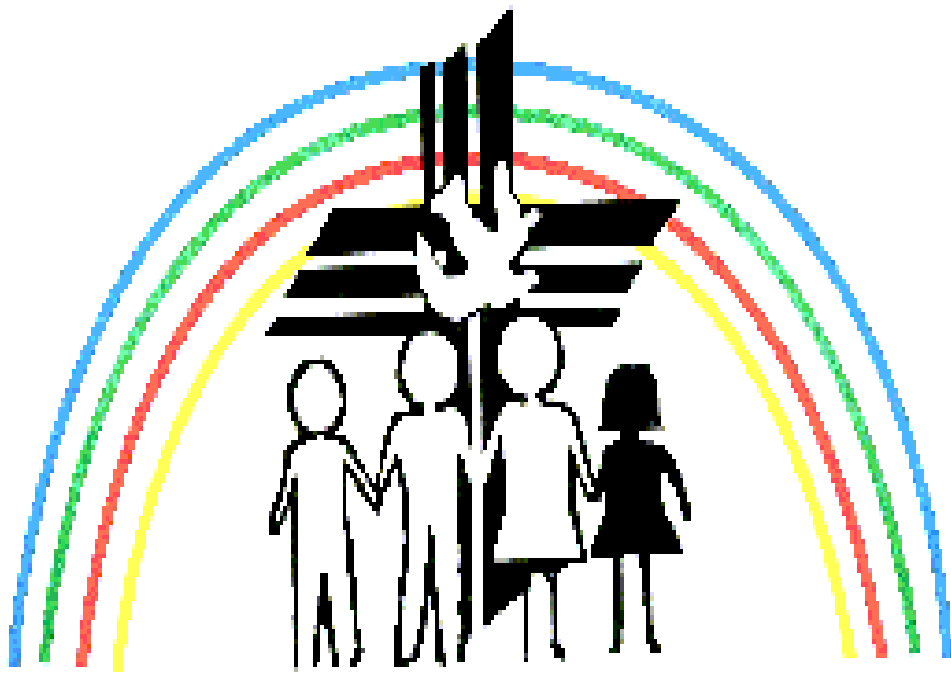


Immanuel Lutheran Child Care Parent Handbook



Mission Statement

Immanuel Lutheran Church offers quality Christian based childcare to all children. This service is offered to the community to connect children and families to Christ, and help them live as Christians in today's challenging world.

Purpose

Our purpose is to provide a safe Christian environment which meets the physical, social, emotional, cognitive and spiritual needs of each child. We strive to promote positive peer relationships and to develop a love for our Lord and Savior, Jesus Christ. We support families by offering a loving, Christ-centered place for their children to be cared for during the day.

Admission Policy

We welcome all children between the ages of 6 weeks and 12years. Parents will receive a registration packet that will need to be completed before the first day of attendance. We accept children of any color, race, national or ethnic origin. We will not discriminate on the basis of religion, race, color, national or ethnic origin in the administration of its educational policies or admission policies.

Oversight and Control of Facility

Immanuel Lutheran Child Care center is owned and operated by Immanuel Lutheran Church. It operates under the auspices of Immanuel's Christian Day School. The congregation retains full temporal and spiritual oversight of the Child-Care facility. The facility's director, the school principal, and the Board of Education will oversee the temporal affairs of the child-care center. The pastor and Board of Elders will oversee matters of a spiritual nature.

Hours and Days of Operation

We are open 5:00a.m.-6:00p.m., Monday through Friday year round. However, we will be closed the following holidays: New Years Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, and the day after Thanksgiving, Christmas Eve, Christmas Day, and Good Friday. If a holiday falls on a Saturday we will observe the holiday on the previous Friday. If a holiday falls on a Sunday we will observe it the following Monday. We will also be closed one week each summer for cleaning. Reminders of dates we are closed will be posted well in advance.

We will do our best to be open on snow days.

Early Drop Off

Drop of times of before 5:00 AM are available. An additional daily fee of \$10 will be assessed to those families who need care prior to 5:00 AM.

Privacy

We will not release any personal information about you or your child at anytime without your permission.

Meals and Snacks

Healthy meals will need to be provided by the families. Nutritious snacks will be provided by the childcare. Effective January 2015, a monthly \$5.00 snack fee per child ages 1 and up will be added to your billing statement.

Children's Belongings

An extra set of pants, a shirt, socks and underwear should be kept at the center at all times. The extra clothes kept at the center should be appropriate for the weather we are experiencing (i.e. Shorts and a t-shirt or tank top for summer). All items belonging to the child shall be labeled with the child's name.

Rest time

Children not in a crib (18 months +) will need to bring in a blanket from home for rest time. We will supply the mats. Blankets will be sent home on Fridays to be washed. One special stuffed toy may be brought for the child to cuddle with at rest time. Quiet, calm music will be played during rest time and the children's backs may be patted to help them rest.

Parent Communication

Parents are encouraged to talk to their child's teacher or the director about any concerns that they may have. A School Newsletter will regularly be sent home to parents updating them of upcoming events. Classroom notes and a lesson plan will also be posted on the bulletin board inside the childcare room. Daily forms will be sent home pertaining to your child's day. These forms include information on diaper changes, bottles, meals and rest times. We welcome you to visit our classroom at anytime to be a part of your child's day.

Discipline Policy

Discipline is a tool that is used to maintain control of the classroom. We will use positive discipline techniques including choices, redirection, stressing that children are using positive words and demonstrating positive behavior or removal from a negative situation. No physical punishment will be used at anytime and no child will be punished for lapses in potty training.

If a child's behavior could threaten themselves or the children around them they will be removed from the situation immediately. The process of removing the child from their current location interrupts the negative behavior and allows them to move on and experience a new

activity. If redirection doesn't work the child will be placed on a time out with one of their teachers to discuss the negative behavior. The teacher will also provide positive ways that the situation could be handled (i.e. our hands are not for hitting, they are for giving hugs or waving to our friends.). If this step is also ineffective, the next step would be to contact the parents and to come up with a plan together to solve the problem.

Arrival and Departure procedures

Parents will provide the center with the names and numbers of the people that are authorized to pick up and drop off their child. It is your responsibility to notify the center of any changes to this list. If a court order is in place, a court order needs to be on file at the center otherwise we have no choice but to release the child to the other parent.

Parents must come with their children into the room to make sure that the child's teacher is aware that they have arrived. Attendance records will be kept for each child. Please help us by signing your child in and out each day. If you are going to be away from work for the day please leave a number where you will be able to be reached throughout the day in case of an emergency.

If your child does not arrive or is not picked up within 30 minutes of the scheduled time a staff member may call you to make sure everything is alright. We will charge an additional fee of \$10.00 if your child is picked up later than 15 minutes after the schedule time.

Registration Fees and Billing

A non-refundable annual registration fee of \$25.00 per family for all families is required every January. The registration fee is also required prior to the first day of services for new families enrolling after January. If Daycare services are not used within a 6 month period, children must enroll as a new child and pay this registration fee again.

Payments are due by the first day on which your child receives care in that week. (A reminder invoice will be available in your family's mail slot by the previous Wednesday.) Weekly hour total may be rounded UP to the nearest hour. If your payment is not received by the first day of care, a \$10.00 late fee will be charged to the following weeks bill. If full payment is not received within seven days of the due date, you will not be permitted to leave your child at daycare. Advance payments options are daily, weekly, or monthly.

Any additions to your child's schedule will be added to your account for the next billing period. You must provide 36 hours notice to add time to your child's schedule, otherwise you will be charged an additional \$10.00 late fee.

Scheduling

Please have your child's schedule in by Monday of every other week for the following two weeks to ensure we have enough staff scheduled. If your child will not be attending on their scheduled day please notify the center before the child's schedule arrival time. Scheduling or cancellations may be made by telephone 24 hours a day. If you call after 6:00p.m. a voice mail can be left. You will be charged for the scheduled hours if we do not receive a 36-hour in advance cancellation, unless due to extenuating circumstances. Only five exceptions per calendar year will be allowed if they meet the criteria noted below.

Each child will be allowed five sick day vouchers each year, which can be used when your child is sick or in the case of a family emergency. Vouchers will be valid January 1st through December 31st each year. Vouchers will be available in a pocket by the family mail slots. You will need to fill one voucher out when your child is sick and turn it in with your payment for the following week to receive credit on your next invoice. If your child leaves the facility early on account of sickness, you will only be credited for those hours in which your child was not present at daycare. If you do not call in and let us know that your child will be absent prior to their scheduled start time, you will not be able to use a sick day voucher for that day. If you provide a doctor's note for your child's absence, a sick day voucher will not need to be used.

Other circumstances for which we will waive the 36 hour notice requirement include the cases of school cancellation due to inclement weather and a family funeral. You may receive credit for daycare hours scheduled if your child is attending the funeral of an immediate family member including: parents, grandparents, and brother/sister. As for inclement weather, we do our best to be open on snow days. If school is closed due to the weather, the 36 hour cancellation policy will not apply, but please call and let the staff know if your child will not be attending by their scheduled start time.

Health Policy

A health care form is required to be signed for each child by their physician, physician's assistant or health check provider. Child immunization record forms must be submitted within the first 30 days of attendance. It is the parent's responsibility to inform the center of any special medical needs or allergies their child may have.

First aid will be given to an injured child. In case of an emergency, the child's parent will be contacted. If the center cannot get a hold of the parent the emergency contact will be called. If they are not reachable, care will be provided by the local emergency resource and a staff member will accompany the child to the hospital.

In order to protect our children and staff we ask you to make arrangements for other care when your child has the following symptoms:

- They have a fever of 100 degrees or above
- They have a new unidentified rash
- They have vomited within the last 24 hours
- They have had diarrhea or watery stools within the last 24 hours
- They have eye drainage along with redness
- They require one on one care
- They have head lice or nits
- They have continuous mucus from the nose accompanied by upper respiratory symptoms

If your child develops any of these symptoms in our care we will notify you and ask that your child is picked up within an hour.

Communicable Diseases

Some illnesses are very contagious and require your child to remain at home. Guidelines for your child's return to the center are as follows:

- Chicken pox- all pox scabbed over and dry; approx. 7 days
- Diarrhea- no diarrhea within the last 24 hours
- Vomiting- no vomiting within the last 24 hours
- Impetigo- if open and oozing, the area needs to be covered: on antibiotics for 24 hours
- Conjunctivitis or pink eye- no drainage, on medication for 24 hours
- Lice- nit free and after treatment of environment
- Fever free for at least 24 hours without the aid of fever reducing medication
- Strep- on medication for 24 hours
- Scabies- after treatment of child and environment

Parents are required to inform of if their child has anything contagious so that we may notify the other families. The child's name will not be used when the other families are informed. The center is also required to notify the health department when certain communicable diseases have been diagnosed.

Parents are also required to notify the center if a child has been exposed to a communicable disease outside the center so that we may watch for symptoms.

Medication Administration

Staff can administer prescription and non-prescription medications as long as a medication permission form is signed. The form must state the times the medication should be given and how much should be given. All medication MUST be in its original container. The container also should be labeled with the child's name. Fever reducing medications will NOT be given to a child unless the reason for the fever is known, nor to any child who has been out due to an illness. All medications given will be written down in our medical log book. When medications are no longer needed they will be sent home.

Reporting Child Abuse and Neglect

Staff are mandated to report any abuse or neglect of a child. Any knowledge or appearance of abuse or neglect will be reported immediately to social services. If a report arises it will remain confidential.

Appearance of Impairment

If any parent arrives at the center and appears to be under the influence of drugs or alcohol we will ask that you contact a responsible person to come pick up you and your child. If the parent continues to insist on driving with the child or driving themselves we are required to contact the authorities.

Daily Closing Policy

Immanuel has a specific closing time of 6:00 p.m. Children should be picked up by this time. If you are delayed by an emergency or you will be late picking up your child please notify the center immediately. There is a fee of \$1 for each minute you are late. If you have not notified the center that you will be late we will try to contact you at home, work, and on your cellular phone. If you are still not able to be reached we will contact the people listed on your child's emergency contact form.

Termination of Enrollment

If parents choose to terminate enrollment a notice of two weeks is required in writing or in person. If your child will not be attending the last two weeks parents are still required to pay for their child's last two weeks.

Immanuel Child Care holds the right to terminate enrollment for the following reasons: failure to pay fees, consistent behavior problems that endanger the other children or staff, or if the staff and parents agree that the center is not meeting the needs of your child.

Two weeks will be given to parents to find alternative care.

Please sign below and return the bottom portion to the center

Immanuel Lutheran Child Care Parent Handbook acknowledgment

I read, understand, and agree to abide by all of the policies of Immanuel Lutheran Child Care.

X

Signature

date