

Carroll Area Child Care Center and Preschool

Celebrating Childhood Everyday.



Parent Handbook

January 2018

CACCCP Mission Statement

The mission of the Carroll Area Child Care Center and Preschool is to provide the highest quality child care and educational services available, including the provision of food, rest, play, citizenship, habit training and general supervision to all children in the Carroll area.

Our Philosophy

The mission of the Carroll Area Child Care Center and Preschool is to provide the highest quality child care services available, including the provision of food, rest, play, citizenship, habit training and general supervision to all children in the Carroll area. We strive to provide age appropriate materials and activities that allow children to grow, learn, and develop physically, emotionally, socially, and intellectually. We work to ensure that all children receive caring support and guidance as they mature in all facets of their development.

We believe that children mature best when surrounded by supportive, caring, and well-trained adults that can provide appropriate experiences based on developmental levels while providing for the safety of all children. Our staff is driven by a love of children and a love of learning. They are well-trained and have access to developmentally appropriate materials, activities, and information for all stages and levels of development.

We believe that children learn best when a wide variety of activities and materials are made available to them. Children need a wide range of choices and experiences in order to grow in the many areas of development. They need opportunities to be successful as well as opportunities to fail.

We believe that children learn best when they are grouped according to age and developmental level. We break our classrooms down into six-month intervals through age three to ensure smaller class sizes. This arrangement allows us to provide more age-appropriate activities are available for all children.

We believe in positive guidance for all children to allow them to develop a sense of responsibility and foster good decision-making skills. We set realistic and consistent limits for our children. We use positive reinforcement and praise whenever possible to encourage our children. When consequences are necessary, then natural and logical consequences are used to children develop a sense of accountability for their actions.

Commitment to Excellence

We believe that a center focused on excellence must provide quality in all aspects of care. Our facilities, materials, programs, staff, and activities must continue to move forward through education and progressive thinking to maintain quality and to improve service in all areas. We are committed to achieving and maintaining excellence by updating our facilities and materials, training and motivating our staff, and evaluating and carefully planning our programs and activities.

Hours of Operation

The center is open from 6:00 am to 6:00 pm Monday through Friday. A late fee of \$1.00 per 1 minute, per child will be charged to the parent if your child is not picked up by 6:00 pm. Should the center be forced to close early, families will be charged for the entire day, if the center has been open for six hours or more.

Enrollment Age

All children 2 weeks to 10 years of age are welcome at the center according to enrollment availability.

Classroom Ratios

Tiny Treasures	1 staff to 4 infants	Capacity: 8 children
Small Wonders	1 staff to 4 infants	Capacity: 8 children
Wiggles & Giggles	1 staff to 4 infants	Capacity: 8 children
Roly-Poly	1 staff to 4 infants	Capacity: 8 children
Rainbow Rompers	1 staff to 4 toddlers	Capacity: 16 children
Sunshine Friends	1 staff to 6 children	Capacity: 24 children
Helping Hands	1 staff to 8 children	Capacity: 30 children
Kindgtn Crossing	1 staff to 12 children	Capacity: 35 children
Kids Clubhouse	1 staff to 16 children	Capacity: 45 children

Application Forms

In order to better know and understand your child, the center needs you to complete an application and family information sheet that will be kept on file. The application also contains important information that will be helpful in the event that your child becomes ill while at the center.

Registration

**A registration fee of \$25 per family is included in your first week's payment. This is a one-time fee for all necessary paperwork.

Supply Fee

Each family will be charged a \$30.00 supply fee twice a year (September & March). The supply fee will help with the purchase of cleaning supplies, paper products, and Kleenex etc.

Enrollment Procedure

Each child will have the required paperwork completed and signed before the child may start at the center. These forms include:

1. Medical Emergency Information with Authorized Pick-up list
2. Food Program Application
3. Current Physical
4. Current Immunization Records
5. Signed Payment Policy Form
6. Any professionally prescribed treatment
7. Signed Guidance and Discipline Policy Form

We will require that these forms be updated annually to ensure we have current information for each child. State licensing requires physicals be updated annually and immunization cards be constantly

current, therefore a child whose physical form and/or immunization card has expired will not be allowed to return until these are updated. ** A \$10 fee will be charged every year for bookkeeping purposes.

Sick and Vacation Days: Each child is allowed 15 days to use for sick, vacation, or days the center is closed. These days must be taken as full days and can't be rolled over from year to year. Children enrolling in the months after January will have their days prorated. Please check with the office if you are unsure of the number of vacation days your child has. All vacation days must be written in the calendar located in the parent cabinet. **Failure to write vacation days in the vacation book by Friday at 6PM, of the current billing period, will result in your days not being credited to your account.**

Once 2 weeks notice is given families will not be able to use vacation days.

Days the Center is Closed

The center will be closed on the following days: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, & Christmas. If any of these days fall on a weekend, the center will be closed the closest working day to that holiday. The center will also be closed on the day after Thanksgiving and Christmas Eve. Children will be charged for the days the center is closed unless a vacation day is used.

****Drop in Children**

Drop in children are welcome if there is room available in the child's classroom. Drop ins must supply the center with an updated physical (less than a year old) and an updated immunization card. All drop ins must pay before leaving the center.

Daily Schedules for Infants and Toddlers

We provide a relaxed, homelike atmosphere based on the needs and routine of each child. We serve breakfast from 6:30 am to 9:00 am, lunch from 10:45 am to 12:00 p.m., and snack from 2:30 p.m. to 4:00 p.m. If your child arrives at the center between meal times and has not eaten please let staff know and they will provide food for your child when he/she arrives. Diapers are checked and/or changed every 2 hours or as needed. The parent is responsible to provide the child's formula, diapers, wet wipes, and bottles.

Infant Formula/Food

To meet the food program requirements, we must provide one, milk based, iron fortified formula, rice cereal and baby food. We offer Parents Choice/Members Mark Milk Based Formula. If your child is currently using this formula, it will be provided for you. For any other formula there is a form that must be signed by a physician for soy-based formula, or by a parent for other types.

Open Door Policy/Social Media

Open and honest communication between families and the center is an essential component of a high quality early childhood program. We want you to be confident that your child is being well cared for and is having a quality experience. If you have a concern regarding your child, we encourage you to address your concern with your child's teacher or contact administration directly rather than airing grievances on social media. Our doors are always open for discussion.

Rules of the Center

1. Our staff is expected to treat all parents and children with the utmost respect. In return we expect the parents to treat our staff with the same respect. Failure to do this creates an unhealthy environment for the children and therefore is grounds for termination of care.
2. Children must be brought inside the building and signed in and out by the parents or another adult each day. If not signed in or out, the office will use 6:00 am to 6:00 pm for the hours of attendance.
3. Only the parent/guardians who have physical care of the children will receive the door code to get into the center. All other care givers will be asked to ring the door bell upon arrival at the center.
4. If someone other than a parent is to pick the child up, you will need to sign a permission slip, or he or she will not be allowed to leave the Center. Any unfamiliar person to the staff members will be asked to show I.D. before picking up their child.
5. Children one and older need to bring a blanket for use at naptime. Blankets will be washed at least weekly or as needed. The parents will provide diapers, diaper wipes, and formula not provided from the Center. Staff will notify parents when children's supplies are low. If a parent does not bring diapers, wipes, or formula after 1 day of a child being out parents accounts will be charged \$1.00 for each item used.
6. Please dress your child in comfortable clothing that is easy to get on and off and is appropriate for the weather. Also, bring extra sets of clothing for your child to leave at the center.
7. Billing is done on Monday mornings for the previous week. Our billing is based on a weekly billing rate for a 50-hour week. Payment for childcare must be made in full by Friday of each week. ONLY families who utilize Tuition Express will be allowed to choose weekly or bi-weekly payments. Families not on Tuition Express will be required to pay by Friday of each week. All accounts must be cleared every 7 days so that we can meet our expenses. A \$30.00 service charge will be assessed for all returned checks.
8. The parent must sign medication releases before any medicine will be administered to a child by our staff. The medication must be in the original bottle with the child's name and accompanied by the physician's instruction on it. This release must be signed for Tylenol, prescription drugs, diaper rash ointment, teething gel, etc.
9. Parents will receive a written accident report when a child is injured at the center. Parents will have to sign the accident report.
10. All staff members at CACCCP are Mandatory Child Abuse Reporters by law. Any unusual or questionable injuries will be brought to the attention of the parents. If a question still remains, staff will document issues and indications of suspected abuse. They will also report it to Executive Director and Assistant Director. Then, the staff will be required to report the incident to the Department of Human Services.

Health Policies

In order to protect your child and other children from communicable diseases, several health policies have been established. A doctor's note does not automatically guarantee that your child will be able to return to day care.

When a caregiver feels a child is sick or contagious, that child will not be permitted to attend the Center. You will be telephoned and expected to pick up your child **within 45 minutes**. Please have someone on call to keep your child in case you're not able to leave work or class.

Acetaminophen (Tylenol) will not be given during a child's illness by our staff without written permission. Use of acetaminophen during illness may mask symptoms and make it more difficult to

protect others from contagious children. A child's temperature will be taken before any type of fever reducing medicine is given.

Pink Eye Policy: If a child is suspected of having pink eye, then he/she must be picked up from the center immediately. The child will not be admitted back into the center without a note from a physician stating that the child does not have pink eye. **If the child does have pink eye, then the child may return to the center the next day when proof of drops is made available to the center.

When to keep a child at home:

If he/she has any of the following symptoms:

- A. Upset stomach (diarrhea or vomiting within the last 24 hrs.)

–child may return to center 24 hours after the last vomiting/diarrhea has

occurred

- B. Excessive runny nose, sniffles, or unusual cough
- C. Complains of unusual pain
- D. Any undiagnosed rash or skin sores
- E. Suspected impetigo, scabies or ringworm
- F. Fever of 100.4 degrees or higher

– child may return to daycare after 24 hours of normal temperature without medication

- G. Head lice including nits
- H. Conjunctivitis/pink eye
- I. Sore throat, strep throat
- J. Chicken pox
- K. Hand Foot and Mouth (may return when blisters are dry)
- L. Unable to participate in the daily activities with the other children.

A child must be out of the Center for 24 hours **after** the child has been sent home.

Any child under a doctor's care that has missed three or more consecutive days **must** have a doctor's note before returning to the Center.

A child may attend the Center if he/she has:

- A. Slight fever (less than 100 degrees)
- B. Cold
- C. Prickly Heat
- D. Allergic rash or Diaper rash
- E. Teething (slight fever under 100.3)

Sunscreen Policy

During the Spring and Summer months parents will be required to complete a sunscreen form allowing the staff of CACCCP to apply sunscreen to your child/ren before going outside. You must provide sunscreen for each child enrolled in the center. If you refuse to sign a sunscreen form or to bring in sunscreen your child will be required to stay inside the center when their class goes outside or attends field trips.

Discipline and Guidance

All children are in the process of learning what is and what is not acceptable behavior. The setting and environment contribute greatly to the behavior of children. Through careful observation and planning most negative behaviors are preventable. By meeting the needs of the children: health and

safety factors, age appropriateness, child-centered activities, and an atmosphere that promotes security, growth, learning, and love, we find that there are minimal problems that require adult intervention.

CACCCP considers the following to be examples of unacceptable behavior:

1. The display of disruptive or defiant actions or lack of cooperation.
2. Aggressive behavior and/or abusive language.
3. Any behavior determined by the director, on-site director, in conjunction with the Board of Directors to be unacceptable.

In any of the above situations, the center feels that interventions provide for positive guidance with directions for resolving conflict and the setting of well-defined limits.

In all aspects of inappropriate behavior, discipline will be maintained by always using a positive approach. The discipline policy will be implemented in the following order:

1. Redirection
 - Compliment on the child's good behavior while redirecting to another activity.
 - Encourage social skills by discussing problem solving.
 - Intervene and introduce the child to an activity in a new perspective.
2. Time Out Within Their Area
 - "Time out" shall be defined as positive time away from the group or activity yet within their area.
 - One minute per year of age, no more than five minutes.
 - Identify the child's unacceptable behavior, and discuss possible alternatives to the situation.
3. Time Out Away from the Group
 - Continual display of inappropriate behavior.
 - Redirection and "time out" within the behavior becomes either inappropriate or ineffective.
 - Temporary removal from the area may meet the child's needs at that time.
4. Daily Note
 - To inform the parent of child's inappropriate behavior.
 - This note does not count as one the three Behavior Incident Reports.
5. Behavior Incident Meeting
 - If inappropriate behavior continues, a behavior intervention meeting may take place with the parents, lead teacher, on-site director, and executive director.
 - The meeting will discuss actions that may be taken to aid in the child's success.
6. Behavior Incident Report
 - A written notice of certain behavior (s) once the above actions have been taken and the child's inappropriate behavior continues.
 - Each Behavior Incident Report counts as one of the three that would result in suspension.
7. These are pre-approved by on-site director and/or executive director.
8. Send Child Home
 - When the child fails to respond to the previous measures taken by CACCC&P and/or when the behavior is beyond what the center is equipped to handle.
 - This is at the discretion of the on-site director and/or the executive director.
9. Suspension

- Three Behavior Incident Reports, within a nine-week period, constitute the child being suspended from the child care program for one week.
- Behavior Intervention Meeting-During this time, a mandatory meeting will be held to determine if the child is capable of changing his/her behavior to allow re-entry into the program.
- Fees will still be paid for this week to retain the child's space at CACCC&P.
- If the child does continue in the program and does receive a fourth Behavior Incident Report within a 30 day period, termination of services may occur.

10. Termination of Services

- If it is determined that CACCC&P cannot meet the child's individual needs and/or the child no longer strives to reach his/her highest potential socially and/or educationally.
- If a child's behavior significantly and directly threatens the physical or mental health, safety or well-being of the other children or staff members within the center.
- Termination may be effective immediately after consulting with the Board of Directors.

CACCC&P expects parental involvement and cooperation in all aspects of discipline. Failure to comply may warrant termination. We reserve the right to discontinue services at any time.

*If a child's behavior becomes a threat to any staff, children or themselves including center property the center reserves the right to forgo the above plan and send the child home for the day.

Discipline will not be administered through corporal punishment, humiliation, scare tactics, verbal abuse, threats or denial of food. Staff is expected to use professional behaviors and attitudes at all times. Staff is expected to provide guidance and set well-defined limits.

If a situation occurs where a child's behavior causes damage to CACCCP property parents will be held financially responsible for the damages.

Behavior Intervention Policy

The Behavior Intervention Policy's purpose is to establish procedures for the parents, lead teachers, on-site director, and executive director to utilize when planning to meet the needs of the children with unacceptable or inappropriate behavior. A parent, the child's lead teacher, on-site director and executive director will be in attendance at a Behavior Intervention Meeting.

A Behavior Intervention Meeting may be called in three different manners:

1. The lead teacher, Assistant Director, or Executive Director may call for a Behavior Intervention Meeting at any time prior to the first or second Behavior Incident Report or as they deem necessary.
2. Either parent may call for Behavior Intervention Meeting at any time prior to the third Behavior Incident Report or as they deem necessary,
3. A Behavior Intervention Meeting is mandatory after third Behavior Incident Report.

Under the first two scenarios, our first goal will be to determine and identify the behavioral difficulties that the child is having. The child's primary teacher will document the circumstances surrounding the behavior and the current actions that are being taken to correct his. Parents will then be asked to provide information concerning any changes in the home will give input if they have noticed this behavior and what actions they are currently taking to correct it. A plan of action will then be discussed and agreed upon by all members present. If problems continue, an additional intervention will be scheduled.

The approach will vary slightly in the case that a mandatory Behavior Intervention Meeting has been called after the third Behavior Incident Report. Our first goal will be to determine if our program is appropriate for the needs of the child. Services will be terminated if it is determined that we cannot meet the child's needs in our program. We will follow the steps listed above if we determine our program is appropriate for the child's needs.

Bullying/Harassment

Harassment and bullying of children at the Carroll Area Child Care Center and Preschool is against federal, state, and local policy, and is not tolerated by the center. The center is committed to providing children with a safe environment in which all members are treated with dignity and respect. To that end the Carroll Area Child Care Center and Preschool has in place policies and procedures to deal with incidences of bullying and harassment.

The center prohibits harassment, bullying, or any other victimization, of children at the center, based on any of the following actual perceived traits or characteristics: age, color, creed, national origin, race, religion, sex, physical attributes, physical or mental ability or disability, or familial status.

This policy is in effect while children are on center property or while attending center sponsored activities.

Violations of this policy or procedure will be cause for disciplinary action up to and including expulsion or dismissal from the center.

Definitions

Harassment and bullying mean any electronic, written, verbal, or physical act or conduct toward a child which is based on any actual or perceived trait or characteristic of the child and which creates an objectively hostile center environment that meets one or more of the following conditions:

- Places the child in reasonable fear of harm to child's property;
- Has a substantially detrimental effect on the child's physical or mental health;
- Has the effect of substantially interfering with the child's ability to participate in or benefit from the services, activities, or privileges provided by the center.

Harassment and bullying may include, but are not limited to, the following behaviors and circumstances:

- Verbal, nonverbal, physical or written harassment, bullying or other victimization that have the purpose or effect of causing injury, discomfort, fear, or suffering to the victim;
- Repeated remarks of a demeaning nature that have the purpose or effect of causing injury, discomfort, fear, or suffering to the victim;
- Implied or explicit threats concerning one's grades, achievements, property, ect. That have the purpose or effect of causing injury, discomfort, fear, or suffering to the victim;
- Demeaning jokes, stories, or activities directed at the child that have the purpose or effect of causing injury discomfort, fear, or suffering to the victim

Procedures for Reporting Allegations of Bullying or Harassment

Any child, or parent/guardian of a child who feels that they have been bullied or harassed should contact the Executive Director or On Site Director of the center.

The person reporting the allegation should complete a form for bullying and harassment. The individual should record as many details as possible, including any witnesses.

The Director or On-Site Director will interview witnesses and ask them to fill out a bullying/harassment form. The Director or On Site Director will then determine whether conduct constitutes bullying or harassment.

Founded cases of bullying or harassment by a child will be subject to disciplinary actions outlined in the board approved schedule of consequences which may include:

- A conference with the student making the allegation, the harasser, and the Director or On-Site Director
- A conference with the student making the allegation, the harasser, parents, classroom teachers, and, Director, On-Site Director and members of the board if the harassing behavior continues
- A board hearing where the penalty could range from an extended suspension to expulsion

Threats of Violence

Threats of violence towards any child are strictly prohibited. All threats will be taken seriously. Such threats may include, but are not limited to:

- Bringing weapons to the center
- Hurting or killing someone
- Hurting or killing oneself
- Destroying or damaging property
- Intimidating or encouraging others to commit acts of violence

If a threat is made the following actions will be taken:

- Child will be removed immediately from the classroom
- Child will meet with the Director or On-Site Director
- Witnesses will be interviewed to confirm the stated threat
- Parent/guardian will be contacted and may be asked to come to the center
- Child may be removed from the center for the remainder of the day
- Child may be suspended or expelled from the center.

Biting Policy

The staff at The Carroll Area Child Care Center and Preschool understand that biting is developmentally normal for young children. Some young children are unable to use their language skills to communicate effectively. Therefore, many young children bite to show that they are upset. As a center, we understand the developmental needs and stages of our children, and so expect occasional biting to be present in some of our classrooms. We do not, of course, condone this behavior. We will attempt to avoid these situations by carefully watching children to ensure that

they are not getting overly frustrated. We will also attempt to encourage them to play productively by distracting them with a variety of toys or activities.

Despite our diligence, biting does occur at the center. In such an event we as staff will address the issue by using the following:

1. We will ensure that the incident does not escalate by removing the child that has been bitten from the situation. We will clean the area and administer ice, antiseptic, or a bandage if necessary. We will also attempt to calm the child through distraction and a lot of TLC.
2. We will firmly say to the child, "No biting!" and isolate him or her from the group by placing the child in a high chair or at the table. The child will be in time out one minute per year of age. We will not talk to or look at the child while in isolation. We will not reinforce the behavior by giving the child any attention immediately after the bite.
3. Before the child is able to return to the play area, we will reiterate that they had to sit down because they bit their friend, and that they need to only use nice touches or use their words.
4. Depending on developmental levels, the child may apologize to the child he or she bit or may try to help them feel better by getting a wet towel or ice.

If a child bites severely (a severe bite will be defined as a bite that breaks the skin), then the parent of that child will be called and informed of the situation. If the same child bites a second time and breaks the skin that day, then the parent will be called and will be required to pick the child up and take them out of the center for the day.

- **Documentation**

The staff will write out accident and incident forms, making sure to make a copy of each one. Parents will be asked to sign one copy to keep in their child's file.

The Accident Report will go home with the child who was bitten. This form will state the date and time the incident took place, the events leading up to the incident, where on the body the child was bit, and what First Aid was administered.

The Incident Report will go home with the child who bit. This form, will also, state the date, and time the incident took place, the events leading up to the incident, why the child bit and what type of disciplinary action was taken.

For confidentiality purposes, neither the names nor the sexes of the children involved will be given to either set of parents.

The staff member who witnessed the biting take place will be the staff that writes the Incident and Accident Reports

- **Prevention**

The staff will evaluate the situation that led up to the biting incident, looking at possible ways to avoid another incident. This may include restructuring how an activity is done, redirecting the child to a new activity, limiting the contacts that the two children have with each other over a period of time, or making an extra effort to have a staff member in the general vicinity of the child who is prone to biting.

Should the biting be an on going issue, administration will observe the classroom routine, and care giver to child interaction. Necessary changes will be made if administration feels that the room routine or the care giver to child interaction is the possible cause to the continuous biting.

If the Lead Teacher did not witness the situation, staff will inform the Lead Teacher in their classroom what took place. The Lead Teachers must remain aware of the number of biting incidences certain children have had, if they notice a child is struggling they will notify the On-Site Director. The On-Site Director will consult with the Executive Director and the Lead Teacher to determine if the incidences warrant a meeting with the child's parents. If at this time it is agreed upon to meet with the child's parents a meeting will be set up between the child's parents, child's Lead Teacher, On-Site Director, and Executive Director.

At this meeting a plan of action will be developed to help with issue of biting. If, after implementing the plan outside help is needed the center will work with the necessary professionals to address the issue.

Supervision & Access

Constant supervision of children in a daycare setting is a requirement per DHS rules for all centers. At CACCCP, no child is to be left unattended.

All staff/volunteers who are directly responsible for the care of children enrolled at CACCCP are required per DHS rules to have a record check. Any staff/volunteer at CACCCP who as had a record check and has been approved to work in the center will be allowed to have unrestricted access with the children. Any parents or visitors of the center without unrestricted access will not be allowed to be alone with any child with the exception of their own.

Any parent, guardian or custodian who is on the Iowa Sex Offender Registry is only allowed on the property of CACCCP for the time required to transport their own child to and from the center. This time is limited to 10 minutes for drop off and pick up times. During the time the sex offender is on the property a staff/volunteer with unrestricted access will be with that parent guardian or custodian at all times. At no time will the sex offender be alone on CACCCP property. Under no circumstance will the parent, guardian, or custodian be allowed at CACCCP except to transport their own child to and from the center.

With the exception of a person on the Iowa Sex Offender Registry, all parents, guardians, and/or custodians have access to CACCCP anytime during hours of operation unless a court document states otherwise. Door codes to get into the center are only given to the parent/guardians who have physical custody of the children. Occasionally it is necessary for children to be picked up by someone other than people on the Emergency Contact Form. **For the safety of the children, CACCCP will release a child only to parents, guardians, custodians or to persons authorized on the Emergency Contact Form which is included on enrollment forms.** If a child is being picked up by someone other than the people listed on the Emergency Contact Form or an unfamiliar person to staff members ID will need to be shown at the door before entry into the building to prove their identity.

If at any time changes need to be made to the Emergency Contact Form, you must do so personally by informing the Director or On-Site Director. Parents will be the only adults allowed to make changes to the Emergency Contact Form.

If only one parent has custody of the child, the custodial parent must instruct CACCCP of the fact, and must provide the director with a certified copy of the court order showing that the other parent does not have visitation rights. These custody papers will be kept in the child's file. In the event of a change in custody, a certified copy of the court order must be given to the director.

CACCCP is a business and occasionally we will have visitors come to the center. At any time if an unknown person comes to the door they will not be let into the building until their identity can be verified. These visitors will not be allowed unrestricted access and therefore will not be alone with any child at the center.

Each classroom has at least one security camera to allow parents to observe without disruption of the program. Parents are also allowed to view their child's file at anytime. The file is available in the On-Site Director's office.

Disaster Plans

If a local evacuation is needed, then the children will go to the Carroll Rec Center.

If a community evacuation is needed, then the designated place will be given to the parents either by phone or be announced on the radio.

1. In the event that a Center staff suspects a parent/authorized person coming to pick up a child is under the influence of alcohol, drugs, etc, then the staff person will express his/her concern to the person and ask if he/she would like someone else to be called. If the parents/authorized person refuses, the staff must let the child go with them, but will contact the police expressing their concern. This policy is for the protection of the child and safety of all others involved.
2. In the event of a lost or abducted child, one or more staff members will perform a complete check of the immediate area, another staff will contact the police giving all necessary information. The search will continue under the direction of local law enforcement.
3. In the event of severe weather the children will be calmly escorted to their designated "safe" areas. A disaster kit filled with food, water and other emergency supplies, will be brought by each of the classrooms. The Directors will make a complete search throughout the center, and each Lead Teacher will do a class attendance count. The staff members and children will remain in these areas until the severe weather threat has passed. The center will conduct monthly tornado drills to ensure the safety of all children.
4. In the event of a Fire in the center, children will be evacuated outside through the nearest exit. The children will go to the designated spot for such emergency. All names and emergency numbers of the children will be taken and attendance counts will be conducted. The Directors will conduct a sweep of the Center. The center will conduct monthly fire drills to ensure the safety of all children.

Illness and Injury Plan

In the event that your child becomes ill, has an accident, dental emergency, or needs medical attention while at the center, the staff will attempt to contact the parent or authorized person and the doctor/dentist on the Parent Emergency Medical Consent Form. If unable to contact the parent or emergency contacts, the ill or injured child will be cared for until the parent can be reached. If the illness or injury is serious, then an ambulance will be called and the child will be transported to the nearest hospital.

Incidents involving minor injuries, minor changes in health status, or behavioral concerns are reported to you on the day of the incident.

Transportation and Field Trips

The Western Iowa Transit System primarily provides transportation for field trips and activities off-site. Teachers will inform the parents in advance of upcoming field trips. The signed Parent

Permission slip needed for all children to attend off-site trips may be signed upon enrollment. Three days written notice will be given for all field trips requiring transportation. Extra staffing is made in order to ensure licensing standards on field trips.

****The center reserves the right to ask a parent to pick up their child if their child loses a field trip due to their behavior.**

Care is available before and after school care with bus transportation to and from school.

Nutrition

All food served in our center is nutritious and follows the guidelines of the Child and Adult Care Food Program. We serve all meals in a family style setting including breakfast, lunch, and one afternoon snack. We discourage parents from bringing food from home with the exception of birthdays, special occasions, and holiday treats. Please inform the Lead Teacher in advance of any food you plan to bring from home.

Dismissal

The following situations could result in termination of services:

- **Violation of Payment Policy.** Carroll Area Child Care Center and Preschool has issued a specific Payment Policy. All parents are required to sign a statement, to be kept in their child's file, agreeing to adhere to this policy. Parents whose accounts are not cleared by Friday of each week will be asked to pay their balance in full before their child may return. If the problem continues services will be terminated.
- **Expired paperwork.** The state requires all paperwork be renewed annually to ensure accurate information for your child's file. We will send home reminders; however, if this paperwork is not returned in a timely manner, services may be terminated. Because it is a licensing requirement to have current physicals and immunization cards on file, a child whose medical forms have expired will not be allowed to return to the center until we have current information.
- **Violation of Guidance and Discipline Policy.** If the need arises, we will assist and communicate with parents about any discipline situations that may occur with a child. The staff is expected to use positive guidance with the children. Staff will work with parents to help the child adjust to the center environment and learn more appropriate behavior. Continued disruptive behavior that is a danger to themselves, staff, or other children will not be tolerated. We will document incidences and call a conference with the parents, teachers, and administration. If the situation continues, then the Area Education Agency will be called for a consultation. If the situation does not improve, then dismissal may result. If parents are uncooperative in assisting the center to alleviate the situation you will also be asked to remove your child from the center's care. Behaviors included but are not limited to excessive biting, spitting, hitting, or harming oneself or others.
- **Violation of Health Policies.** Children must be free of all symptoms for 24 hours prior to re-admittance to the Center. We ask for your help in controlling the spread of any illness by reporting any contagious conditions. We ask that you follow our guidelines for re-admittance of a sick child. Reports from the parents will allow us to watch over other children for symptoms, notify all parents, and check the health department to see if anything needs to be done. The sooner everyone is notified, the faster the spread of disease can be controlled.

Drop In Rate \$7.00/hour with no second child discount

*Drop In - A child who is not enrolled in the center with a regular schedule.

Schedules – Parents are required to fill out a weekly or monthly schedule for each child.

Returned Checks - A fee of \$30.00 will be charged on all returned checks. If you have one NSF check you will be notified by the administration. Two NSF checks will require you to pay in cash or by credit card.

Accounts - Billing is done on Monday for the previous week. Our billing is based on a weekly billing rate for a 50-hour week beginning each Monday through Friday during our hours of operation. Your balance is checked on the clock in system and you may request a copy of your bill weekly or bi-weekly. Payments are due by each Friday at 12 PM, unless your family is utilizing Tuition Express.

Late Pick-Up Fee - A late pick-up fee of \$1.00 per minute, per child will be charged to the parents if the children are not picked up by 6:00 pm.

****Voluntarily Leaving the Center:**

If parents choose to pull their child/ren out of the center CACCCP requires a two week notice, which will be calculated based on our weekly billing system that begins each Monday and continues through Friday of that week. For example, if you provide your two-week's notice on a Tuesday, you will be charged the weekly rate due through the Friday of the second week. Families who do not provide two weeks' notice will be charged for two weeks.

Once two weeks' notice is given families will be unable to use vacation days.

Children Aging Out of the Center:

The center will provide care for children until their 10th birthday. Parents are required to notify the Billing Consultant of their child's last day at CACCCP.

School Age Summer Program – See Summer Contract for current rates.

Equal Opportunity Provider and Employer

“The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, ect.) should contact USDA'S TARGET Center at (202)-720-2600 (voice and TDD). To file a complaint of discrimination write to USDA Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, DC 20250-9410 or call (800)-795-3272 (voice) or (202)-720-6382 (TDD). USDA is an equal opportunity provider and employer. “

**Carroll Area Child Care Center and Preschool Rates
Effective January 1st, 2018**

SCHOOL YEAR RATES

	Primary Child	Secondary Child
Under age 2	\$177/week	\$136/week
2-5	\$166/week	\$114/week
Opt. K and Preschool	\$128/week	\$94/week
Opt. K and Preschool No School Days	Additional \$27.00/no school day	Additional \$19.00/no school day

**Our billing is based on a weekly billing rate for a 50-hour week beginning each Monday through Friday during our hours of operation. If attendance exceeds 50 hours per week each child will be charged the drop in fee of \$7.00/hour for every hour over 50 hours.

School Age Children

	Primary Child	Secondary Child
Before AND After School	\$72.00/week	\$56.00/week
Before OR After School	\$51.00/week	\$42.00/week
Early Outs/Late Starts	Additional \$18.00	Additional \$13.00
No School Days	Additional \$27.00	Additional \$19.00

SUMMER RATES

	Primary Child	Secondary Child
Under age 2	\$177/week	\$136/week
2-10	\$166/week	\$114/week

An activity fee will be assessed as each classroom participates in an activity.

Carroll Area Child Care Center and Preschool

Acknowledgement & Receipt of Handbook

Please sign and return to the Director for your child's file.

Families Name _____

I have received, read, and understand the Carroll Area Child Care Center and Preschool's Handbook. I understand the centers Guidance, Bullying/Harassment, and Biting Policies. I agree to support and make myself available as I might be needed to assist with any discipline or guidance goals for my child. I acknowledge Carroll Area Child Care Center and Preschool's right to dismiss any child whose needs may be better met in a different setting.

I understand the centers Health Policies and agree to follow them for the safety and well being for all of the children enrolled at CACCCP.

Signature Parent/Guardian

Date

Signature Parent/Guardian

Date

Carroll Area Child Care Center and Preschool and Preschool

Billing Policy

Please sign and return to the Director for your child's file.

Families Name _____

I have received, read, and understand the Carroll Area Child Care Center and Preschool's Billing Policy. **I agree to clear my account every 7 days.** I understand that failure to keep my account current can result in termination of services.

Signature Parent/Guardian

Date

Signature Parent/Guardian

Date

I plan to pay my child/children's tuition bill as follows:

_____ Weekly (**Due no later than 12PM each Friday**)

_____ Bi-Weekly (**TUITION EXPRESS FAMILIES ONLY**)

**Please see Kim to sign up if you are interested.