



CHILD CARE JUNCTION

*"Where children learn and grow."*

# FAMILY HANDBOOK

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## **CHILD CARE JUNCTION 'S PHILOSOPHY**

Child Care Junction is a not for profit child care center offering care for children ages 6 weeks - 12 years. We have enhanced our county's ability to develop and sustain a nurturing and supportive community culture that is committed to children. Our mission is to provide a safe, nurturing, and developmentally appropriate environment, fostering social/emotional, language, physical, and cognitive development in the children enrolled. We are committed to the families we serve, business partners we collaborate with, and the community by paving the way for tomorrow's leaders.

At Child Care Junction, we believe that children are unique and special in their own way. Children develop and mature at individualized rates. We know that it is important that every child be allowed to express themselves and recognize their own individual differences. We believe that children learn best through active exploration and interaction with their peers, adults and the environment.

We understand it is essential for children to have a safe environment to explore. Additionally, we provide developmentally appropriate materials and positive learning experiences. The center has designed programs that will provide children with a stimulating environment that addresses their physical/motor, social/emotional, and cognitive/language needs to assure the in-depth mastery of early developmental stages. It is important to us that we encourage children to feel safe and confident about themselves so they can build self-esteem and independence. We will provide gentle direction and support children in their learning and discovery process.

Child Care Junction believes that families are the primary influence in children's lives. We want families to be actively involved in center activities. We encourage families and caregivers to be partners in the child's education.

We are pleased that you chose our center to care for your child while you are away. We take pride in your child and our business. We will continually strive to earn the trust you place in us.

In Partnership,

**The Child Care Junction Staff**

## **HOURS OF OPERATION**

We are open Monday through Friday from 6am-6pm unless otherwise posted. We are closed for the following holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after, Christmas Eve, and Christmas Day. We will make every attempt to remain open during a utility related issue (power outage, water problem, etc.) or during severe weather. Should any extreme situation warrant center closure, announcements will be made on KWBG.

## **REGISTRATION, ENROLLMENT, AND PARTICIPATION**

No person shall be discriminated against or harassed based on race, religion, color, sex, national origin, sexual preference, or disability. Persons of all backgrounds are encouraged to attend. Reasonable accommodations will be made in accordance with the Americans with Disabilities Act, if requested. (Limitation of accommodations may exist for those whose needs require extreme modifications beyond capabilities of the facility's or program's resources.) We are part of a team of professionals (AEA, Boone Schools' staff, Family Teams, etc.) that will strive to help your child reach their potential. Should the team decide that the center is not a suitable environment, your child may be referred to other services or programs.

In order to register, families must complete a registration form and pay a \$25 non-refundable deposit. (Failure to make this payment may mean your reserved spot may be given to another family.) If space is limited, children will be placed on a waiting list. If space is available, children will be assigned to a classroom. At that time, families are given a family handbook including enrollment forms (developmental information, pick up authorizations, insurance information and emergency consents, various permissions slips, payment policies, food program forms, physicals and immunizations, etc). All forms must be fully completed prior to attending.

Families are encouraged to visit the center at any time. Custody situations will be granted as court ordered. Although families are present for drop off and pick up times, it oftentimes does not allow for a true picture of your child's day. We encourage parent involvement, and visiting is one way to be involved. Also, you may call and speak with your child's teacher (12:00-3:00pm is best) as children are resting during this time.

A child may be discharged from the center due to failure to comply with center policies, failure to pay, inability of a child to adjust after all possible alternatives/interventions have been explored, or if a child poses a threat to him/herself or anyone else. Should a family decide to terminate child care services, a paid, two week written notice is required.

## **FEES, PAYMENTS, FREE DAYS, AND LATE PICK UPS**

Fees are billed monthly and invoices are placed in your child's classroom folder. Payments will be accepted weekly, bi-monthly, or monthly. All invoices must be paid in full by the last day of the month in order to continue care for the next month. Payments can be made by check or money order and should be placed in the payment box on the wall near the office door. State funding (Child Care Assistance) and Boone County Empowerment Scholarships are accepted.

Rates for September 1, 2009 – August 31, 2010 are as follows:

- Infants and Toddlers \$150/week/child
- Two and Three Year Olds \$135/week/child
- Four and Five Year Olds \$130/week/child
- Preschool Only \$85/3 days/month or \$60/2 days/month
- Before School Only \$25/week/child
- After School Only \$60/week/child
- Before and After School \$85/week/child

There will be a \$20 service charge on all returned checks (in addition to charged bank fees). You may be required to pay in cash if more than two checks are returned due to insufficient funds. We will issue an expense statement for tax purposes at the end of the year.

Each full time child (school age children must be enrolled both before and after school every day, year round) is allowed ten "free days" of care every year starting September 1. Families starting mid-year will be pro-rated accordingly: September-November registration = 10

free days and after that it is one day reduction per month (December registration = 9 days, January registration = 8 days, etc.). Free days can be used for days children are absent when the center is closed due to holiday, illness, vacation, etc. A free day form must be completed and placed in the payment box in order for free days to be applied to your invoice. Unused free days may not be carried over into the future. Families who receive state Child Care Assistance are charged in accordance with state guidelines and do not qualify for our free days. During the school year, school age children have the option of attending full day when school is not in session. In this event, an additional add-on rate is charged to cover the additional expenses of children being here all day.

Any account left unpaid may be subject to processing through small claims court.

We close at 6pm. Should a child need to be picked up late, you must first call to tell us there will be a change. You must then contact someone on your emergency pick up list to see if they could arrive earlier. If arrangements cannot be made and you pick up your child between 6-6:15pm, charges an additional \$1 per minute per child. After that time, law enforcement will be contacted should a staff member not hear from you regarding your whereabouts.

### **ARRIVAL AND DEPARTURE TIMES**

Children must be signed in and out upon arrival and departure. To do this, families use the computer near the front door as well as forms provided by each classroom. Children must be escorted by a parent or guardian, assisted in taking coats off if needed, and taken to the appropriate room to wash hands when entering classrooms. Contact must be made with the child's teacher so that he/she is aware the child's arrival and departure. Should a child enter or leave unescorted, we will not be responsible for the consequences.

Families must notify us when children will be gone from the center or have a late arrival. Children are welcome to bring a "security" blanket or stuffed toy to help with separation issues or to use at nap time (except infants). Children are not allowed to bring toys from home, however, they may bring an item to share with their class on sharing days.

Older family members (age 14 and up) may come into the center to pick up siblings. Children will only be released to people listed on the enrollment form or to people authorized by parents or guardians. (Written messages will be accepted in order to change pick-up authorization. If a parent or guardian wants to verbally change the pick-up person over the phone, our staff will need additional documentation on file. All new and unknown persons will be asked for identification. If it matches our forms, the child will be released. If it does not, the child will not be released without prior written or verbal permission or contact with parents or guardians.)

- *Please note that police will remove any person who becomes loud, belligerent, threatening to children or staff, or refuses to leave. Additionally, should a person authorized to pick-up a child be intoxicated or substance impaired when they come to the center, staff will offer to call a cab or another person to transport them. If the person insists on leaving, they will be informed that the police will be called about an intoxicated or substance impaired driver leaving our premises. Additionally, DHS will be called. Lastly, staff will not attempt to physically restrain an adult or child, or place themselves in undue danger attempting to keep a child at the center.*
- *Please note that DHS regulations require a court document to withhold a child from his/her biological parent.*

### **PHYSICALS, IMMUNIZATIONS, AND ADMINISTRATION OF MEDICATIONS**

Physicals and immunization cards need to be presented by families on or before the first day the child attends. These can be obtained from your doctor and will be kept on file at the center. (School agers need only to have a Statement of Health completed.) Physicals must be updated annually and immunization records must be kept current.

Medication will only be dispensed through the Director, Assistant Director, or a designated teacher. Medications are kept in locked boxes. Prescription medications must be in prescription bottles with the pharmacy labels on them. Non-prescription medications must be in original bottles and have the child's name on them. All medication must be dispensed per the direction on the label. In order for over-the-counter medications/chemicals to be administered, a

written directive from the child's medical health professional is required. Authorization to Administer Medication Forms must be completed by parents or guardians before staff can administer any medications (including but not limited to diaper rash cream, lip balm, sunscreen, bug spray, etc.). Patient education printouts for prescription medications obtained from your pharmacy are collected and kept in a binder in the office.

### **DAILY SCHEDULES, CURRICULUM, AND OUTDOOR PLAY**

Infants are a unique group of children requiring very individualized care. Daily schedules are not followed in infant rooms due to the nature of care that is required. Families will need to supply breast milk (for breast-feeding infants), formula if yours is not compatible with generic Enfamil with Lipids, extra clothes, diapers, and wipes.

Toddlers through school age children all have classroom schedules that are followed. These schedules serve as daily routines and are flexible when need be. (All activities are subject to change due to staffing, weather, enrollment, change in situation, etc.)

We have chosen a curriculum for each room based on the developmental needs of the children in the room (three year olds and up use Creative Curriculum). The curriculum includes developmentally appropriate activities in the following areas: large and small motor, cognitive, social, and emotional. Lesson plans are posted in your child's room on the parent board. We encourage children and promote self-help and independence skills. Hand washing, cleaning up after using the toilet, wiping one's own nose, tying shoes, buttoning, zipping, putting on mittens and boots, etc., are all things children eventually will have to do for themselves. Staff will encourage and help children learn these skills. Children will be given many opportunities to make their own choices throughout their day. Families can also help their children master self-help skills more quickly and easily by showing their expectations and encouragement.

Children play outside when temperatures fall in the *Child Care Weather Chart* guidelines. We do not have enough staff available for some children to stay inside while others from their group are outside, therefore, if your child is well enough to be here they will go outside to play daily. (Should you want your child to have sunscreen applied, a medication form must be completed and you will need to bring a bottle of sunscreen.)

Children will have the opportunity to rest daily. Your child is not required to sleep, yet your child is encouraged to rest quietly while their friends sleep.

### **CONFERENCES**

Teachers will compile developmental checklists as well as other forms of assessment. These tools assist in creating a picture of the progress children make during their time spent at the center. Conferences are held two times per year and parents are encouraged to attend.

### **ITEMS BROUGHT FROM HOME**

You will need to provide the center with a full change of clothes with your child's name marked on each article. During potty training times we recommend several changes and a plastic bag to put any wet articles in. During the cold months of the year make sure your child comes to the center with snow pants, boots, hats and mittens as the children will play outside daily. To prevent injuries, children are encouraged to wear full footed shoes. Children are required to wear shoes at all times.

Toys, money, and food brought from home (other than children with special diets) are not permitted in the center as they can cause disputes and can be broken or lost. However, children are permitted to bring items from home for show-and-tell days. (We are not responsible for stolen, lost or broken toys.) Toy guns or swords, action figures, and the like could be considered violent and therefore are not allowed at Child Care Junction.

### **MEALS AND SNACKS**

The center serves a breakfast at 8:00 a.m., lunch at 11:00 a.m. and an afternoon snack at 3:00 p.m. Any child arriving at the center 30 minutes after these times will not be able to participate in mealtime. The center follows the Child and Adult Food Program Guidelines for all

meals and snacks. Families are required to complete CACFP forms at the time of enrollment. Food allergies and special diets can generally be accommodated and require a physician's statement indicating the specific allergy and the appropriate alternatives. We encourage family style meal service. Menus are posted on the parent board in each classroom and additional copies of the menu can be found in the entryway.

Food from home is not permitted unless there is a special circumstance (such as a birthday). "Treats" will be used in addition to the scheduled menu items. Families must check with your child's teacher before bringing any snacks for your child's class to ensure no children have any food allergies or for suggestions for a nutritional snack list. Foods must be store bought and pre-packaged with an ingredient label, unopened, and nutritious. Please include enough servings for all the children and staff in your child's room as we eat "family style". You may check with your child's teacher if you are interested in doing a cooking experience with your child's class in our kitchen. (All ingredients must be in their original containers.)

Occasionally, we will have family events which involve food. At these events, families may bring home cooked foods. Families are responsible for the foods their children eat.

If you are interested in eating lunch with your child, please call by 8:00 a.m. that morning so we can ensure we have food for everyone.

## **STAFFING AND RATIOS**

The staff in each classroom consists of our teachers and possibly an adult volunteer. The remaining staff in the building may include the Director, Assistant Director, Early Childhood Specialists, Public Health Nurse, Speech and Hearing Specialists, and Heartland Specialist. We have the services of a child care nurse consultant and technical support.

Staff are required to complete Mandatory Reporters of Child Abuse Training, Universal Precautions, Child and Adult CPR, First Aid, a DHS criminal history and background records check, a specific number of contact hours of training annually (such as medication dispensing, emergency plans, playground safety, child development, guidance and discipline, nutrition, developmentally appropriate practices, and health and safety). As mandatory reporters of child abuse, staff are bound by the following:

*Any mandatory reporter who in good faith makes a report of child abuse or participates in the investigation of a child abuse has immunity from any liability, civil or criminal. Records and/or information pertaining to the abuse may be released to the child abuse investigator without releases required in other situations (Legal Reference 232.73).*

As a licensed child care center, we follow the state regulated child ratios.

## **TRANSPORTATION AND FIELD TRIPS**

We contract transportation services. Car seats are used when necessary according to Iowa law. Transportation may be charged to families as an additional fee. In order to receive transportation services, children are required to comply with the transportation company's rules.

Before and after school transportation services follow the Boone School District calendar. If your child attends a non-Boone District school, you are responsible for securing alternate transportation on days Boone School District has an alternate bus schedule from your child's school to Child Care Junction (early outs, variance in non-school days, etc.).

Field trips can be an integral part of your child's experience. All staff and children will adhere to required regulations while on field trips. Parents and guardians are always welcome on trips, and the extra help is greatly appreciated.

Families must sign a written permission slip for every field trip. Should you not want your child to participate, please notify his/her teacher. We will attempt to accommodate your child by placing him/her in another classroom closest to your child's age. Should your child have a behavior issue that concerns staff, you may be asked to accompany your child during the trip or you may be asked to make alternative child care arrangements.

Due to safety reasons, drop off and pick up during trips is discouraged. If you must drop off or pick up your child from a field trip, please notify staff of the arrangements prior to the trip.

## **HEALTH AND SANITATION**

Children shall have direct contact with staff upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior. Children must be kept at home if they have a temperature of 101 degrees or above, contagious rash or illness, vomiting, or if they have diarrhea. A child that is too ill to stay shall be supervised and cared for until they can be cared for by someone else. In the event you are called to pick up an ill child, you must arrive within 1½ hours. If you are unreachable, we will call the emergency contacts listed on the medical/dental emergency consent form. We reserve the right to request the child to see a physician or have a physician's note prior to a child returning. Children must be symptom free, fever free without over the counter medication for 24 hours before returning. Communicable diseases must be reported to the director as soon as they are identified. An exposure note will be posted near the sign in/out sheet by your child's classroom.

Smoking is not allowed in or around the building.

A bleach and water solution mixed daily is used to sanitize surfaces and toys. All staff, volunteers, and children shall follow recommended procedures for hand washing. Hands must be washed upon arrival, eating, diapering/toileting, sneezing, sensory activities, handling pets, when coming inside from outside, etc. Recommended diapering procedures will be followed. Other health and sanitation policies include:

- ***TOOTH BRUSHING POLICY***

Children brush their teeth once per day (we provide toothpaste and tooth brushes) according to CCNC practices. Tooth brushing is done as a group, and staff assist by modeling the correct technique and monitoring effectiveness of the child's technique. The two year olds and up brush with toothpaste, toddlers brush with water, and babies have their gums wiped with water.

- ***TOILET TRAINING POLICY***

If your child is showing signs of being "ready" to begin potty training, we will work with you to achieve this milestone. We require that you supply us with several pairs of training pants, and changes of clothes (including socks). Remember to please label your child's clothing with permanent marker on the tags. After you have spoken with staff and agreed that your child is ready to begin potty training, please send your child "wearing" what you want us to use for training (pull-ups, plastic pants, etc.). It is very helpful to have the potty training experience begin at home with some success and that we work together to have as much consistency as possible.

- ***BITING POLICY***

Biting is always a concern of parents in child care settings. Research (Soloman and Eldaro as well as information excerpted from Child Care Information Exchange) shows that nearly half of all children enrolled in child care are bitten. Biting, although unwanted and discouraged, is an age-appropriate behavior among toddlers typically attributed to acquisition of language skills. When biting occurs, wounds are cleaned with soap and water. The biter will be moved away from other children until he/she is ready to play without biting. Behavior modification techniques will be implemented to prevent further incidents. Biting incidents are documented and placed in children's files. Parents, guardians, or the Nurse Consultant may be asked for solutions and every effort will be made to make reasonable accommodations to cease biting problems. In the case of a bite that leaves a mark or breaks the skin, families will be notified via incident / accident reports. We reserve the right to send a child home or discontinue services in the case of extreme biting situations.

- ***INFANT SLEEP POLICY***

Infants will be placed on their backs to sleep. Pillows, quilts, comforters, sheepskins, stuffed toys, blankets, and other soft items are not allowed in cribs for infants younger than 12 months. Families are encouraged to dress children warm enough or they may send a sleep sack.

- ***BOOTIE POLICY***

The infant room is a "shoeless" environment. For health and safety reasons, shoes will only be worn in the infant rooms when covered by booties provided by us. We are committed to keeping the floors as clean and lead free as possible as children will be crawling on it. Booties will be available at the doors of the classrooms and must be put on to either cover your shoes or your bare feet. Our staff will wear soft slippers or socks in the infant rooms. Our licensing and nurse consultants require that no foot, except the young infant, shall be bare.

## **SAFETY PROCEDURES**

Children will be supervised at all times. Emergency numbers for police, ambulance, fire department and poison control are posted by all phones. Children's emergency information are available to staff at all times. First aid kits are clearly labeled and available indoors, on the playground, and on trips. Emergency information for each child will be taken on field trips. We conduct radon testing according to DHS regulations and we have installed a carbon monoxide detector. We provide written reports to parents or guardians when there are minor injuries, minor changes in health status, or behavioral concerns. Incidents resulting in a serious injury or significant health change will be reported immediately. Any animals visiting the center must be in good health and maintained in a clean/sanitary manner. We have written emergency plans for fire, tornado, flood, intruders, and intoxicated parents, lost or abducted children, power failures, bomb threats, chemical spills, earthquakes, and blizzards. In such an event, children will be evacuated to the DMACC Boone Campus and families will be called to pick up children at the alternate site.

In case of a fire, a fire alarm system will sound throughout the building. Children are informed of the safety procedures in the event of a fire or a tornado. In addition, maps noting center exits are conspicuously posted in the classrooms, rest rooms, kitchen, hallways and offices. Fire drills and tornado drills are conducted on a monthly basis.

### **If the fire alarm sounds**

- Staff members escort child to designated safe areas, depicted on individual room evacuation plan.
- Attendance sheets and first aid supplies are collected.
- An immediate head-count is taken when evacuation is complete.

### **If the tornado warning sounds**

- Children are assembled in their assigned areas.
- An immediate head-count is taken.
- Attendance sheets and first aid supplies are collected.
- Shelter procedures are enacted.
- Children and adults will remain in place until the "all clear" signal has been given.

## **ACCIDENTS AND EMERGENCIES**

Universal Precautions will be taken when handling all medical and dental emergencies, whether minor or major. Accidents and injuries will be documented on Accident/Incident Report Forms. The original copy will remain in the child's file at the center and a copy will be sent home with a parent/guardian at the end of the day.

If another child physically injures your child, the other child's name will not be included on the Accident/Incident Report. The staff is trained in guidance and discipline techniques and will handle the problem situation as it occurs. Parents or guardians are asked to limit discussion regarding the accident to staff only. The staff, along with the Director or On-site Supervisor, will use judgment regarding if and when to contact the parents or guardians after an accident. Please do not encourage your child to physically harm another child, even if another child injured him/her. We do not tolerate violence of any kind.

The staff is trained in basic first aid and CPR adult and infant/child. The center has written policies and all staff are trained in procedures for medical and dental emergencies.

In the event that a medical or dental emergency occurs, the injured child will be assessed and cared for by a staff member. Another staff member will call you or 9-1-1. Uninjured children will be removed from the situation and will be cared for by other staff members while the injured child is cared for by another staff member. Should a child need to be transported to a medical facility, a staff member may accompany your child until you arrive. If you are unable to be reached, the emergency contacts on your enrollment paperwork will be notified.

## **GUIDANCE POLICY**

A child's behavior is influenced by many factors. Staff will assist children in developing socially acceptable and appropriate behaviors (such as self control, self confidence, and sensitivity in their interactions with others) as they grow. Proper guidance techniques are required to ensure order and prevent injuries. Teachers will serve as positive role models and will

“set the stage” for a positive atmosphere and maximum opportunities which encourage desirable behavior. The following guidance and intervention strategies may be used and include:

- Explaining acceptable behaviors and reason for limits in a positive manner, focusing on child's behavior and not the child, allowing children a reasonable amount of time to respond to expectations, reinforcing appropriate behavior, listening and responding in a fair and supportive manner, observing children in order to anticipate any potential problems or difficulties, intervening in a positive manner rather than in a punitive way, establishing eye contact, calling the child's name, or lightly touching the child's shoulder while using a calm and controlled voice to gain a children's attention, remaining near or close to children, redirecting or distracting children to change the undesired behavior, reminding children of the limits while being sensitive to their feelings, modeling appropriate or desired behavior both verbally and non-verbally, giving problem solving assistance to children so they don't become frustrated/discouraged, offering choices to children in a non-threatening and non-punitive way, clarifying the inevitable or undesirable outcomes of the behavior to the child, redirecting or limiting children in the use of a piece of equipment when necessary, removing children from situations in ways that encourage children to de-escalate until they are able to return to the situation, holding developmentally appropriate conversations with children which allow them to process what happened and what can be done to make things better next time, and giving children an opportunity to make amends when they are ready. After all other techniques have been exhausted, time outs may be used sparingly. During this time, a teacher will explain what it means and what it involves. Time out will be located where the children can still be supervised but far enough away from the activity or group. Children will be allowed to return to the activity when they are ready to follow rules. For preschool age children the “time out” period will be no longer than one minute per year of age to a maximum of five minutes. Appropriate and acceptable behavior of the child following “time out” will receive praise.

We practice the following guidelines when a child runs from his/her group: Staff will be notified that a child is attempting / has run from the group. Staff will secure all exits. If a child exits the building, staff may attempt to physically retrieve the child and to return him/her to the group. If physical retrieval is not possible, staff will attempt to keep visual contact of the child, hopeful that time will allow retrieval. If visual contact is lost, police and parents/guardians will be called to help search for the child. If the child is physically injured during the running incident, the staff will administer first aid and will call emergency medical personnel as needed. Parents/guardians will be notified as quickly as possible. At a later time, staff and directors will review the incident for further recommendation.

If the following steps above are not helping to change a child's behavior, parents must agree to work in partnership with staff in order to continue to be served by us. If the behavior is beyond the scope of care we staff can provide, or if the child is hurting themselves or others, the following steps will be taken:

1. Staff will observe the child for a two week period and the child's behavior will be documented. Oftentimes this shows a pattern and reasons for the exhibited behaviors.
2. A meeting will be held between parents and parents a staff and directors in the center. A plan of action will be devised in hopes that with additional assistance the behaviors will change. An outside agency (AEA, Family Team, etc.) may be asked to come in and offer assistance as well.
3. A reasonable period of time will be offered for the child to make the necessary changes.
4. A child may be dismissed from the center if every attempt has been made to make reasonable accommodations.

*Note: If a child is hurting others emotionally, physically, or is being destructive in the classroom, we reserve the right to send a child home for up to three days. If a child is sent home three times, we reserve the right to dismiss the child. Additionally, should the severity of a problem be such that staff feels that it could endanger the safety of a child's welfare or the welfare of others, a child's termination from the center could take effect immediately.*

## **COMMUNICATION**

Keeping the lines of communication open between parents and staff plays a vital part in the center's success. An involved parent is an informed parent. We want your child's experience to be a partnership between the center and home. We ask that you provide us with information necessary to properly care for your child. This includes informing staff about home or school situations which may influence your child's attitude or behavior. If we are fully informed, we are

much better equipped to help your child through any difficult or stressful time he/she may experience. There are several ways we will keep lines of communication open including parent boards, newsletters, and family folders. We will share brief conversation with you at drop off and pick up times and may call you during the day to hold more extensive conversation should the need arise. Child Care Junction works in partnership with many outside organizations (Heartland AEA, DHS, Empowerment, etc.). This professional network is in place to provide children with all the necessary resources to ensure they receive proper care. Your signature on our enrollment forms grants us authorization to communicate with outside organizations in order to access necessary services for your child's success in our center.

### **GRIEVANCE PROCEDURE**

In the event that you are dissatisfied in any way with the care and service you receive from us, the procedure below should be followed whenever possible to attempt to rectify the situation.

1. Discuss your concerns with the person in whom you are in conflict with privately and respectfully.
2. Discuss your concerns with the Director or Assistant Director. A group meeting may be held with those who are involved.
3. If still unresolved, you may contact a member of the Child Care Junction board grievance committee to set up a meeting with committee members to discuss your concerns and, hopefully, come to a resolution. A list of grievance committee members may be found on the information board in the lobby area.

### **CHILD CARE REGULATIONS**

A copy of the Child Day Care Centers and Preschool Licensing Standards and Procedures, Form SS-0711, is available from the Department of Human Services website. The name, address, and telephone number of our local child care consultant is available and is always posted on the office window.