or loss of water. In the event the North Scott School System closes for inclement weather, the center director will make a decision if the center should also close. If the decision is made to close the center, this will be broadcast on KWQC-TV6 (www.kwqc.com). If possible notification about the closing will also be posted on our voicemail and website. If the decision is made to close the center, parent/guardians will need to pick up their children as soon as possible. As ratios allow, the center will start sending staff members home. If parents are unable to immediately pick up their child, a ratio-sufficient number of our team, including the Leadership Team, will stay with the children as long as necessary. Discovery Learning Center reserves the right to make the decision to close independent of whether or not North Scott School System closes. If evacuation due to power failure or loss of water is deemed necessary, The Evacuation Procedure will be followed, utility company and Emergency Responders will be notified.

Chemical Spills

In the event a chemical spill and an evacuation is necessary, the Evacuation Procedure will be followed and Emergency Responders will be notified. In the event of a chemical spill and it is recommended to remain inside, the program will operate and continue to follow the activity schedule (no outside play will be permitted).

Personal Belongings – Extra Clothing

Personal Belongings

Children's personal items can be left in their cubbies. Please do not send items or toys that may get lost or broken.

Extra Clothing

All children enrolled, ages 0-5, must bring at least two (2) changes of clothing daily in their bag. Preschool children, especially, are embarrassed by accidents. A change of clothes will ensure that child's needs are taken care of quickly and with minimal embarrassment. Extra clothes must consist of a complete outfit including undergarments and socks. You may choose to leave these at the center instead of bringing them back daily.

Infants	Toddlers	Preschool	School Age
Several Changes of Cloths, Pacifier (if applicable), Jar Food, Pre-made Bottles, Diapers, Wipes, Ointment (optional), Powder (optional) *Note: Powder and Ointment are only used if parent provides them. (Parents are giving permission for application of said products by providing them.)	Several Changes of Clothes, Shoes, Diapers, Wipes, Ointment (optional), Powder (optional) *Note: Powder and Ointment are only used if parent provides them. During late Spring and Summer, parent should also provide sunscreen lotion and if desired, insect repellent.	Complete Change of Clothes (at least 2 sets), Blanket and Travel Size Pillow. During late Spring and Summer, parent should also provide sunscreen lotion and if desired, insect repellent.	During School: Backpack with school related materials (for public school); one (1) complete change of clothes During late Spring and Summer, parent should also provide sunscreen lotion and if desired, insect repellent.

Important: Label your child's personal belongings with your child's first and last name. We will not be responsible for lost, stolen or genuinely misplaced personal belongings that were not previously labeled properly.

Learning to Use the Potty

When your child is ready to learn to use the potty, close and frequent communication between the parent and teacher is necessary. Learning to use the potty should be a positive experience with lots of encouragement for doing well. Our teachers are aware of, and look for indicators, that a child is ready to learn to use the potty. Learning to use the potty requires consistency and patience, and can only be effective when the child is ready and with parent participation. If parents feel their child is ready to learn to use the potty, talk to the center Director.

NO SHOE POLICY – Infant Room & Transition Room

As the infants play and crawl on the floor, they may come in direct contact with any substances that are on shoes that have been worn outside (e.g. lawn care chemicals, animal feces, etc.). For that reason we would like Parent dropping off or picking up their children to remove their shoes before entering the infant room. Parent can choose to wear shoe covers, which will be supplied by the center, over parent shoes. These covers will be stored in parent child's cubbie to be reused until new covers are needed. Parent may also request to be greeted at the door to drop off their child to a team member without entering the room.

Safety Policies

Parents are required to provide; names, relationships, and phone numbers of people they want authorized to pick up their child from the center. It is the responsibility of the parent to ensure that their child's file is current with phone numbers, emergency contacts and pick-up permission forms. Discovery Learning Center management will review your child's file at least annually and may request updated information. Team members will have 20 hours per year of child training classes that will include; first aid, CPR, Universal Precautions, and Mandatory child abuse reporter. All measures will be taken to ensure that all team members are well-trained in any and all emergency procedures. Fire and tornado drills will be completed at least once per month. Other emergency procedures will be covered periodically at the discretion of the Leadership Team.

Babysitting outside of the Center

Although Discovery Learning Center discourages our teachers from extracurricular babysitting, we realize it is a comfort for parents to have a caretaker their child already knows to watch their child during off center hours. We ask that you respect the need for our teachers to be focusing on their duties during the day and make arrangements outside of center hours. In the event that extracurricular care taking does occur, under no circumstances, will an employee be permitted to take children home from the center unless written consent is given. Discovery Learning Center will not be held responsible for any action or circumstances resulting from any interaction between its employees and parents that occur away from the center.

Non Center Activities

The center may or may not accommodate non-center activities at the discretion of the director. In most cases, these activities will be optional and may require an additional cost, e.g. swimming lessons. The center will require written permission for each child to attend the non-center activity. For any non-center activity that is offered, the center will provide an adequate amount of team members to accompany the children on the activity. The center may offer transportation if it is not offered otherwise.

Recommended Attire

We recommend children wear washable, comfortable **play** clothing and tennis shoes or other soft-soled shoes. Due to injuries, flip flops, sandals and boots are discouraged.

Absences

Please notify the Director if your child is going to be absent. If your child is ill, please let us know the nature of the illness, particularly if it is contagious.

Please notify the center at least one (1) hour in advance if your child will not need transportation to or from public school.

Withdrawal of Your Child's Enrollment

To withdraw your child's enrollment at our facility, we require two weeks advance written notice so that we may contact a parent on our waiting list. If parents withdraw their child's enrollment without giving the proper two week written notice, parent account will be assessed early withdrawal fees. See "Fees" section for detailed information.

Please note that written notice helps us address areas of needed improvement or situations which may have caused any dissatisfaction.

Discharge Policy

The decision to discharge a child from our center is not an easy one to make nor is it one that we want to consider, however, there are times when we feel it is necessary for the physical safety and emotional wellbeing of the other children enrolled. This decision may also be made when center policies are not met and due to lack of financial obligations being met with all center fees. Please refer to "Payment Plan", "Delinquent Account" and "Parent-Director Conference" sections in this handbook for more information.

Before making the decision to discharge a child from our center the Director will meet with Parent to discuss the situation and seek an alternate resolution. The Director will then meet with the other members of the Leadership Team to review whether or not to discharge the child from the center. If the decision to discharge a child is made, we will give a two week written notice to the parent/guardians. The exception to this rule where parent enrollment may be immediately terminated is failure to comply with policies, failure to pay fees when due, behavioral problems that with all efforts are unable to be resolved. Once the decision is made to discharge the child, it is final and there is no appeal. Reenrollment eligibility for the child is considered on an individual basis and will be discussed with parent at the time of discharge.

Positive Guidance

We train our teachers to focus on the positive behaviors of the children. We also train our teachers to provide a fair and consistent environment. We feel that when consistent, age appropriate limits are in place, kids will become responsible for themselves. Children will be praised, rewarded, and hugged daily. Children will be treated fairly and equally.

Discipline

“Discipline shall always be:

1. Individualized and consistent for each child;
2. Appropriate to the child’s level of understanding; and
3. Directed toward teaching the child acceptable behavior and self-control.”

When inappropriate behavior does occur, we believe parent involvement is necessary for positive results. It is our position that discipline matters are family matters and should be handled accordingly. Only positive methods of discipline and guidance shall be used. Children are offered an acceptable, safe alternative to negative behavior. When positive redirection attempts fail, we will use brief supervised separation from activities (Spectator -Time Out). Time out is calculated as 1 minute per year of life— no longer, no exceptions! This includes preschool and school age children. Teacher/Helper will sit with child and use time to discuss with child positive choices and reflect on making good choices.

Disrespect demonstrated towards teachers, other children, or materials will not be tolerated. In such cases, parent will be formally notified.

Parents may be called to pick up a child who demonstrates disruptive, disrespectful and/or extreme behavior. Children who demonstrate such behavior may be suspended for a short period of time or indefinitely. This not a decision that is ever easy to make nor is it one that we want to consider, however, there are times when we feel it is necessary for the physical safety and emotional wellbeing of the other children enrolled.

Parent-Teacher Conference

Either the parent or the teacher may request a conference. This may be done if there are behavior issues that need to be addressed or if there are developmental or academic issues, which need to be discussed.

The Parent-Teacher Conference is a means of addressing concerns and setting future goals regarding such or keeping informed of the child’s development and/or academic achievements.

Please notify the Director if parents wish to set up a conference.

*The goal of conferences are to keep everyone informed of current issues or situations, keep lines of communication open, and most of all, to ensure the children are getting the very best care and education possible. Please use this opportunity to speak with your child’s teacher even if there are no concerns at hand.

Parent-Director Conference

If the Parent-Teacher Conference did not result in an acceptable solution or the discussed and planned goals did not result in reasonable improvement, a Parent-Director Conference will be scheduled.

MANDATORY REPORTING OF CHILD ABUSE

The people who care for your child have a special status under the law. They are mandatory reporters. They don’t really report “child abuse”. What they must report is their suspicion that someone may have purposely hurt your child. They have no choice under the law. Trained investigators decide whether or not abuse actually took place. All children get bumps, bruises, and scrapes as a part of growing up. It is important however, that parents tell your child’s teacher/caregiver about any unusual injuries or conditions.

All Discovery Learning Center Team Members are Mandatory Reporters of Child Abuse. The center has written policies established that include procedures for reporting suspected child abuse. Center team serving in a caretaking role with children are mandatory reporters of child abuse.

Iowa Code Section 232.69 requires any director or employee of a licensed child care center to report to the Department within 24 hours when, in the course of working with a child, parent have reason to believe that the child has suffered sexual abuse, physical abuse, or neglect.

Reports of suspected child abuse may be directed to the Child Abuse Hotline at 1-800-362-2178.

Biting

Biting occurs as a result of a child's inability to communicate. When a child has been bitten or has bitten the following procedures will take place:

- The child that was bitten will be comforted.
- The bitten area will be cleaned thoroughly with the help from the biting child.
- An accident report will be filed.
- The parent of the bitten child will be notified.
- The biting child's parent will be notified.
- The classroom environment will be assessed.
- The biting child will be closely supervised.
- The identity of the biting child will be kept confidential.

Please keep in mind that both families are affected in biting situations. Almost always, the parent of the child who bites is just as distraught as the parent of the child who is bitten. We want to consider the feelings of both children (and families) involved. Cooperation and understanding from both families is imperative. We assure parents that we will do everything we can to eliminate future occurrences.

Health Policies

Medication

Please read the following medication policies carefully. We must, according to State Licensing, follow all policies and regulations as outlined.

1. For child safety, all medication must remain in front office with management personnel. No medication is allowed in the classrooms.
2. **Medications are administered at 11:30 a.m. and 3:30 p.m. daily.** Please notify the Center Director if your child needs medication administered at a different time.
3. All medications (prescription and over the counter) must be signed in daily on our MEDICATION AUTHORIZATION Form and submitted to front office. Medications must be in their original container and clearly labeled with your child's name, especially prescription medication.
4. Medications must not be expired. Any expired medication will not be administered. Any unclaimed expired medication will be disposed of.
5. Prescription medication will be administered as directed with written authorization and instructions that correspond with the physician's directions on the label. We cannot administer prescription medication to anybody other than the child for which it was prescribed. This includes sharing a prescription medication with a sibling(s).
6. Over-the-counter medications will be administered as directed with written authorization and instructions that correspond to the manufacturer's directions on the label.
7. Over-the-counter fever reducers and pain relieving medications shall not be administered for the purposes of 'disguising' a fever and/or an attempt to keep a child comfortable while in care. If a child requires medication to remain comfortable, they are considered too ill to attend and shall not be admitted into care for the day(s).
8. Over-the-counter medication and prescription medication shall be administered only for the period of time for which the medication indicates.
9. We will not deviate from either the physician or manufacturer's directions. We will not administer medication for which parent has altered the directions and/or dosage, unless directions are accompanied by a supporting physician's note indicating such alteration.
10. Medication shall be taken home daily. We do not have storage to keep children's medications beyond the day for which they are to be administered. The same applies to storing children's medications for "as needed" purposes.

The only exception to this policy (#10) is for children with medical conditions requiring special medication at a moment's notice as a preventative, such as the use of an EpiPen or other medications which would prevent a potential life threatening or otherwise serious condition.

Physical Exam and Immunizations

Before being admitted to attend Discovery Learning Center each new child requires a current (within the past 12 months) comprehensive well child physical examination, and must be updated every 12 months. This examination must be signed and dated by licensed medical doctor, doctor of osteopathy, physician's assistant or advanced registered nurse practitioner. All immunizations must be up to date and remain current. For each child five years of age and older and enrolled in school a STATEMENT OF HEALTH STATUS form signed by the parent or legal guardian that certifies that the child is free of communicable disease and that specifies any allergies, medications, or acute or chronic conditions. This statement need to be renewed every 12 months.

The required forms are included with your enrollment packet. Please notify a member of the Leadership Team if you did not receive them or if you need more copies.

Medical exemptions for immunizations must be completed by a licensed medical doctor, doctor of osteopathy, physician's assistant or advanced registered nurse practitioner.

Religious exemption for medical treatment or immunization for a child who is a member of a church or religious organization which has guidelines governing medical treatment for disease that is contrary to these rules. In these instances, we will need an official statement from the organization that will be retained in the child's file. When there is an exemption granted for religious reasons, there must be a notarized certificate of exemption signed by the parent or guardian. The statement must document that the parent adheres to a personal, faith-based belief that conflicts with the administering of immunizations, or that the family are members of a recognized religious organization whose tenets and practices are contrary to the administering of immunizations. If a child who claims the religious exemption for physical examinations is enrolled, ensure that parents must provide a signed, written statement of the exact procedures to be followed in the event of a medical or dental emergency. This written statement will be maintained in the child's file. The parents will also need to provide a list of people who can be contacted in an emergency who are knowledgeable of the parents' wishes and who can accept responsibility for the child if the parents are not immediately available or are unable to be located.

ILLNESSES

A child who is ill or has an oral temperature of 101 degrees Celsius or above should be kept at home. All children shall have direct contact with a team member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior (see Drop-Off section). A child will be sent home if they are running a temperature of 101 degrees or greater, if they are vomiting or have diarrhea, if it is suspected that they have a contagious disease, or if they are too ill to participate in the program. In the event that a parent is called to pick up an ill child, the child must be picked up within one (1) hour. If a child needs to be sent home and parents are unreachable, the emergency contacts listed on the CHILD INFORMATION FORM will be contacted. **The center reserves the right to request that the child see a physician or to have a physician's note prior to returning.**

GUIDELINES FOR WHEN A CHILD CAN RETURN FROM AN ILLNESS

These guidelines are recommended by the American Academy of Pediatrics and the American Public Health Association. These guidelines will be observed unless your child has a doctor's release to return. For a complete list, see a member of the Leadership Team.

Fever: Must be fever-free for 24 hours with the exception of an ear infection. In the case of an ear infection, the child may return after treatment of antibiotic has started.

Vomit: Must be vomit-free for 24 hours.

Diarrhea: Defined as an increased number of stools compared with the child's normal pattern, with increased watery stool and/or decreased formed consistency that cannot be contained by the diaper or toilet use. The child cannot return until he/she has had normal stools for 24 hours. If it is determined that the diarrhea is caused by medication or teething, the child will not be asked to leave the center.

Pink Eye: Must provide documentation from a healthcare provider or public health official stating when child may return.

Mouth Sores: Must have a doctor's note stating that the child is non-infectious.

Rash: With any rash, whether or not accompanied by a fever or behavior change, the child cannot return without a doctor's note stating that the illness is not a communicable disease.

Infestations: Cannot return until 48 hours after treatment has begun or at the Director's discretion. Infestations may be head lice, scabies, etc.

Impetigo: Cannot return until 48 hours after treatment has been initiated.

Strep Throat: Cannot return until 24 hours after documented treatment has been initiated. The incidence of a communicable disease at the center will be posted at the check-in desk as well as on the door of the infected room.

Parent must not admit an ill child for care if one or more of the following exists.

1. The illness prevents the child from participating comfortably in childcare center activities including outdoor play;
2. The illness results in a greater need for care than the caregivers can provide without compromising the health, safety, supervision (and general consideration) for the other children in care;
3. The child has one of the following, unless medical evaluation by a health-care professional indicates that parent can include the child in the childcare center's activities:
 - a. Oral temperature of **101°F (38.3°C)** or greater, accompanied by behavior changes or other signs or symptoms of illness;
 - b. Aural (ear) temperature of **101°F (38.3°C)** or greater, accompanied by behavior changes or other signs or symptoms of illness;
 - c. Armpit temperature of **100°F (37.8°C)** or greater, accompanied by behavior changes or other signs or symptoms of illness;
 - d. Symptoms and signs of possible severe illness such as lethargy, abnormal breathing, uncontrolled diarrhea, two or more vomiting episodes in a 24 hours, rash with fever, mouth sores with drooling, behavior changes, or other signs that the child may be severely ill; or
4. A healthcare professional has diagnosed the child with a communicable disease, and the child does not have medical documentation to indicate that the child is no longer contagious."

If your child becomes ill while attending the center, we will call contact the parent. The ill child will be kept apart from other children until parent arrives. The parent or other designated individual must pick up a sick child that needs to go home within one (1) hour of parent notification. After one (1) hour late pick up fees will apply (see section in this manual for appropriate fees).

It is recommended to get immediate medical attention when an infant younger than 4 months has unexplained temperature of **100°F (37.8°C)** axillary (armpit). It is recommended any infant younger than 2 months with a fever should get medical attention within an hour.

If a child is sent home with a fever, they must be free from fever for 24 hours or possess a physician's release statement before returning to the center.

**Please also refer to the "COMMON CHILD CARE ILLNESSES AND EXCLUSION CRITERIA" a copy can be found on the Parent Communication Board in the Lobby. If you would like a copy please notify the Director.

So that we can track and better control the spread of infections, please notify the center if your child becomes infected with a contagious disease or infection of any type.

TUITION RATES and FEES

Tuition Rates:

	<u>Full Time</u>	<u>Full Day</u>	<u>Up to 5 Hours</u>
• Infant & Toddler (6 weeks up to 24 months)	\$185.00	\$40.00	\$20.00
• 2 – 5 year old	\$165.00	\$35.00	\$17.75
• 6 – 12 year old	\$135.00	\$30.00	\$15.00
• School Age: Before or After School \$5.00 per hour.			

*Contact the Director for rates for children with special needs.

(*Note: Tuition rates and fees are subject to increase. Discovery Learning Center reserves the right to increase tuition and fees with two week prior written notice for children already enrolled at the time of the increase.)

Sibling Discount:

When siblings attend the center full time and during the same time, a discount of 5 % from the usual tuition fee of the oldest child is granted. Contact the Director for more details.

Payments:

Fees and Tuition payments can be made with cash, check, money orders, and credit cards. A 10% discount is given on tuition fees for cash payments when paid on time. (*Note: Please discuss any payment issues with the Director. We will work with parent as best we can. We do understand things happen occasionally.)

Withdrawal Fee:

To withdraw your child's enrollment at our facility, we require two (2) week written advance notice. This allows us time to contact a parent on our waiting list. If parent does not give the required two (2) week written advance notice, it is required parent pay for two (2) weeks tuition after the last date of attendance. Vacation time cannot be used in place of payment for the two week notice.

Vacation/Illness Policy:

So that we can maintain the highest quality of care for all children, your child's tuition fees must be paid in full regardless of his/her attendance. This policy applies to absences for any reason including illness, family vacations, and center closings such as observed holidays and severe weather closings.

Vacations: Full time children receive 10 non-tuition fee vacation days annually. Vacations will be granted after twelve (12) consecutive months of attendance. Two weeks prior written notice is required before using available non-tuition fee vacation days. Parent will be required to complete a NON-TUITION FEE VACATION REQUEST Form.

Transportation to Area Schools and Preschools: We can provide transportation for children between area schools and preschool programs to our Center. There is no additional fee for transportation for school age and preschool children to or from North Scott or DeWitt area Schools and preschool programs.

**Please see page 20 for more details on transportation.

Late Pick Up Fees: *After Hours:* Parent will be charged \$1.00 for each minute parent is late beginning at 6:01 p.m. No exceptions. This additional fee is to be paid no later than by the next billing cycle (Monday close of business).

Illness Related: Parents have one (1) hour to pick up their child from the time of illness notification. After one (1) hour, late pick up fees will be assessed to parent account at a rate of \$1.00 for each minute parent is late.

**Late pick up fees are assessed regardless of circumstances. Failure to pay late fees no later than by the next billing cycle (Monday close of business) may result in your child(ren)'s termination from our Center.

Late Payment Fees: A late fee will be assessed to tuition payments not received by the close of business day each Monday. Fees are tiered rates and accumulated based on the amount past due as follows:

\$1 - \$50 past due = \$5 per day fee up to \$25

\$51 - \$200 = \$7 per day up to \$35

\$201 - \$500 = \$10 per day up to \$50

\$501 and above = \$20 per day up to \$100

In addition, a service charge of 18% APR will be added to all accounts in excess of 5 days past due as well as being liable for all legal and collection fees.

Payment Plan for Delinquent Account: If parents find themselves in a financial burdening situation, parent may request a payment plan in order to keep parent account from being turned over for collection. Parents will be required to complete a PAYMENT ARRANGEMENT PLAN Form. Payments must be made according to the agreement and on time, as stated in the agreement.

Parents are required to keep current tuition paid in full, along with parent payment for the delinquent amount on parent account as parent agrees to do in the PAYMENT ARRANGEMENT PLAN Form.

At this time, late fees will still apply, as stated in the Late Payment Fees section of this policy manual.

**** Any accounts not paid in full, as agreed, will be turned over for collection as outlined in the following policy, Delinquent Account/Collection Fees.**

Delinquent Account/Collection Fees: If a balance is maintained on parent account, we will notify parent of the balance. We will give parent sufficient time to dispute the charges, if necessary. If payment or payment arrangements are not made on undisputed charges, parent account will be referred to the County Courthouse for collection. On the day all necessary paperwork is filed with the County Courthouse for collection proceedings, parent account will be charged an additional collection fee of **\$200.00** plus any postage fees incurred during the process. The additional **\$200.00** collection fee is compensation for our time to file and appear in court. Parent will be responsible for all applicable court costs as well.

Deposit: Our center requires a deposit upon enrollment. The deposit consists of one week's tuition in advance plus the activity fee. The deposit will be used for the last week of enrollment at our center. Failure to provide a two week notice that parent child will be leaving our center will result in forfeiting of this deposit.

Registration: A **\$50.00** NON-refundable registration (or enrollment) fee is required with parent initial enrollment application.

Annual fee: **\$50.00** NON-refundable fee is due on the closest business day to the anniversary of your child's enrollment in our center. This fee is necessary to cover supplies and activates that your child will be participating

Tuition Fees: Tuition is due on Monday regardless of whether your child is in attendance or not. In order to maintain an "on time status", parents may pay tuition the week prior if your child will not be in attendance on Monday. When the center is closed on a Monday payment will be due by Tuesday of that week.

Inclement Weather

All inclement weather days will be charged at the regular rate.

Policy for Children Requiring Special Accommodations

The decision to accept a child requiring special accommodations will be made by the director. This decision will be based on whether the child will have the opportunity to be successful in the center's environment. Parent may be required to submit a PROFESSIONALLY PRESCRIBED TREATMENT FORM, which has been accompanied by a letter from a health care professional explaining the child's condition, and the responsibility that the center will have over the child. Limitations of accommodations may exist for children whose needs require extreme facility modifications beyond the capability of the family's resources.

Transportation & Field Trips

We will provide before and after school transportation to/from local public schools and for field trips. The center will follow all state and local laws including child to team member ratios, transportation regulations during activities, and when transporting children.

Preschoolers (2 – 5 year olds) enjoy periodic field trips during the school year and/or summer months. Per the Iowa Transportation Code, each preschool age child must be restrained in a safety seat or booster during transportation in a vehicle. Parents are responsible for providing safety seat/booster on Field Trip days. FIELD TRIP PERMISSION forms are required and must be signed by the custodial parent prior to the scheduled field trip. Children attending a scheduled field trip must wear the appropriate clothing for that field trip. Field trips may be but are not limited to going to a local park or ball field, Niabi Zoo, museums, libraries, events at the local schools, or tour of the local fire departments, etc.

Routine field trips are scheduled during the summer months and occasionally during the school year holiday breaks for school age children.

Field trips are posted at least 48 hours in advance. In the event parents forget to sign your child up, for liability reasons, your child will not be permitted to attend the scheduled field trip. Signatures are required for field trip attendance. GENERAL FIELD TRIP forms will need to be filled out and signed as part of the “Enrollment Packet” and will be used when going to local parks, ball fields and schools within walking distance to the Center.

Please notify the Director if you choose for your child not to participate in a field trip and alternate activity will be planned. Any child who misbehaves, or potentially places other children at risk due to behavior, may not be allowed to attend field trips. The FIELD TRIP EXCLUSION form must be completed and signed by both the Parent and Discovery Learning Center Director when a child will be excluded from any field trips.

Emergency medical transport authorizations, medical treatment authorizations, and emergency contact information are carried for each child on each trip. For this reason, it is very important that parent keep parent contact information and authorizations up to date with this facility.

Each vehicle also contains a fire extinguisher and first aid kit should an emergency situation arise. All team members transporting children are certified in CPR and First Aid procedures.

Our center also enforces strict transportation behavior guidelines. For the safety of all children being transported and the driver, each child must remain buckled, seated, face forward (12 months or older), and speak in a “normal” speaking inside voice during transportation. Transportation Discipline Reports are used for any child who misbehaves in the vehicle. Continuous misbehavior in the vehicle will result in transportation suspension. Parent will be responsible for the transportation of child to/from school and/or to/from field trip until suspension is lifted. Each child’s safety is of the utmost importance.

When transporting seven or more children two staff members will be present in the vehicle. When transporting six or less children only one staff member may be present in the vehicle.

Team Member Training

We believe that our teachers are the foundation to our success. Our teachers are carefully selected and come to us with high recommendations. Each applicant must complete an application as well as interview with a member of the Leadership Team. The applicant must be qualified in all sections of the state guidelines in Chapter 109.6. Each teacher must maintain 20 clock hours of training per year. Our team is carefully trained and yearly evaluations are conducted. Training is scheduled according to areas of needed improvement. All applicants are required to meet the standards required by the State Licensing Standards as well as Discovery Learning Center New Teacher Training as outlined below:

- ❖ Mandatory reporting of child abuse
- ❖ Universal precautions
- ❖ Certification in American Red Cross or American Heart Association infant, child, and adult cardiopulmonary resuscitation (CPR)
- ❖ Certification in infant, child, and adult first aid that uses a national recognized curriculum or is received from a nationally recognized training organization
- ❖ 20 contact hours of training from:
 - Child development
 - Guidance and discipline
 - Developmentally appropriate practices
 - Nutrition
 - Health and safety
 - Communication Skills
 - Professionalism, business practices
 - Cross-cultural competence

Video Surveillance Policy

To ensure the safety and security of all children, staff, parents, and visitors, as well as the security of our daycare facility, **Discovery Learning Center** is equipped with a 24-hour video surveillance system and security cameras are installed in all classrooms, hallways, kitchen area, outdoor play area, and parking lot. We may conduct video surveillance of any portion of the premises at any time. Video/security cameras will be positioned in appropriate places within and around our daycare center facility and used in order to help promote the safety and security of children, staff and our center.

Because we respect the privacy of all children, parents, and staff in our daycare center, our 24-hour video surveillance system/security cameras are for internal purposes only. If at any time it is necessary for parents/guardians to review video of their child, they will only be permitted to view pertinent video of their child in the center including classrooms where other children may be present.

Discovery Learning Center pledges to keep all information about your child and your family confidential. This means we will not release any information or video unless we are required to under state law or if you give us written permission to do so. State law mandates that we release certain information when requested by childcare licensing, law enforcement agencies, child protection agencies, or government health officials.

Sunscreen Policy

Policy: During specified months, sunscreen will be applied to all children over six months of age enrolled in a center-based classroom 30 minutes prior to sun exposure. If parent/guardian desires lip balm or insect repellent for their child, they should notify the classroom teacher.

Procedure:

- Sunscreen will be applied from May 1st through September 30th.
- Parent/guardian must sign a consent form:
 - Allowing staff persons to apply sunscreen and/or lip balm to their child prior to outdoor activities.
 - Stating their child is not allergic to any of the ingredients in the sunscreen or lip balm.
- If parent/guardian wants to supply their own sunscreen, insect repellent or lip balm:
 - Product must be in its original container and clearly labeled with the child's name.
 - Sunscreen with a minimum SPF of 45 or higher should be provided by parent
 - We do not recommend the use of aerosol sunscreens, since it will impact indoor air quality, and some children and staff may be sensitive to the aerosol.
 - Signed consent form:
- Allowing Discovery Learning Center staff persons to apply sunscreen and/or lip balm to their child prior to outdoor activities.
- Stating their child is not allergic to any of the ingredients in products supplied.
- Staff will document on the Permission for Administering Sunscreen/Insect Repellent Form the time frames and dates that the product was applied.
- Sunscreen will be applied in a thick layer evenly on all exposed skin areas except eyelids, mouth, and palms of hands and fingers 30 minutes prior to outside activities. Insect repellent will be applied outside the building and away from other children and play areas.
- Staff persons will reapply the sunscreen according to label directions every 2 hours.
- Sunscreen/insect repellent will not be used on infants less than 6 months of age due to skin sensitivity.
 - Infants will be kept out of direct sunlight by using shade and cover-up clothing.
- Lip balm/Insect repellent will be applied by the staff or under the supervision of staff, as needed, each time the child goes outside.
- If parents would like sunscreen/insect repellent or lip balm to continue into winter months, staff must be notified and procedure will continue.
- After outdoor activities:
 - Discovery Learning Center staff will instruct children to wash their arms with soap and water to remove the sunscreen/insect repellent.
 - Discovery Learning Center Classroom staff will assist children to wash with soap and water to remove the sunscreen.

Policy & Procedure Acknowledgement

Child's Name: _____

Start Date: _____/_____/_____

1. **Deposit:** A deposit equal to one week's tuition and a registration fee of \$50.00 is required upon registration.
2. **Tuition Fees:** Tuition is due each Monday by 5:30 p.m. Tuition payments may be made by cash, check, money order, or credit/debit card.
3. **Late Payment Fees:** I understand a late fee will be assessed to my account for tuition payments not received by the close of business day Monday. Also, a **service charge of 18% APR** will be added to all accounts in excess of 5 days past due and I am also liable for all legal and collection fees.
4. **Late Pick Up Fees:** I understand my account will be charged **\$1.00 for each minute after closing**, beginning at 6:01 p.m. Late fees are assessed regardless of circumstances. This also applies to illness-related pick ups (see "Illness").
5. **Withdrawal Notice:** I understand that in order to withdraw my child's enrollment, a **two (2) week written advance notice is required**. If I withdraw my child without giving the proper two (2) week advance written notice, I will be responsible for paying for two (2) weeks tuition after the last date of attendance.
6. **Collection Fees:** I understand if a balance is maintained on my account, I will be notified of the balance. I will be given reasonable opportunity to dispute charges, if necessary. If payments, or payment arrangements, are not made on undisputed charges, my account will be referred for collection. On the day my past due account is sent to collection agency, my account will be charged a **collection fee of \$200.00 plus any postage fees** incurred during the entire collection process. In addition, I will be responsible for all applicable court costs, attorney fees and fees charged to Discovery Learning Center on my behalf by the collection agency.
7. **Observed Holidays:** New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Thanksgiving Day After, Christmas Eve, and Christmas Day.
8. **Center Closings:** I understand in the event the local school districts close for inclement weather, the director will make a decision as to whether or not the center will be closed. If the decision is made to close the center, this will be broadcast on KWQC-TV6 (www.kwqc.com). Notification about the closing will also be posted on our voicemail. If the North Scott School System is called off early due to inclement weather, the director will make a decision as to whether or not the center will also close. If the decision is made to close the center parents/guardians will need to pick up their children as soon as possible. Discovery Learning Center reserves the right to make the decision to close independent of whether or not the local school districts close. All inclement weather days will be charged at the regular rate.
9. **Illness:** I understand I may not bring my child to the facility if (s)he is ill. I will be notified if my child has to leave the center due to illness. I understand I have one (1) hour from the time of notice to pick up my child. The Illness Policy is located within the Parent Handbook of Policies & Procedures. **Late fees of \$1.00 per minute will apply after one (1) hour.**
10. **Food Brought from Home:** I understand that I should not bring food for my child to the center. Healthy meals and snacks are provided which meet the USDA recommendations. Store brought treats (such as cupcakes) for special occasions may be brought in original sealed container with ingredients list.
11. **Absence/Vacation Policy:** So that we can maintain the highest quality of education and care for all children, **your child's tuition fees must be paid in full regardless of his/her attendance.** This policy applies to absences for any reason including illness, family vacation and center closings such as observed holidays and severe weather closings.
12. **Diapers, Wipes, Formula, Infant Food and Spare Clothing:** I agree to provide two full sets of clothing (all ages), premade bottles with formula/breast milk (labeled with child's full name), infant food for children 6-12 months old, enough diapers and wipes that will be needed each day.
13. **Acknowledgement:** I have received a copy of the current Parent Handbook of Facility Operational Policies & Procedures and understand by enrolling my child, I am agreeing to the terms set forth. I agree to keep a copy of the policies for future reference.

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Director Signature

Date