



PARENT/GUARDIAN HANDBOOK



**1282 Concordia Ave.
Saint Paul, Minnesota 55104
651-641-8491 or 651-641-8800**

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EVEN BEFORE I WAS BORN

By Tina English

Even before I was born
God knew my name.
Even before I was born
He had a plan.
Even before I met Mom and Dad
There was something 'bout me,
Even before I could cry, "I'm here,"
He knew that I was meant to be.

Even before I was born
I had a place
Even though I didn't know
He picked my race.
Even before I began to grow
He had held me in His hand.
Somehow He knew where I'd be today
And that's my part of God's plan.

Welcome to **Hand in Hand Child Care Center**. The center is part of the Concordia University system of the Lutheran Church-Missouri Synod. Hand in Hand is also a Four Star Rated Program through Parent Aware.

Your children are very special to those of us who choose to be caregivers. To help provide the best environment for children, the following factors about early childhood are considerations in our program development.

1. Teaching today is aimed at nurturing the whole child. That means we provide activities that develop the mind, body, and spirit in a Christian environment.
2. Recognizing that children are a gift from God to parents/guardians, we see our purpose as one of supporting parents/guardians in their nurturing role. To that end we seek to provide child care during the hours that parents/guardians are working and going to school.
3. When people feel good about themselves, they can more easily feel good about others and can more readily learn and develop to their full potential. Most early childhood teachers believe their primary task is to help each child feel good about who they are. To this end, we strive to provide continuity of care by limiting the number of qualified teachers who care for any one child during a normal day when possible. Primary Care is implemented in the Infant and Toddler programs.
4. Young children must become involved to learn. They need to see, feel, taste, and smell.
5. We are here to encourage and love your child. We are pleased to be partners with you in the nurture of them.

The instruction at Hand in Hand Child Care is under the supervision of the Department of Early Childhood Education in the College of Education at Concordia University and the Board of Regents. The director reports to the College of Education and the Board of Regents. The children participate in on-going activities of the university's program under the supervision of the child care staff.

This handbook serves as one of the center's communication tools with parents/guardians. We hope you will read the handbook when you enroll your child and clarify any areas of concern with the director as soon as possible.

MISSION

The mission of Hand in Hand Child Care is to educate children, families, and adult learners in a Christian environment using Developmentally Appropriate Practices.

PHILOSOPHY

It is the philosophy of Hand in Hand Child Care Center that young children learn most effectively when they have the opportunity to explore their environment and experience a variety of materials and

situations while they play. We also believe in a responsive, developmental approach to early childhood learning which emphasizes that each child develops at their own rate and that progress is measured individually rather than in comparison to other children in the group.

Hand in Hand is a Christ-centered program. Learning experiences are taught from the Christian perspective that each child is a child of God and that all people are deserving of respect as creatures of God. In accordance with this philosophy, we include prayer, worship, Bible stories and teaching, and service to others as part of our curriculum.

We also recognize the need for quiet, active, teacher-directed and child-initiated activities. The following are provided to meet those needs:

Quiet	Active	Teacher-directed	Child-initiated
Puzzles	Dramatic play centers	Music	Dramatic play
Manipulatives	Balls	Stories	Blocks
Books	Jump ropes	Calendar	Manipulatives
Computer	Bean bags	Weather	Books
Rice table	Slides	Show & Tell	Rice table
Water table	Blocks	Jesus Time	Water table
Art projects / materials		Art Center	Table games
		Large muscle	Puzzles
		Arts/Crafts projects	Art center
		Snack and meals	Discovery center (science)

The daily schedule can include:

- welcome and attendance
- self-directed (choice) activities
- large and small group meetings (Jesus time, show & tell)
- large muscle activities (outside or large muscle area)
- bathroom & snacks
- conceptual framework for readiness skills
- story time and/or other language development activities

GOALS OF HAND IN HAND

As the adults at Hand in Hand work with your child and meet their individual needs, we believe that these ten (10) qualities are important outcomes:

1. Children who are children of God.

Children will see themselves as a very special creation, unique and loved by God. Children see Jesus as their special friend who protects and is with them all day long. Children are learning to live in a relationship of love and forgiveness with God and each other. Children feel comfortable asking questions about the Bible, God, and being a Christian.

Examples: Bible stories, daily and table prayers, chapel, songs, play

2. Children who have a positive self-concept.

Children will learn to see themselves as successful learners through success-orientated activities and positive interactions with others. Children will feel a sense of belonging with other children and adults. They must feel free to “risk” failure and be comfortable with mistakes.

Examples: circle and meeting times, play, positive guidance and discipline, talking with children eye-to-eye

3. Children will begin to identify their own emotions.

Children will be able to play and work with other children and adults. They will begin to channel their emotions into outlets that are acceptable and be able to adapt to a group situation.

Examples: play, small group activities, large and small group meeting times

4. Children who are healthy and physically coordinated.

Children who are healthy have more energy to learn. Health requires that children be well nourished and have adequate rest. Children who have the opportunity for vigorous activity will develop competence in physical skills.

Examples: nutritious snacks/meals, naps, outdoor play, large motor activities, hand washing techniques

5. Children will gain an understanding of their community by exploring the people, their work, and their services.

Children will learn they are part of a diverse community with many people, roles, and responsibilities. Children will learn to value their diverse cultures, races, and family lifestyles.

Examples: field trips, resource people, family photo's display, play, multicultural materials: books, dolls, etc

6. Children who use language to communicate with others.

Children will progress through the developmental stages of language: from cooing and babbling, gesturing and simple sentences to adult-like language.

Examples: large and small group meetings, sharing, mealtimes, conversations, play, art, story time

7. Children who express themselves in many ways.

Children gain an understanding of ideas through expression and appreciation of aesthetic events and activities. Children can express themselves in their own way. Children are comfortable using creative materials.

Examples: art shelf, art easels, paint, circle time songs, sensory tables, outdoor play, dramatic play

8. Children who are curious and who want to learn.

Children will have the ability to be critical thinkers and problem-solvers. Children are naturally curious. They learn by using all the senses when they observe, ask questions, look at pictures, solve problems, and try different ways to do things.

Examples: science table and activities, large and small group, play, sensory tables, manipulatives, puzzles, outdoor play, reading corner

9. Children who are independent.

Children will have the opportunity to make judgments and decisions in becoming self-disciplined, self-guided, and self-directed. Children are beginning to be able to solve some of their own problems and to self-regulate.

Examples: indoor and outdoor play, dressing, eating, clean up

10. Children who have a love for reading, writing, and books.

Children will have books and writing materials available to them at every stage of their development so that reading and writing become part of their daily routine and habit.

Examples: story time, circle, play, private reading time

HAND IN HAND AS A CHRISTIAN CHILD CARE CENTER

The following information serves as a guideline for parents.

Parent/Guardians often ask, “What Christian influence do you provide at Hand in Hand?”

1. We provide a loving and Christ-centered environment for all of the children enrolled at Hand in Hand.
2. Infants, toddlers and preschoolers learn about Jesus in an integrated approach. We use opportunities each day to communicate Jesus’ presence in all things that we do, see and feel. Preschoolers and toddlers also learn participate in circle and meeting time.
3. The children will learn about the wonders of nature and the blessings of our families.
4. The children will sing religious songs and say a table prayer before their meals.
5. We celebrate the church holidays: Thanksgiving, a time of sharing; Christmas, Jesus’ birthday; and Easter, Jesus’ resurrection.
6. Older infants, toddlers and preschoolers also attend brief worship services in the university’s chapel several times a year. These services are especially planned for young children.

7. We believe that the celebration of Jesus' love and acceptance is an important part of our mission as early childhood teachers.

HAND IN HAND AS A LABORATORY SETTING FOR CONCORDIA UNIVERSITY EDUCATION STUDENTS

Another role of Hand In Hand Child Care Center is to provide adult student learners of Concordia University enrolled in the Early Childhood Education program with learning and practical application experiences through Practicum and Student Teaching requirements. Full time teaching staff serve as cooperating teachers for these student learners. Clinical students submit to background studies and complete a training module with the center director.

Occasionally, a university course may require student learners to complete developmental observations/checklists with children. Often students request to do these observations at Hand In Hand. Parents are informed ahead of time if their child will participate in these observations.

ABOUT HAND IN HAND STAFF

The staff at Hand in Hand offers your family and child(ren) a high-quality program with professionals who have education and experience in the early childhood field. The staff work together to meet the needs of each individual child. Our staff consists of co-teachers in each classroom and aides to meet Rule 3 regulations. Our aides are college students from the University. All staff, including volunteers, complete background checks, are certified in Pediatric First Aid and CPR and receive training required by the Department Of Human Services Child Care Licensing Division MN Statute 9503 (Rule 3) and the National Early Childhood Program Accreditation. The director makes up the administrative staff with direction from the Department of Education at Concordia University.

DAYS AND HOURS OF OPERATION

The center is open five days per week, Monday through Friday, fifty-one (51) weeks per year. Daily operation hours are 7:30 a.m. to 5:30 p.m.

AGES SERVED

Children between the ages of six weeks and five years are included in the care program. After the Memorial Day holiday the center reserves the right to request early withdrawal of children leaving for

Kindergarten in the fall to allow for the movement of other children from group to group.

On occasion a parent may request that we hold back a child who is Kindergarten age. The teachers, director, and parents/guardians will meet to decide if remaining at Hand in Hand would be in the best interest of the child. Space availability will also determine if the child can stay.

Children qualify for groups by the following age categories:

- Infants - 6 weeks through 16- 18 months
- Toddlers - 16-18 months through 33-35 months
- Preschooler - 33-35 months through 5 years

The licensed capacity at Hand in Hand is for forty-six (46) children. The infant program is licensed for twelve (12) children. The caregiver ratio is one caregiver to four (4) infants. The toddler program is licensed for fourteen (14) children. The caregiver ratio is one caregiver to seven (7) toddlers. The preschool program is licensed for twenty (20) children. The caregiver ratio is one caregiver to ten (10) preschoolers. The ratio of children to caregivers is in effect at all times and children are never left unsupervised. Staff use a transition tracking sheet so that children are always supervised. The full-time floating sub or director will be called in when necessary to maintain proper ratios.

LICENSURE STATUS

Hand in Hand Child Care Center is licensed by the State of Minnesota through the Department of Human Services and therefore, complies with the Child Care Regulations presented in MN Statute 9503 (Rule 3). If parents wish to contact the Department of Human Services, the number is 651.431.6500.

STATEMENT OF NONDISCRIMINATION

Concordia University of Saint Paul, Minnesota in operating a child care center does not discriminate against anyone due to disability, race, religion, or gender.

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender

identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](https://www.ascr.usda.gov/complaint_filing_cust.html), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

INSURANCE COVERAGE

Children are covered against personal and automobile accidents and injury while at the center or on a center-sponsored field trip through Concordia Universities liability insurance with Great American Insurance Company. The insurance coverage is in effect during the time children are signed-in at the center.

CHANGES IN POLICIES OR PROCEDURES

Licensure by the Department of Human Services sometimes requires that current policies and practices be changed at times other than July 1st of each year. Existing policies and fees are subject to change. These changes will be communicated to parents/guardians through email and/or mailings.

DATA PRIVACY

Records concerning your child: enrollment forms, health records, observation records and written parent-teacher conferences reports and all other information about your child is confidential information and will only be accessible to you, the director, your child's teachers,

a person designated by the state licensing department to review our records for licensing purposes and validators for accreditation.

ENROLLMENT

Hand in Hand does not discriminate in the enrollment of children on the basis of race, color, sex, national origin, religion or disability.

A non-refundable fee of the first two (2) weeks tuition and the \$75.00 registration fee is required to reserve your child's placement at Hand in Hand. The two (2) weeks of tuition will be credited to your child's first two (2) weeks of care. Every effort will be made to try to accommodate your preferred start date but enrollment cannot be guaranteed on the date you desire - it is based on availability. A wait list will be started in order of enrollment date application as needed.

When you decide to enroll your child at Hand in Hand, an intake meeting will be scheduled with one of the teachers who will be working directly with your child. During your intake, the classroom program will be explained to you, staff introductions will be done, and you will have the opportunity to share any specific cultural practices, beliefs and traditions, child's interests, needs, and routines. At this time, if your child is an infant or a toddler, you will be assigned a primary caregiver and you will also be asked to schedule a time to observe your child's classroom for half of a day. If you have not been given paper work, you will be given it at this time. Among these forms will be a summary of your child's health status and immunizations. **These summaries and other forms must be completed and turned in to the office on your child's first day of attendance.**

When the time comes for your child to transition to another classroom, an intake conference will be scheduled with one of the classroom teachers. In this conference, the teacher will share information about curriculum, routines, and any specific needs of your child.

To help you with your child's transition from either home to the center or from one room to another room, we will recommend that you spend a half day with your child in their new room. This will let you observe what your child will be doing on a daily basis. It will also provide an opportunity for you to ask questions about the routines and activities of the room.

FEES AND SCHEDULE OF PAYMENT

A schedule of current fees is available from the director. Normally, children are considered to be in full time attendance unless previous arrangements have been made with the director. Three (3) or more days of attendance per week is considered full time. Fees are due Monday or the first day of each week that the child is in attendance at the center. If paying by check, please make them payable to Concordia University. Checks are deposited in the drop box located in the Toddler/Preschool kitchen. Web access payment is available once you have been awarded a key card with an "L" number and ID number. Your "L" number and ID number are your access to this portal. Payment can be made weekly, bi-weekly, or monthly through a credit card, debit card, checking or savings account. If paying with a credit card, a 2.75% convenience fee will be added to your account at checkout. If paying online with your checking or savings account, no additional fees will be assessed. If the tuition is not received by the Friday of the week in which it is due, a \$25.00 late fee will be assessed to your account.

In order to secure your spot at Hand in Hand, a non-refundable down payment of the first two weeks of tuition plus the registration fee is required. Once these are recorded your space within the center will be reserved.

In the event that you need to be refunded money for any reason, the director will initiate this process. This process may take up to two (2) weeks for a paper check. If you would prefer the refund to be directed to your tuition account, make those arrangements with the director.

If tuition payments fall behind by two (2) weeks, the child will not be allowed to continue at the center until all tuition is paid. A \$30.00 fee will be charged to your tuition account if a tuition payment is made by a check that is returned for non-sufficient funds.

In the event that an unforeseen circumstance closes the center (i.e.: snow day, major building maintenance, etc.) tuition will still be billed at the weekly rate unless it is for an extended length of time (three (3) days or more).

In the event that a child is absent three (3) days or more due to an illness, a sick credit of \$20.00 will be deducted from your account for that week. The parent must inform the center director that their child

was absent due to illness in order to receive the credit. This credit may only be used for illnesses.

The center does have contracts with the Ramsey/Anoka/Hennepin/Dakota County Human Services Departments to provide child care for low-income families. For more specific information, contact the center's director.

CREDIT POLICY

Full weekly fees are assessed for children missing one (1) or two (2) days due to illness. Children missing three (3) or more days during one (1) week due to illness are assessed the sick credit rate to hold their space in the center. This credit is only allowed in the case of illness.

HOLIDAYS

The center is closed on the following days: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, July Fourth, Labor Day, Thanksgiving and the day after. The center will close for staff in-service training for two (2) days in the spring and two (2) days in the fall. Look for the dates of these days to be announced on the center calendar and communication from director. **Regular weekly fees remain in effect during holiday weeks.**

The center will be closed the week between Christmas and the New Year. Watch for specific dates in your newsletter. This week will not be counted as vacation nor are you required to pay tuition.

VACATION ALLOWANCE

A space leave allowance of two (2) weeks per calendar year is provided to insure that a child's place remains even while the child is not present. Children enrolled after July 1st of the current calendar year are entitled to one (1) week of vacation allowance for that calendar year. The vacation allowance must be used in units of five (5) consecutive days.

SHORT TERM LEAVE OF ABSENCE (LESS THAN THREE (3) MONTHS)

If a parent/guardian is requesting a leave of absence for longer than two (2) weeks, past the allotted vacation weeks, the director must be notified. To secure your spot for a short term leave of absence (a maximum of 12 weeks), 30% of your current weekly tuition will be

required as a holding fee for your spot for each week that the child is absent. Hand In Hand does not offer any leave of absence beyond twelve (12) weeks. Only one (1) leave of absence can be requested per calendar year. The short term leave of absence requires consecutive weeks not to exceed twelve (12) weeks. The child may not attend during this short term leave of absence. As the 30% is a holding fee for your spot, in the event that a tuition discount were needed due to a specific circumstance (emergency center closure, staffing shortage), the tuition adjustment would not apply to this holding fee.

A part time arrangement can also be requested for a period of time no longer than twelve (12) weeks. This part time rate is three days per week. The three days of attendance must be consistent days. If a center closure occurs during one of your attendance days, you are still responsible to pay for that day. This part time rate is only valid for a period of no more than twelve (12) weeks. Only one (1) part time arrangement can be requested per calendar year.

Short term leave of absences and part time arrangements are at the discretion of the director.

OPEN DOOR POLICY

You are welcome anytime at Hand in Hand. If you are in the area and would like to have lunch with your child or just say “hi” you are able to do that. Your key card gives you access to the center from 7:30 to 5:30. Parents or legal guardians are allowed access to their child at any time while their child is in care.

DISMISSAL OF CHILD

Hand in Hand makes every effort to provide a program that meets the needs of each child. However, sometimes it may be impossible to meet the needs of a child and family. If after working with the child and family, we do not believe it is in the child’s best interest to remain at the center, we will ask the family to make other arrangements for care. The decision to dismiss a child from the center shall be at the sole discretion of the director.

The director may require a parent/guardian to take their child out of our program if the parent/guardian refuses to follow the policies as described in this handbook. If a parent/guardian (or other adult) displays disruptive behavior which effects the integrity of the program,

such as verbal abuse/harassment of staff or children or physical abuse of their child, the child's teacher or the director, if available, will ask them to leave the premises.

All staff are responsible as mandated reporters to keep children safe. If a staff member suspects that a parent/guardian is intoxicated/impaired in any way when arriving to pick up their child, the staff member will suggest that the parent/guardian find another way to transport their child. If the parent/guardian refuses and removes their child from care, the St. Paul Police will be notified. It will be up to the discretion of the director to determine if the offense means termination of the child's enrollment.

TERMINATION OF CARE

A two-week written notice must be given to the director when parents/guardians wish to terminate care. Failure to comply with this policy will result in the assessment of a fee equal to two (2) weeks' worth of tuition.

SUPERVISION POLICY

Children must always be within sight and sound of a qualified staff member. This applies to hallway space, bathrooms, sleeping areas and kitchen areas. Staff must supervise the rooms so no child is left out of sight and sound. Staff need to be set up accordingly. At snack and lunch time, staff sit with children to watch for choking incidents and to help develop social skills. Staff shall regularly count children throughout the day, especially before and after any transition from one place to another.

At no time, under no circumstance is an unauthorized person allowed to observe or enter the toileting area. A staff member must supervise the toileting area whenever children are present.

During operational hours, there are always at least two full time staff members present in the center.

ARRIVAL AND DEPARTURE

TRANSPORTATION AND SIGN IN ARRANGEMENTS

Parents/Guardians must sign in their child each morning upon arrival in order to transfer responsibility of care from parent to their teacher. After the child is signed in, the parent/guardian brings the child to the group to be assimilated and to allow staff to facilitate the parent's/guardian's departure. Hand in Hand legally assumes

responsibility for the child once the responsible person has signed in at the time of arrival.

Upon departure, parents/guardians must sign out their child and let the teacher know they are departing. Once the child is signed out, they are no longer the responsibility of Hand in Hand staff. Children are not permitted to run in the hallways and parents/guardians are expected to enforce this rule/boundary.

Children who are not enrolled at Hand In Hand, such as siblings, who accompany their parents at drop off and pick up, must remain with the parent/guardian at all times.

For parent's/guardian's convenience, a 15-minute parking/loading zone is available on the north side of the center along Concordia Avenue. There is also a circle drive that can be used when dropping off or picking up your child. When the loading zone is full, parents/guardians are encouraged to park on Carroll Avenue for picking up their children rather than double-parking on Concordia Avenue. Children must be well supervised in the parking area as Concordia Avenue is a heavy traffic area.

KEY CARDS

Upon your enrollment at Hand in Hand, each parent/guardian will be given a key card. These key cards will give you access to Wollaeger Hall and the center. Your key card is only in operation for the hours that Hand in Hand is open, Monday through Friday 7:30 a.m. to 5:30 p.m. If you arrive at the center after 5:30 p.m., your key card will not work. At this time you will owe a late fee of \$20.00 per quarter hour or a fraction thereof that is payable directly to the teacher. If you lose your key card, please notify a teacher or the director as soon as possible. The key card system is very secure. If you do not have possession of your card someone else will have access to Wollaeger Hall and also the center. If you lose your card, there will be a \$10 (ten dollar) replacement fee. If your card should become damaged, please return it to the director to get a new card with no cash penalty.

DAILY ARRIVAL

As you arrive each day with your child, you are responsible for getting your child ready for the day. You should help your child out of any outer clothing and put all coats, hats, mittens, etc. in your child's cubby. Allow the child to do as much as they can for themselves. In cold weather, especially winter, leave enough time to help your child

get out of heavy snowsuits and jackets, and to hang them in their proper places. Wash your child's hands or supervise their handwashing when you enter the classroom. Be sure you sign your child in for the day on the HiMama app. or the iPad in the classroom. If you have special information to share with the teacher, you can leave a note for them on the app. After your child is ready and you have signed them in, please greet your child's teacher. This creates a pleasant transition from home to the center and ensures that you have informed us that your child has arrived for the day. If you wish to share any information with the teacher, this is the time to do that. If your child's teacher is unavailable either call them during the day or leave your information with another staff member or the director. Do not leave information with the student staff, they can leave on an hourly basis and sometimes will forget to leave messages.

Hand in Hand has an open door policy which allows you access to your child at any time of the day.

DAILY PICK-UP

When you pick up your child at the end of the day, please be sure that you sign your child out on HiMama with the iPad in the classroom. Let your child's teacher know that they will be leaving the center. This ensures that your child has a smooth transition from the center to home by daily communication between your child's teacher and the parent. If the children are on the playground, please pick up your child outside and be sure to tell the teachers that you are leaving with your child. If we are on a field trip or other scheduled activity, you will have to wait for the group to return.

We believe that it is the parent's/guardian's responsibility to verbally say good-bye to the staff before leaving with their child each day. If your child is involved in a play activity when you arrive, help us be consistent by reminding your child to clean up whatever activity they were involved in.

LATE FEE

If you arrive at the center after 5:30 p.m., your key card will not work. At this time you will owe a late fee of \$20.00 per quarter hour or a fraction thereof/ per child that is payable directly to the teacher(s). The staff is not paid past 5:30 through Hand in Hand. Your late fee is their payment for their personal time. If you know you are going to be late, please call the center and leave a voice mail or talk with a staff

member (this does not relieve you of your late fee however). If you have children enrolled in different rooms you are still required to have each child signed out and are responsible for each child by 5:30 or the late fee will be assessed for each child.

The following steps will be taken if you are over one (1) hour late in picking up your child from the center:

1. Continue trying to contact the parent/guardian at work, home, or the location listed in sign-in book or on daily sheet,
2. Call the emergency number located on your child's registration form and have that person pick up your child,
3. Staff will notify the director while they continue to contact the parent/guardian,
4. If after two (2) hours there still has been no contact with a parent/guardian or an emergency contact person, the Saint Paul Police will be called.

AUTHORIZATION TO PICK UP CHILDREN

No child will be released to a person **not authorized** by a parent/guardian to pick up their child. It is important to let your child's teachers know if someone other than a parent/guardian will be picking up your child. We must have written or verbal authorization from the parent for any changes. If someone other than the parents picks up your child, they will be required to show an Identification card before your child will be released to them.

The staff also reserves the right not to let a child leave the center if they feel that the child would be placed in an unsafe situation. If the situation should arise, an alternate method of transportation will be suggested.

GUIDANCE AND DISCIPLINE POLICY

In guiding young children, our goals are to help children feel good about themselves, to help children develop self-discipline, and to learn to consider the needs and desires of other people. In order to do this, we use the following guidelines in working with children:

1. The environment is prepared so that there are enough choices of activities and enough materials available to prevent arguments over them.
2. Rules are stated as clearly as possible and in a positive way. If a child acts inappropriately, the child is told what they should do,

rather than dwelling on what they should not do. Clear and precise reasons and explanations are given for why a child is to do something. Our first action is to redirect a child to an appropriate activity or behavior. If necessary, and as a last resort, we will remove a child from the situation. A child is never threatened, hit or shamed.

3. Choices are given only when a choice really exists for the child, but encouragement is given to the child to make decisions.
4. Cooperation is emphasized and competition is minimized.
5. It is important that children know it is okay to have positive and negative feelings. We help the child label and deal constructively with feelings.

Physical and/or emotional punishment will never be used. No child will be shamed or humiliated; left unsupervised, shouted at or denied food, light, warmth, clothing or medical care for inappropriate behaviors. No child will be punished for lapses in toilet training. Physical restraint will not be used unless it is necessary to protect the child or others from harm. Mechanical restraints will never be used.

Although separation from the group will be used as a last resort, after less intrusive methods have been tried, it may happen at times. Any child separated from the group will remain within an unenclosed part of the classroom within continuous sight and hearing of the classroom staff. If your child is separated from the group, it will be documented in a special logbook. If your child is separated from the group three (3) times or more in one (1) day, the parent/guardian will be notified and it will be documented that you were notified. If a child is separated five (5) times or more in one (1) week or eight (8) times or more in two (2) weeks, a special meeting will be set up with the parent/guardian, the teacher, and the director to determine how the behavior should be handled. Separation from the group will never be used as a means of behavior guidance for children between the ages of 6 weeks and 16 months.

POSITIVE BEHAVIORAL INTERVENTIONS AND SUPPORT (PBiS)

Positive Behavioral Interventions and Support (PBiS) is a teaching approach Hand in Hand staff use to build positive relationships with children to prevent challenging behavior at school. PBiS requires center staff to create healthy, comfortable and safe environments for students to learn in. Center staff teach age-appropriate social-emotional skills when children need behavioral support.

In a PBiS classroom, staff build positive relationships with children and parents in a variety of ways. Children are taught clear expectations for behavior and are supported by adults as they learn what is expected. The teaching activities of the curriculum actively engage children in learning at their level. When children need extra help in developing friendships, expressing feelings or resolving conflicts, adults develop individual supports and teach these skills. When children receive PBiS supports at school, classrooms become more inclusive of all children.

PBiS is important to your child because your child is getting an excellent education, which supports social-emotional skills and development. Your child benefits from specific teaching about what is expected at school and how to meet the expectations. PBiS is nationally recognized to support children's mental health, which impacts early learning. PBiS research shows that young children spend more time learning in the classroom, adjust more easily to new situations, and show less challenging behavior.

Sometimes children need additional support. Teachers will identify children who are demonstrating behavioral challenges and act quickly to help them. Teachers will take notes on where, when and why the behavior is happening and share information with you about significant behavior concerns. Knowing about the behavior and discussing the behavior with you helps teachers understand the reason for the behavior. When teachers know the reason for the behavior, they can help the child learn a better way to get their needs met. If necessary, your child's teacher will ask you to attend a meeting with behavioral specialists so you can help your child's teacher create an action plan for addressing the challenging behavior.

How you can help . . . children are more successful in school when parents/guardians are actively involved in their child's education. Playing with your child teaches important skills like: sharing, waiting, and confidence. Talking with your child about feelings and words to use to express their emotions help him or her to communicate wants and needs. When children can tell adults what they want or need, they are less likely to display challenging behavior. It is important to recognize your child's successes and let them know you noticed. It is helpful for teachers to hear how children typically behave at home. Talk regularly with your child's teacher and discuss any concerns you

may have. If there has been a significant change in your child's life that could be causing behavior changes, it is important to communicate these changes with your child's teacher so that you can work together to help create a safe and secure space for your child to work through their feelings which may be causing the behaviors. Sometimes families use additional resources in supporting their child's educational and behavioral needs.

Biting Policy

Hand in Hand recognizes that biting is, unfortunately, not unexpected when children are in group care. We are always upset when children are bitten in our program, and we also recognize how upsetting it is for parents. While we feel that biting is never the right thing for children to do, we know that they bite for a variety of reasons. Most of these reasons are not related to behavior problems. Our program, then, does not focus on punishment for biting, but on effective techniques that address the specific reason for the biting. When biting occurs, we have three main responses:

1. Care for and help of the child who was bitten.
2. Help the child who bit learn other behavior.
3. Work with the child who bit and examine our programming to help prevent biting in the future.

Teachers work to keep children safe and to help the child who bit learn different, more appropriate behavior. We do not and will not use any response that harms a child or is known to be ineffective (i.e.: biting a child back, punishment at home at the end of the day, etc).

Immediate attention and first aid, if needed, is given to children who are bitten. If the child is willing ice will be placed on the wound. The wound area is cleaned with soap and water. All bites are documented on our standard accident report form. The form is completed and signed by a teacher. It must also be signed by the parent. The form is then kept in your child's file.

When children are bitten, their parents/guardians are informed personally that day. We, however, will not tell you who has bitten your child. We keep the name of the child who bit confidential. This is to avoid labeling and to give teachers the opportunity to use their time and energy to work on stopping the biting. When we experience ongoing biting in a room, plans are discussed along with the

parents/guardians to develop specific strategies and techniques to work on the problem.

OUR PARTNERSHIP WITH PARENTS/GUARDIANS

CONTINUING CONTACT WITH PARENTS/GUARDIANS

Parents/Guardians will have access to their child's daily activity using the HiMama app. in the Infant and Toddler programs. These daily reports include information about your child's food intake, sleeping patterns, diapering, toileting, and general behavior. On occasion, teachers may communicate with parents/guardians through HiMama or phone/text. Also on Mondays, infant, toddler and preschool lesson plans will be sent to you via e-mail. A Parent Resource Area is located in the preschool/toddler kitchen and just outside the infant room entrance: books, articles, and DVD's and audio CD's, that will help you on your parenting journey. Please make sure that you talk with a teacher before you take a book or a DVD.

When your child enrolls at Hand In Hand and transitions to the next classroom, an initial intake conference will be conducted with a classroom teacher. During this intake conference, the parents/guardians and teacher will discuss their child's individual needs, specific family needs and traditions along with classroom routines and expectations.

Formal conferences are offered twice (2) a year. During these conferences, your child's physical, social, emotional, intellectual, and spiritual welfare will be discussed. Parental/Guardian input is strongly encouraged to help create a full picture of the child's development in order to ensure they will best meet the child's developmental goals. To provide the best conference for you, we ask that you do not bring your child to the conference with you. Your child's ongoing assessment is kept in your child's file and reviewed by the staff in the next classroom to aide them in effective goal setting and curriculum planning.

On occasion, a classroom teacher may be asked to complete a form from a school that your child may be attending in the future. Parental/Guardian permission is required in order to complete any form. The classroom teachers will have the parents/guardians review the form before sending it to the school requesting the information.

If at any time you feel that you need a conference with your child's teacher, please feel free to call them and set up an appointment. If your child's teacher feels that an unscheduled conference is necessary, they will call you and set up an appointment with you.

If an interpreter is needed during conferences, one will be provided. Please arrange this with the center director.

Periodically during the year, special events will take place at the center. We encourage your participation in these events. The events usually include: a Christmas Party that includes both the story of Jesus' birth and Santa Claus, Mother's Day lunch with Moms, Father's Day lunch with Dads and a Family Picnic in late Summer. There may be other planned events throughout the year such as Family Night. These events will be announced. Please see Special Events document, for a description of events.

Occasionally, parent/guardian educational opportunities are offered at the center. Staff or special guests/speakers may present on specific topics. These topics will address common areas of interest concerning young children and be culturally sensitive and inclusive of the families in our program. When necessary, interpreters will be arranged to accommodate the language needs of our families.

A monthly newsletter from the program director is distributed at the beginning of each month. Copies of the newsletter will be sent via e-mail. We encourage you to read the newsletter for any new or special events planned for that month.

A parent/guardian bulletin board is located in every room. Items of special interest or relevance to the age group are posted periodically. Parents/Guardians who have items of interest for the parent/guardian board may share them with the director or teacher.

PARENT/GUARDIAN INPUT

We want to maintain open communications at all times with our enrolled parents/guardians. We encourage you to give us feedback on our program and planned activities. At all times we hope you will feel free to speak with any of us about a concern or complaint. Please speak to the teachers directly in order to settle a situation or grievance. If you cannot find resolution at this point, please speak to

the director. We wish to serve you in the best way possible. Your input and needs are important to us as we try to provide the best possible care of your child. If at any time you wish to visit the center to see your child, please feel that you are always welcome.

We strongly encourage parent/guardian participation in our program. If at any time you have an interest in volunteering in your child's classroom please talk to your child's teacher. There are many opportunities for you to be involved in your child's experience.

To help keep the center running at top efficiency, an annual written evaluation will be given to parents/guardians to fill out. This evaluation will be an assessment of the center's physical environment, the center staff, the program, health and safety, and discipline procedure.

GRIEVANCE POLICY

Good communication between the staff and parent/guardians are a top priority at Hand In Hand. Parent/Guardians are encouraged to bring any question or concern to the teaching staff in their child's classroom at any time. We expect the staff and parent/guardians to address any concerns in a private and respectful manner. A staff member or parent/guardian should never be scolded or yelled at in front of children, other staff members or other parents or gossiped about with other staff or parents. Mutual respect should always be honored.

If a parent/guardian feels that they have properly addressed a concern with the teaching staff and are not satisfied with the outcome, a meeting may be scheduled with the center director and the staff member. If the issue cannot be resolved in this meeting, the parent/guardian can meet alone with the director for further possible solutions. The goal of these discussions is to resolve the problem. However, if a resolution is not reached through this procedure, a meeting with the Academic Advisor and/or the Fiscal and Leadership Supervisor of Concordia University can be arranged. If at this time there is no resolution, the parent may bring their grievance to the Vice President for Academic Affairs at Concordia University. The Vice President will evaluate the grievance and make a final decision as to the plan of action. The entire grievance process is to take no longer than two (2) weeks to make a final resolution.

SOCIAL MEDIA AND PHOTO SHARING

Photographs or other identifying personal information of staff, children and families of Hand In Hand Child Care Center must not be posted on any social networking site or webpage without express written consent of the individuals and the center director. Families may post photos of their own child(ren) at play in the center on a social networking site to share with others. However, families and staff are not at liberty to post photos of other children on social networking sites, blogs, personal websites, etc.; even if those children are photographed during play with their own child.

PARENTAL PERMISSION FOR FIELD TRIPS, OBSERVATIONS, ETC.

Periodically throughout the year, the children will go on field trips. Written parental/guardian permission for these trips will be obtained before the children leave the center. Rented School buses are used for transportation on field trips. Hand In Hand follows Child Passenger Safety protocol for transporting children. A fee is required for the cost of the field trips. Please remember that if you decide not to send your child on a field trip, you must make alternate arrangements for their care while their class is gone. The center cannot provide care during that time.

Our goal for our students is to experience the world in the safest manner possible. When traveling on a field trip away from our school, it is our goal to have a minimum of one (1) adult per two (2) children in the toddler room and one (1) adult per three to four (3-4) children in the preschool room, whenever possible (except when adult tickets are restricted by theatre or agency). Please remember that when you chaperone a field trip, you are responsible for the children in your group. For that reason we ask that you do not talk or use a cell phone, PDA, etc.

Because Hand in Hand is located on a university campus, the children will take walking field trips to the Dome, Science Building, Chapel, and other areas on campus. Infants will also go for stroller rides around the campus as well. The preschoolers will walk over to Dunning Field to use their playground equipment and also to swim at Oxford Community Center. Depending on the unit, preschoolers may take a walking field trip to areas a short distance from campus (i.e.: Cub, Post Office, etc.) as well.

Hand in Hand is considered a lab school by Concordia University. Students that attend the university can get practical experience working with children or observing their stages of development at our center. Before an observation is done on the child however, we will need parental permission for the child to be observed. You will have filled out a blanket statement giving your permission with your enrollment papers, but any subsequent forms will specifically state what is being done with your child (i.e.: photo shoot, observation, child study, etc.). These forms will be kept in your child's file.

PETS

Should an animal be considered in one of the rooms, a check of the children's files would be done to determine if there are any allergies or asthma-related problems to certain animals. Therefore, it is important that your child's file reflects any allergies or asthma-related problems with animals. Parents will also be informed before a pet is introduced into the classroom.

HEALTH NURSE

Once a month, a health nurse visits the center to check in with the director and/or infant staff concerning any health or safety concerns, review health and safety policies and procedures of the center and to offer support and resources. If you have a concern about your child's nutritional, developmental, behavioral or physical needs, please contact your child's teacher or director.

PROGRAMMING AND CURRICULUM

PROGRAM PLAN

The infant, toddler, and preschool teachers have each written a program plan for their rooms.

A program plan consists of:

- Each teacher's philosophy of education for the room.
- Some goals, objectives, and activities that will help the children develop intellectually, physically, socially, spiritually, and emotionally.

This plan is located in the director's office and is available for parent's inspection at anytime. If desired, a copy of the program plan will be e-mailed to you. Talk with your child's teacher or the director to look at the plan.

The preschool room has a full preschool curriculum available to all 3 to 5 year old children.

DAILY PROGRAM

Our curriculum and activities are guided by the document *Developmentally Appropriate Practices* from the National Association for the Education of Young Children. All of the classrooms use a mixture of curriculum philosophies, including *The Creative Curriculum*, to create high quality early learning experiences for children of all ages that promote development socially, emotionally, cognitively, physically, and spiritually. Our preschool program prepares children for Kindergarten, with a variety of opportunities for children to explore and learn with the following interest areas: literacy, writing, art, construction, dramatic play, small manipulatives, computer, large muscle, sensory, science and thematic areas.

Schedules and lesson plans are posted in each classroom on their parent bulletin board.

When your child arrives at the center, they will be greeted by a staff member and given the freedom to get adjusted to the classroom environment. During the day, your child will experience various learning activities through interest centers, small and large group situations, and play. Other than scheduled snack, lunch, and nap times, the daily program will change with the addition or deletion of curricular events. The daily schedule and corresponding lesson plans will be posted in each room outlining all planned activities and events. A teacher is always nearby to lend support when needed. A teacher will help your child when they momentarily lose control of materials, equipment, or even emotions. A teacher is always nearby to answer a question, offer a challenging statement, or make an asked for suggestion – always keeping in mind each particular child’s current level of achievement, interest, ability, and needs.

PHYSICAL ACTIVITY

Hand In Hand believes that children need to have opportunities throughout their day for physical activity. A playground schedule allows for 30 minutes of physical activity both in the morning and afternoon for all classrooms. Other large motor activities are available throughout the day. Physical activity can improve cardiorespiratory fitness, build strong bones and muscles, control weight, reduce symptoms of anxiety and depression and promote positive social

interactions with peers. The teachers will provide activities and age appropriate materials and equipment both indoors and outdoors on a daily basis. Weather appropriate clothing and shoes are required for successful outdoor play. Please be aware of the weather conditions each day and dress your child appropriately.

HEALTH AND SAFETY

Providing a safe and healthy environment for children, families and staff are a top priority of Hand In Hand. It is the responsibility of the Program Director to address any issues that may arise that impact the health and safety of the program. The Program Director will oversee the day-to-day program-level health and safety issues, ensure that the program-level health and safety issues are addressed and resolved, and provide resources for families when they have health concerns or needs.

ALLERGIES

Parents/Guardians are required to inform the program if their child has any known allergies. This can be noted on the Emergency Medical Information Form at the time of enrollment or when an allergy is diagnosed. If a child has allergies to bees, food or seasonal allergies, an individual child care program plan will be developed which includes, a description of the allergy, specific triggers, avoidance techniques, symptoms of an allergic reaction and procedures for responding to the allergic reaction such as medication, dosages, and a doctor's contact information. The care plan along with the child's picture will be posted on the kitchen cabinet next to the Allergy/Diet Restriction/Diet Modifications Log and also in the classroom where the child will be eating meals. The director is responsible to share all allergy information with the child's classroom teachers and other staff as necessary. An annual review of allergies will be conducted. If there are changes to the care plan, the staff will be informed of such changes. If an EpiPen is needed on site, it will be kept out of the reach of children but still accessible to staff. If an EpiPen is used, emergency medical services must be called. The child's parents or legal guardian will be contacted as soon as possible.

SANITATION AND HYGIENE

The center follows policies and procedures set forth by our Health Nurse and Licensing Department. Copies of these policies and procedures can be found in the director's office.

PHYSICAL EXAMINATION AND IMMUNIZATIONS

Hand in Hand must comply with the Minnesota State Immunization Law regarding immunization and regular physical examinations. An updated Immunization Record and Health Care Summary Form must be signed by your health care source and be on file at the center on the first day of your child's enrollment.

Written verification of immunization for D.P.T., polio, measles, rubella, mumps, Hib, Hep B, Hep A, PCV and varicella must be presented to the director prior to the first day at the center. Updated immunization reports must be submitted to the program whenever immunizations are given. It is required that the Health Care Summary Form be updated and given to the director as children move to a new room (i.e.: infants to toddlers).

Hand In Hand requires children to be current in their vaccinations in order to attend the program with the exception of a medical or non-medical exemption which requires proper documentation.

PROCEDURES CONCERNING CHILDREN: ILLNESS EXCLUSION POLICIES

Certain symptoms in children may suggest the presence of a communicable disease. Children who have the following symptoms **MUST BE** excluded from the child care setting until:

1. A physician has certified the symptoms are not associated with an infectious agent or they are no longer a threat to the health of other children at the center or
2. The symptoms have subsided.

For the mildly ill child, exclusion should be based on whether there are adequate facilities and staff available to meet the needs of both the ill child and other children in the group.

Children who have vomiting, diarrhea, an auxiliary temperature of 99.6 or higher, or are put on medication must be **symptom free or on that medication for twenty-four (24) hours before returning to the center**. When children arrive at the center, the teachers greet

them and do a quick assessment to determine that the child is healthy. If during the quick health assessment the teacher feels that the child is ill and should not be at the center, the child will have to be taken home and exclusion guidelines followed. Parents/guardians are encouraged to establish a plan for back up care should their child be ill or become ill while at the center.

Occasionally a child will become ill at the center. In the event that a child begins to show signs of illness, the teacher will contact the parent/guardian as soon as possible. If a teacher suspects that the child is running a fever, the child's temperature will be taken with two (2) different thermometers in order to determine the best accuracy. A fever is not the only symptom that is required to be present in order for the child to be excluded from care. If a child is not feeling well and unable to participate in normal activity, the parent/guardian will be notified. If a child becomes ill at the center, one parent/guardian will be notified and informed to make arrangements to have the child picked up. Until the parent/guardian arrives, a sick cot and blanket will be provided for the child and the child will be separated from the other children, but within sight and hearing of an adult. Sick children must be picked up within one (1) hour of the parent/guardian being notified. After one (1) hour, a late fee of \$20.00 for every quarter hour or fraction thereof is charged and payable at the time the child is picked up. If neither parent/guardian can be reached, the person designated on the registration form will be called. If we are unable to reach anyone to pick up the child or if there are delays, we will continue to assess the child's condition frequently. If the child's condition warrants medical attention, we will contact the child's source of health care or, if necessary, transport the child to Regions Hospital.

Hand in Hand follows the health guidelines of the Saint Paul Public Health Department. For the safety and well being of all children, the child who has any of the following symptoms must remain at home:

FEVER

Auxiliary or oral temperature: 99.6 degrees or higher

Especially if accompanied by other symptoms such as vomiting, sore throat, diarrhea, headache and stiff neck or undiagnosed rash.

RESPIRATORY

Difficult, rapid breathing, or severe coughing:

SYMPTOMS

- child makes high-pitched croupy or whooping sound after they cough.
- child unable to lie comfortably due to continuous cough.

DIARRHEA

An increased number of abnormally loose stools in the previous 24 hours. (More than two (2) in an hour).

Observe the child for other symptoms such as fever, abdominal pain, or vomiting. **Child must be out of the center 24 hours symptom free.**

VOMITING

Any vomiting within the previous 24 hours – **child must be out of the center 24 hours symptom free.**

EYE/NOSE DRAINAGE

Thick mucus or pus draining from the eye or nose.

SORE THROAT

Sore throat, especially when fever or swollen glands in the neck is present. See policy below for Strep Throat.

SKIN PROBLEMS

RASH – skin rashes, undiagnosed or contagious

INFECTED SORES – sores with crusty, yellow or green drainage which cannot be covered by clothing or bandages.

ITCHING - Persistent itching (or scratching) of body or scalp.

APPEARANCE/BEHAVIOR

Child looks or acts differently: unusually tired, pale, lacking appetite, confused, irritable, difficult to awaken. Does not require presence of fever.

Unusual color:

EYES OR SKIN – yellow (jaundice)

STOOL - gray or white

URINE – dark, tea colored

These symptoms can be found in hepatitis and should be evaluated by your doctor.

SPECIFIC DISEASE EXCLUSION GUIDELINES

AIDS

Exclude infected child if they exhibit biting behavior, has open sores which cannot be covered, or any bleeding disorders

CHICKEN POX

Until all the blisters have dried into scabs; about six (6) days after rash onset.

CONJUNCTIVITIS (PINKEYE)

Bacterial – until 24 hours after treatment begins.

Viral – until a letter from a physician is provided to verify that the child does not have bacterial conjunctivitis.

In both situations, the child should be well enough to participate in normal daily activities.

CYTOMEGALOVIRUS

No exclusion is necessary.

DIARRHEA

Generally, until stool returns to normal form. Each specific disease situation needs to be evaluated on an individual basis.

FIFTH DISEASE

No exclusion is necessary.

GIARDIASIS

For those with diarrhea only: Until the child has started treatment and diarrhea is no longer present.

HAND, FOOT AND MOUTH

Until fever is gone and child is well enough to participate in normal daily activities (sores may still be present).

HEPATITIS B

No exclusion is necessary unless infected child exhibits biting behavior or has open sores that cannot be covered.

IMPETIGO

Until sores are healed or can be covered with bandages and child has been treated for (twenty-four) 24 hours on an antibiotic.

LICE

Until first treatment is completed and no live lice are seen.

MEASLES

Until four (4) days after the rash appears.

MUMPS

Until swelling subsides, usually five (5) days but may be as long as nine (9) days after swelling begins.

ORAL HERPES (COLD SORES)

No exclusion is necessary.

PERTUSSIS

Until five (5) to seven (7) days after antibiotic treatment begins.

PINWORMS

Must be out (twenty-four) 24 hours after treatment begins.

RESPIRATORY ILLNESS

Until the child is without fever for twenty-four (24) hours and is well enough to participate in normal daily activities or is on an antibiotic for twenty-four (24) hours.

RINGWORM

SCALP - until twenty-four (24) hours after treatment begins.

BODY - until twenty-four (24) hours after treatment begins.

ROSEOLA

Must be out twenty-four (24) hours fever free.

RUBELLA (GERMAN MEASLES)

Must be out until five (5) days after the rash appears.

SCABIES

Must be out twenty-four (24) hours after treatment begins.

STREPTOCOCCAL, SORE THROAT/SCARLET FEVER

The strep test must be final (initial test is negative but there is another outstanding test waiting on a result) before child returns to the center. If the test is positive a child must be on an antibiotic for twenty-four (24) hours before returning to the center. A child must also be fever-free for twenty-four (24) hours.

YEAST INFECTION (THRUSH)

Must be out twenty-four (24) hours after treatment begins.

NOTIFICATION OF INFECTIOUS OR COMMUNICABLE DISEASES

The director will notify all parents/guardians of any communicable diseases that occur among the children along with the specific guidelines for safe return to the center. Likewise, parents/guardians are asked to call the center by 8:30 a.m. each day if their child will not be in attendance that day. The director will inform the health authorities of any suspected case of reportable diseases within twenty-four (24) hours of receiving a parent's report.

PANDEMIC

In the event of a Pandemic, Hand in Hand would follow all directives that are given from either the Center for Disease Control (CDC) or the MN Health Department. Additional information can also be found on Concordia's website at Concordia.csp.edu. Specific guidelines will be set up for each individual case as well.

MEDICATION ADMINISTRATION AND STORAGE

Hand In Hand will administer medication if necessary. It is preferred that children receive medication from the parent/guardian whenever possible. If medication should need to be administered at the center, only full time staff will give the child the medication. Full time staff will receive training on proper administration and storage procedures.

No medication will be given without written authorization from the child's physician or dentist. Medication can be given only as prescribed. A legible label on prescription medications shall be on the original container and be prescribed for the child whose name is on the medication bottle. These directions must be followed as prescribed. If there is an expiration date on the label, the medication will not be given beyond this date. Nonprescription medication may be administered only with specific authorization of the child's physician. Parents/guardians must write medicinal instructions on the

Medical Permission Sheet before a teacher can administer ANY medication. Children with asthma or insect allergies must have written permission and a course of action on file for the teachers to administer any regular, oral, topical, or inhaled medication. Food and insect allergies will be posted in the kitchen for preschoolers and toddlers. In the infant room, the allergy will be posted on the cabinets in their kitchen.

If your child should swallow or eat anything that is poisonous while at the center, Syrup of Ipecac might be administered. The Poison Control Center will be notified immediately. The center would then follow all directions that Poison Control would give. Syrup of Ipecac is NEVER administered without the consent of the Poison Control Center. We also must have written permission to administer it on file for each child in the center.

Medication is stored in the following ways:

1. Non-refrigerated medications are stored in labeled Ziploc bags and placed in a sealed bucket, which is stored on top of the refrigerator.
2. Refrigerated medications are stored in labeled Ziploc bags and placed in the sealed bucket in the refrigerator.

SUDDEN UNEXPECTED INFANT DEATH SYNDROME POLICY

Sudden Unexpected Infant Death Syndrome is defined as the sudden and unexplained death of an otherwise healthy infant less than one (1) year of age. In 1999, the Consumer Product Safety Commission, the American Academy of Pediatrics, and the National Institute of Child Health and Human Development, revised their recommendations on how to put children less than twelve (12) months of age to sleep. Their recommendation is for children of this age to sleep on their backs with no soft toys, bumper pads, or blankets in their crib.

To provide the best possible care for your child, Hand in Hand Child Care recognizes the importance of placing children on their backs to sleep. While your child is enrolled here, they will be placed on their backs to sleep. Until one year of age, your child may only use a sleep sack. A sleep sack allows you to place the child in the sack before going to sleep in place of a blanket. When your child is one year, they may use a blanket. The blanket must be a single layer. We also will not allow any soft material (stuffed animals, bumper pads,

etc.) in your child's crib. A Parental Consent For Swaddling An Infant form must be signed if you wish for your child to be swaddled during naptime. However, once your child is able to roll, we will not be able to swaddle your child. If your child has a medical reason to not sleep on their back, a doctor's order stating the condition and recommendation must be placed in your child's file.

EMERGENCY PROCEDURES

PROCEDURE CONCERNING INJURED CHILDREN

All staff at the center are trained in first aid and CPR every two (2) years. If your child receives a minor cut or abrasion at the center, their teacher will wash the area with soap and water and apply a band-aid. Any further treatment of the wound must be done at home. If your child's teacher feels that the wound requires medical attention, you will be notified.

ACCIDENTS

If a serious medical, dental or mental health emergency occurs, the child will be taken to Regions Hospital Emergency Room or the hospital specified on their emergency contact. If necessary, the Saint Paul Paramedic unit will be called. Every effort will be made to contact the parents/guardians of the child.

Minor incidents requiring first aid, such as scrapes, bumps, and scratches will be communicated to parents/guardians on a written accident report on the day the injury occurred. The report must be signed by the parent/guardian and a copy kept in the child's file. If a medical, dental or mental health incident occurs that does not require the child to be transported to the hospital but may need the parent/guardian to come and assess the child or take the child to the doctor, a written accident report will be completed by the teacher and signed by the parent/guardian. If treatment is needed (such as stitches), the director will need to be notified as soon as possible in order to report the incident to DHS within 24 hours.

We will do our best to ensure your child's safety. However, please recognize that children may have accidents. If your child comes home with a bump, scratch or bite, but an incident report was not provided, it may be because your child did not cry after the incident or verbally notify the teacher. **Although every effort will be made to alert you of these occurrences, sometimes incidents may happen**

unnoticed. Please speak with your child's teacher immediately if you have questions about an incident. An annual review is done on all accident reports to see if changes need to be made in our policies and procedures.

MISSING CHILD

The staff at Hand In Hand are required to follow the supervision policy at all times (all children are to be within sight and sound of an adult at all times). However, in the event that a child would go missing, the following procedure would be enacted:

1. Make sure that the remaining children are in a safe place
2. Call the director to help search for the missing child
3. The director will call Campus security or St. Paul Police if needed
4. Parent/Guardian will be notified if the child is not found in a reasonable amount of time.

WINTER WEATHER CONDITIONS

In the event of severe winter weather, which includes: snow, cold, ice, etc., if the center should close for the day, teachers will call you at home to let you know that the center will be closed. If the Concordia University should close, Hand in Hand will automatically close. Listen to WCCO radio for the closing of Concordia University – Saint Paul. Parents/Guardians are requested to phone the center if their child is not coming because of a weather emergency. There is no tuition reimbursement for center closures due to weather.

Parents/Guardians may also be phoned during the day and asked to pick up their child if road conditions are hazardous enough to warrant early closing of the center. A staff member will remain at the center until an authorized person has picked up the last child. If the center should close early and you do not arrive at the center by the designated time, late pick-up rates will apply.

STORMS

In the event of a weather emergency such as a tornado or severe storm warning, the staff will follow the evacuation procedures listed below:

INFANTS – to their changing area,

TODDLERS AND PRESCHOOL – under the stairwell located on the East Side of the residence hall.

All children will remain in their shelter area until the director or teacher in charge gives the all-clear signal. This signal will be determined by weather instructions given by radio station WCCO 830 AM, all clear by Concordia Security Personnel or by the signal ceasing. Each emergency area is equipped with flashlights, glow sticks, and a portable radio.

FIRE

In the event of a fire at the center or in the residence hall, the staff will follow the evacuation procedure as listed below:

INFANTS – infants will be placed into reinforced cribs, four infants (4) per crib, taken out the fire exit and proceed to the chapel. There are three (3) reinforced cribs in the infant room.

TODDLERS – exit through their room door and proceed to the chapel.

PRESCHOOL – exit through their room door and proceed to the chapel.

ALL children will be taken to the chapel where they will stay until the director or teacher in charge gives the all-clear signal or further directions are given.

The children are familiar with this procedure, as unannounced fire drills are practiced once a month.

CHEMICAL OR BIOLOGICAL TERRORISM

In the event of a chemical or biological terroristic attack, the **fire evacuation** procedures would be used. **ALL** children will be taken to the chapel where emergency personnel will give any further directions. If there is time, two (2) staff members have been designated to have their cell phones with them so emergency calls can be made after the children are secure. Also, if possible, the director will change the message on the answering machine to reflect the change in building location. Location to another building would only be done in response to direction given by Emergency Medical Personnel or other Emergency Professionals.

DANGEROUS INTRUDER

In the event that an intruder attempts to enter the building, a staff member will immediately call 911 and initiate the lockdown procedure. Once children are in a safe location, the line of command will contact the University security office.

ALCOHOL, DRUGS, SMOKING AND CONTROLLED SUBSTANCES

The use, sale, transfer, possession, or being “under the influence” of alcohol, drugs, or controlled substances on university property is prohibited. “Under the influence” for the purpose of this policy, is defined as creating a risk to the safety and well-being of the affected person, staff, the children, the public, or university property. Employees and parents may be in possession of and may use lawfully prescribed prescription drugs on university property.

With the exception of off-campus housing and individually designated on-campus residential rooms, all indoor areas on campus are tobacco-free, thus creating a “Clean Indoor Air Policy”. Beyond the residential exceptions noted, tobacco is not permitted in classrooms, offices, tunnels, the dining hall, the student union, athletic facilities, entrances to building or any other indoor areas.

All smoking must take place outside at least 20 feet from any building to insure building entrances are free of smoke. Receptacles for cigarettes, cigars, and other tobacco products are positioned approximately 20 feet from the entrances to key buildings on campus.

Smoking is not allowed in the child care center or on the playground.

FIREARM POLICY

BECAUSE HAND IN HAND IS A SCHOOL ZONE, ALL FIREARMS ARE PROHIBITED. Individuals who possess firearms in this school zone are subject to arrest and could be charged with a felony. If you have any questions, please feel free to talk to the director.

If at anytime there would be someone on campus with a firearm, there are evacuation procedures that are in place for Hand in Hand. As soon as possible, the full time staff will call all parents/guardians to confirm that your child is in a safe and secure location.

MEALS AND SNACKS

Hand in Hand Child Care participates in the Federal Milk Program. This program still needs to meet all the requirements of the Child and Adult Care Food Program (CACFP) listed below.

Each day more than 2.6 million children participate in CACFP at child care homes and centers across the country. Child Care providers are reimbursed for serving nutritious meals which meet the USDA requirements. The program plays a vital role in improving the quality of child care and making it more affordable for low-income families.

MEALS

CACFP homes and centers follow meal requirements established by USDA.

Breakfast	Lunch or Supper	Snacks Two of Four Groups
Milk Fruit or Vegetable Grains or Bread	Milk Meat or Meat Alternate Grains or Bread Two different servings Of Fruits or Vegetables	Milk Meat or Meat Alternate Grains or Bread Fruit or Vegetable

Eligibility: State agencies reimburse facilities that offer non-residential child care to:
 Children 12 and under,
 Migrant children age 15 and younger, and
 Youths through age 18 in after-school programs in needy areas.

Contact Information: If you have questions about CACFP, please contact one of the following:

Food and Nutrition Service
 MN Department of Children, Families and Learning
 (651)-582-8526 or (800)-366-8922 fns@state.mn.us

Nutritious meals are prepared daily for Hand in Hand children by Sodexo Food Service through the University. A weekly menu is posted on the parent bulletin boards in the infant, toddler, and

preschool areas as well as being sent home in weekly communication. Two snacks and a noon meal are served daily. In the event that the university food service was unable to provide meal service to the center due to unforeseen circumstances, parents/guardians might be asked to bring in a bag lunch for their child's noon meal. Parents/guardians would be notified of these times through written communications with the director and their child's teacher.

In the infant room, the center will provide Sam's Club formula, cereal, jar foods, finger foods, whole milk, and all snacks. If you choose to not participate, you must bring in all food, formula, and snacks and there is no reduction in tuition. Infants are fed on a schedule that is set up by the parent/guardian and the infant staff. Infant schedules are individually set. Hand In Hand will only offer children foods that have first been introduced at home. Occasionally infants may touch foods for sensory activities that they have not been introduced to at home. Parents/Guardians will be made aware of foods used in the weekly lesson plans. If a parent/guardian does not want their child to participate in the activity, they will need to notify the teachers.

Breakfast is an important part of your child's day, if possible please eat breakfast with your child and talk about the upcoming day. If you are on a tight schedule in the morning you can bring your child's breakfast to the center. Breakfast eaters should arrive at the center by 7:45 a.m. so teachers can be in their classrooms by 8:15 a.m. Allow enough time for your child to be finished with their breakfast by 8:15. You are always welcome to sit with your child for breakfast if the staff are already in their classroom. **CHILDREN CAN NEVER BE LEFT UNSUPERVISED AT BREAKFAST!** This rule is enforced in the infant area also. We ask that you set-up your child's breakfast in the kitchen area then your child's teacher will help them with breakfast and clean up.

Occasionally there may be children with allergies which may require some food products to be restricted at breakfast, such as, eggs or peanut butter. The staff will inform parents of these restrictions.

Withholding of snacks or meals from children is never practiced as a method of discipline. In the same way, food is not used as a reward. Children are taught that food is something we eat for nourishment and good health.

MEALS BROUGHT FROM HOME

If a child requires meals prepared at home due to allergies or other food restrictions, the meal must contain all of the food components (protein, grain, vegetable, and fruit). Hand In Hand will provide milk. Food brought from home should come in a container labeled with the child's first and last name. If a child requires a modification to their meals, an Individual Child Care Program Plan (ICCPP) For Allergies or a Non-Allergy Food Restriction Form must be completed. A copy of the completed form will be kept in your child's file and another copy will be kept in a file in the kitchen area. Staff are required to keep the Allergy/Diet Restriction/Diet Modification Log up to date with all children who receive meal modifications which is posted on the cabinets in the Infant and Preschool/Toddler kitchens. All staff are instructed to be aware of children who have specialized instructions for meals.

BOTTLES

All bottles need to be labeled with first and last name at all times! It is the parent's/guardian's responsibility to check this daily. Bottle bands are the best to ensure that bottles stay labeled.

BREASTFEEDING

Teachers are very willing to support breastfeeding by handling "pumped" breast milk. Hand In Hand will store frozen breastmilk in a plastic container with lid. Frozen breast milk should be no older than 3 months. It is the parent's/guardian's responsibility to make sure that breast milk is current.

The mother's lounge/teacher work room is available for those mothers who desire to nurse their infants during the day. Scheduling arrangements for such purpose are made with the infant teacher.

MILK

Hand In Hand provides whole milk for infants from 12 months until 24 months. At 12 months, Hand In Hand no longer provides formula. Once the child turns 2 years old, Hand In Hand will provide skim milk. If you wish to provide your own milk, you will be asked to only bring a daily supply.

BIRTHDAY PARTIES AND SPECIAL EVENTS

Children's birthdays are celebrated at the center. Since there is likely to be children with allergies in your child's classroom, birthday treats are not allowed. Birthdays and special events are times when parents/guardians may want to donate a book to their child's classroom. It is up to the parent/guardian if they wish to bring party favors. If party favors are brought to the center, they will be placed in each child's cubby to take home at the end of the day.

Special events are held throughout the year at the center. Parents are invited and encouraged to attend any and all of these events: Family Nights, Mother's Lunch in May, Father's Lunch in June, Family Picnic (in the summer time), Halloween party, and Christmas Party. All of these events are held during the day with the exception of Family Nights and Family Picnic.

DRESS FOR SCHOOL

Think of your child's comfort and provide clothing that is free from complicated fastenings. Expect toileting accidents if the clothing cannot be removed quickly by the child or adult. Remember that messy art materials and other dirt-producing activities are part of the education for young children. Provide clothing that is washable. Dress your child in everyday clothes that you do not mind getting stained since we will not replace clothing. Think of our playground and provide clothing that is sturdy. Dress your child in sturdy shoes that allow active play, tennis shoes are strongly recommended. No flip-flops in the summer. Think of the changeable Minnesota weather and the fact that even though the sun may be bright and warm at 9:00 a.m., it might be cold and windy at 10:00 a.m. **DRESS YOUR CHILD APPROPRIATELY FOR THE POSSIBLE WEATHER CONDITIONS AND CHANGES.** Provide sweaters and jackets even on the first days of spring and the last days of summer. It is much easier to remove an unneeded garment than to not allow your child's participation in the center's activities. Provide a suitable head covering when needed. Common sense should rule. Think of how you would feel in your child's clothes when you dress them in the morning.

Your child should have at least three (3) changes of clothes every day. While we will use Hand in Hand clothes if your child has none, repeated misuse of this policy will result in a call requesting clothes for the day.

OUTDOOR PLAY AND SHOES

Outdoor play is a very important component of our curriculum. Children need space and equipment to aid in their physical and social/ emotional development. Fresh air also helps keep us healthy. The staff will accompany children outdoors every day except when weather conditions prevent outdoor play. All children are within sight and sound of a staff member at all times during outdoor play. Teachers place themselves in locations throughout the playground so that all children can be seen. Shoes that cover the toe and support the back are required. Our activities are “physically activity-based” including walks, playground time, hallway time, field trips, etc. so sneaker-type footwear should be worn to support all our activities. DO NOT wear flip flops and assume that children may “change” into their sneakers, etc. as our day is very fluid and we cannot always take the time to change children’s footwear. Outdoor play is part of the program throughout the entire year. Children should come prepared for such activities during all seasons of the year. All children in attendance are considered well enough to participate in outdoor activities. Part of the summer program is water play. Parents/guardians should supply their child with a swimsuit, water shoes and a towel daily for this activity. For sanitation reasons, we request that towels and swimsuits be brought home daily.

Specific details concerning outdoor activities during the various seasons will be communicated to you by the classroom teachers.

When you pick up your child for the day while we are playing outside, please make sure that you notify a teacher that your child is leaving for the day.

A good way to help your child with self-help skills is to allow them to put on their own shoes, coats, snow pants, boots, hats and mittens. Gentle encouragement from you will help your child learn to do these tasks by themselves.

TEMPERATURE AND RECOMMENDED CLOTHING CHART

Below 0 degrees F. (including wind chill), rainy days, and poor air quality deemed unsafe for children – we do not play outside.

0 through 20 degrees F:

- *snow pants and warm jacket, or snowmobile suit
- *warm hat, hood with ties, or both
- *mittens or gloves

*snow boots

20 through 40 degrees F:

- *snow pants and warm jacket or snowmobile suit
- *warm hat, hood with ties, or both
- *mittens or gloves
- *snow boots

40 through 55 degrees F:

- *warm jacket
- *warm hat or hood
- *snow pants (if teachers feel them necessary)
- *mittens
- *snow boots (if teachers feel them necessary)

55 through 70 degrees F:

- *light jacket
- *hat or hood

70 degrees F and above:

- *indoor clothing
- *hat

Temperatures above 85 degrees can be dangerous depending on humidity and heat index. If staff takes children outdoors when temperatures are above 85 degrees, they must closely monitor children for signs of overheating and degree of active play. Water is provided outdoors and staff must encourage children to take breaks and drink water.

These are simply guidelines and individual discretion will be necessary as weather changes are forecast.

Please send appropriate clothing for outdoor play each day for each season. We will make sure your child is properly dressed with the items you supply. **Every personal belonging of your child must be clearly labeled with your child's first and last name in permanent marker on the label.** Put legible labels on **all** outer garments, including hats, mittens, and boots. If your child's clothes are not marked, it is difficult to determine whose mitten we have found.

Parents must provide three (3) complete changes of clothing at all times in their child's cubby. This includes socks, undergarments, onesies, shirts, and pants. All extra clothing may be

stored in your child's cubby unit in their classroom. If your child has soiled clothing, the dirty clothes will be put in a plastic bag and put back into your child's cubby. Remember to bring in another set of clothes the following day. The center does have extra clothes for emergencies only. Repeated misuse of this policy will result in a call to have you bring in clothes for the day. Please return all extra clothing, cleaned, as soon as possible.

PERSONAL ITEMS BROUGHT TO THE CENTER

All infants, toddlers, and preschoolers are asked to bring blankets or sleep sacks to use for naptime. Toddlers and preschoolers may also bring in a pillow and a pillowcase if they wish to use them at naptime. Pillowcases and blankets are kept at the center and taken home on Fridays for laundering purposes.

Preschool and toddler children may be asked to bring in items for sharing on certain occasions (i.e.: something in conjunction with the unit of the week, sharing bag, etc.).

TOYS FROM HOME

If your child would like to bring a toy to the center from home, please remember that center staff will not take responsibility if the toy gets lost or broken. While every effort will be used to ensure that this does not happen, we will not guarantee that toys will not get lost or broken. Please reinforce this concept to your child before bringing a toy from home. **PLEASE DO NOT BRING INTO THE CENTER ANY GUNS, WAR TOYS OR TOYS OF DESTRUCTION.** If a child must have a means to express their feelings of aggression, we suggest using water play to relax and soothe; crayons and paper to vent their frustration; and the use of the large muscle area to work out aggression.

If you have a book or musical selection that might add interest to the program, we would appreciate your sharing it with us. We will keep it in a secure place and return it to you after its use.

DIAPERING

Infants, toddlers and preschool diapers are checked every two (2) to three (3) hours for wetness or more frequently as needed. If your child would have a bowel movement, that diaper is changed immediately. Diapering times are documented on the diaper boards in both the infant and toddler rooms. Condition of diapers and the times

that the diapers were changed will be recorded on your child's HiMama daily report.

Hand in Hand does provide diapers for infants and toddlers. If your preschooler is not developmentally ready for toilet training, you will need to provide diapers for them or get billed an extra weekly fee.

Hand In Hand will support a parents/guardians desire to use cloth diapers. You will be required to supply a wet bag that zips in order to reduce odors. The cloth diaper must include an absorbent liner and outer cover that is waterproof. Hand In Hand will provide a foot operated receptacle to store the wet bags in. The parent/guardian is responsible for taking the diapers home every day.

TOILET TRAINING/ RESTROOM

All children are supervised when using the restroom. Appropriate restroom habits are taught and supported by the staff.

Toilet training is part of the toddler program. The toddler teachers will be a tremendous help to you while going through potty training. Talk to them about the signs of readiness and also ask for suggestions that will help you train your child. Teachers will watch for the "window of opportunity" in readiness and will suggest training when signs are given. At this time, you will have a conference with the toddler teachers about beginning the potty training process. The teachers have developed a guide to help you through the process. Potty training must be attempted for a weekend prior to starting the process at school. Your child must be in underwear during this process.

Before your child can move to the Preschool room, you must have tried potty training with them for one week. After the week of training, you will once again conference with the toddler staff about how the process went. At that time a decision will be made to keep the process going or to wait for a little while. The process will be a success only if it is a joint effort.

The center staff feel strongly that children who are toilet trained should wear cloth-training pants. Children **MUST** be brought to the center in training pants or the staff will not help train them. Parents are asked to send three or more complete changes of clothing for the child in case of accidents.

We will not hold a child back from moving up to the preschool room if they are not potty trained, but we do expect that a reasonable attempt

has been made at home. Some children are physically not ready to be trained before three. We will work with you every step of the way to help not only the child but the parent/guardian as well. You will also need to provide diapers if your child moves to preschool and is not yet potty trained. You will be responsible for restocking all of your diapers and wipes. If your child runs out of diapers, you will be charged \$15.00 per day until diapers are brought to the center. If you choose not to provide diapers, Hand in Hand will provide them for you at an extra weekly fee.

HANDWASHING

Children are taught to wash their hands for twenty (20) seconds by singing The ABC's and other songs. Children wash their hands at arrival and departure, before and after eating, after toileting or diaper changing, and after outdoor play or sensory play. We ask that you wash your child's hands when you arrive in the morning.

We follow set guidelines from our Health Nurse and Licensing authority.

NAP AND REST TIME

As an alternative to noisy and involved activities, naps are an important part of the daily program. We request that toddlers and preschoolers lie on their cot, read softly, or just enjoy the quiet. We have found that most children need the rest and will easily fall asleep within one half-hour. If your child does not fall asleep after half an hour, they will be allowed to get up and do quiet activities or play in the large motor area. Please make sure that your child has a blanket for naptime.

While no child likes a break from play, we ask that you help your child understand that naptime is a quiet time. Please help us by referring to it as rest time. This may help your child adjust to the transition from play.

In the infant room, naps are based on the child's individual schedule worked out between the parents/guardians and the infant staff. Due to licensing rules, children under one may not have a blanket in their crib. If you wish you can bring in a sleep sack for your child. The sleep sack may be a swaddling type sack but a consent form will have to be signed. The center does not provide sleep sacks. If you choose not to provide a sleep sack, your child will just be placed in

their crib without a cover-up. Infants under six months or who do not know how to roll over on their own will always be placed in their crib on their backs. Hand In Hand follows all Safe Sleep practices using current American Academy of Pediatrics guidelines. **NOTHING** is allowed in the cribs except a pacifier without any strings or attachments.

CHILD ABUSE

All staff members at Hand in Hand are mandated by state law (Minnesota Statutes 626 556 Subdivision 3) to report child abuse. This means that if they “know or have reason to believe” that a child is being physically or sexually abused or neglected, they are required by law to contact Ramsey County Child Protection Services or the county of the child’s residency to report verbally and in written form the child’s name, the name of the alleged perpetrator (if known), the extent of injuries, and the reporters own name.

The following is information that is required by the State of Minnesota to inform parents on how and where to report suspected child abuse or neglect. If you have any questions, please talk to the director. A complete copy including definitions is available in the director’s office.

REPORTING POLICY FOR PROGRAMS PROVIDING SERVICES TO CHILDREN DEPARTMENT OF HUMAN SERVICES MALTREATMENT OF MINORS MANDATED REPORTING Office of Inspector General- Licensing Division

What to report

- Maltreatment includes egregious harm, neglect, physical abuse, substantial child endangerment, threatened injury, and mental injury. For definitions refer to [Minnesota Statutes, section 260E.03](#), or listed below. Maltreatment must be reported if you have witnessed or have reason to believe that a child is being or has been maltreated within the last three years.

Who must report

- If you work in a licensed facility, you are a “mandated reporter” and are legally required (mandated) to report maltreatment. You cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.
- In addition, people who are not mandated reporters may voluntarily report maltreatment.

Where to report

- If you know or suspect that a child is in immediate danger, call 911.
- Reports concerning suspected maltreatment of children, or other violations of Minnesota Statutes or Rules, in facilities licensed by the Minnesota Department of Human Services, should be made to the Licensing Division's Central Intake line at 651.431.6600.
- Incidents of suspected maltreatment of children occurring with a family, in the community, at a family child care program, or in a child foster care home, should be reported to the local county social services agency at 651-266-4444 or local law enforcement at 651-291-1111.

When to report

- Mandated reporters must make a report to one of the agencies listed above immediately (as soon as possible but no longer than 24 hours)

Information to report

- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the maltreatment (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected maltreatment occurring within the licensed facility, the report should include any actions taken by the facility in response to the incident.

Failure to report

- A mandated reporter who knows or has reason to believe a child is or has been maltreated and fails to report is guilty of a misdemeanor.
- In addition, a mandated reporter who fails to report serious or recurring maltreatment may be disqualified from a position allowing direct contact with, or access to, persons receiving services from programs, organizations, and/or agencies that are required to have individuals complete a background study by the Department of Human Services as listed in Minnesota Statutes, section 245C.03.

Retaliation prohibited

- An employer on any mandated reporter is prohibited from retaliating against (getting back at):
 - an employee for making a report in good faith; or
 - a child who is the subject of the report.
- If an employer retaliates against an employee, the employer may be liable for damages and/or penalties.

Staff training

The license holder must train all mandated reporters on their reporting responsibilities, according to the training requirements in the statutes and rules governing the licensed program. The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

Provide policy to parents

For licensed child care centers, the mandated reporting policy must be provided to parents of all children at the time of enrollment and must be available upon request. The definitions section (p. 3-6) is optional to provide to parents.

Internal review

- When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care.
- The internal review must include an evaluation of whether:
 - related policies and procedures were followed;
 - the policies and procedures were adequate;
 - there is a need for additional staff training;
 - the reported event is similar to past events with the children or the services involved; and
 - there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and secondary person or position to ensure reviews completed

The internal review will be completed by the program director. If this individual is involved in the alleged or suspected maltreatment, the Fiscal and Leadership Supervisor will be responsible for completing the internal review.

Documentation of internal review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective action plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan to correct any current lapses and prevent future lapses in performance by individuals or the license holder.

PARENT/GUARDIAN, STAFF OR VOLUNTEER MALTREATMENT

If suspected maltreatment (emotional, physical or sexual abuse) of a parent, staff member or volunteer occurs at the program, the director should be notified immediately and actions will be taken. If the program director is involved, the Fiscal and Leadership Supervisor can be contacted. Their contact information is listed at the end of this handbook.

CHILDREN'S BASIC NEEDS

In order to grow and learn, all children have basic needs including safety, good nutrition, shelter, medical attention, clean clothes, appropriate discipline, and love. Parents/guardians who are having difficulty providing for a child's emotional or physical needs are encouraged to ask for help. Our staff can help parents/guardians find community resources.

The following agencies are available to help families in need:

First Call For Help (United Way) 211
Parent's Anonymous 651-523-0099
Ramsey Co. Child's Mental Health Crisis Line 651-290-8999
Hennepin Co. Child Protection 612-348-3552
Ramsey Co. Child Protection 651-266-4500

If a parent/guardian is unable or unwilling to meet a child's needs or if there is suspicion of physical, emotional, or sexual abuse, staff are

mandated by the State of Minnesota to file a report with the Child Protection Agency.

TOUCH AND NURTURING

Physical touching is an important part of the care and nurturing of young children. Children feel loved, accepted, and supported through the sensations of touch by nurturing adults and peers. However, physical touch should be respectful of children's body cues and only occur with their permission.

Staff members are trained to be sensitive to children's requests for physical interaction and responses. They model appropriate nurturing touches. Except for safety or cleansing, children will always have the right to refuse touch. Children are also taught to respect adults' and other children's touch preferences.

Nurturing touch is necessary for every child's emotional growth. Affectionate nurturing includes: hugging, holding on lap, rocking, carrying, rubbing or patting backs, cuddling, and hand holding. Children always have the right to refuse these touches except for safety purposes.

Personal care touch includes diapering, cleaning, dressing, feeding, and naptime routines, and is done in a gentle and respectful manner. It will also include face and hand washing, assisting with toileting, examining rashes and unusual marks, nose wiping, assisting with necessary clothing changes and first aid treatment.

Genital areas are gently touched for purposes of cleansing and only when age appropriate.

First aid is administered by appropriately trained staff as gently as possible and always accompanied by verbal explanation and appropriate comfort.

Physical intervention occurs when necessary for the safety of children and staff, or to provide the least restrictive guidance necessary in a given situation.

Children are taught through modeling and verbal guidance to use words rather than physical interaction to settle their differences with others.

INCLUSION IN THE CLASSROOM

Hand In Hand staff recognizes the uniqueness of all persons and will work to build an inclusive classroom. Our ultimate goal is to help assist all children and families participate fully in our program, including children with identified learning and developmental disabilities. The director and teachers work to develop relationships with consultants that are working with the children and families from outside the center.

If a child has special needs, procedures stipulated by Rule 3 (Statute 9503) will be followed. An individualized care plan will be coordinated with either the service plan, education plan, and/or with the physician, psychiatrist, or psychologist. The parents must be involved and approve all aspects of the planning. In order for a Hand in Hand staff member to be involved in an IEP (Individualized Education Program) or IFSP (Individual Family Service Plan), the parents **MUST** request their presence.

OUR EXPECTATIONS FOR PARENTS

As professional educators, we strive to meet and exceed your expectations. Listed below are expectations that we have of you as parents in order to provide the best quality care for you and your family.

1. Make sure that you sign your child in and out on a daily basis.
2. Read all materials that are sent home with your child or through email or other forms of communication.
3. Provide the following items for your child on a daily, weekly, or as needed basis: blankets, three (3) changes of seasonal clothes, and personal care items (i.e.: diaper ointments, wipes, etc.).
4. If your child is ill, coming in late or not at all, make sure that you inform your child's teacher to let them know.
5. Attend parent-teacher conferences when they are offered. If you have questions or concerns about your child do not hesitate to ask for a conference with your child's teacher.

6. Keep the center up-to-date on changes in any Emergency Information (new phone numbers, addresses, etc.), new allergies to foods or medications, and immunizations.
7. Your child is your responsibility while you are in the center. Make sure that you know where they are at all times.
8. Help your child learn respect for staff, families, equipment, materials, and you by modeling that behavior yourself.

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