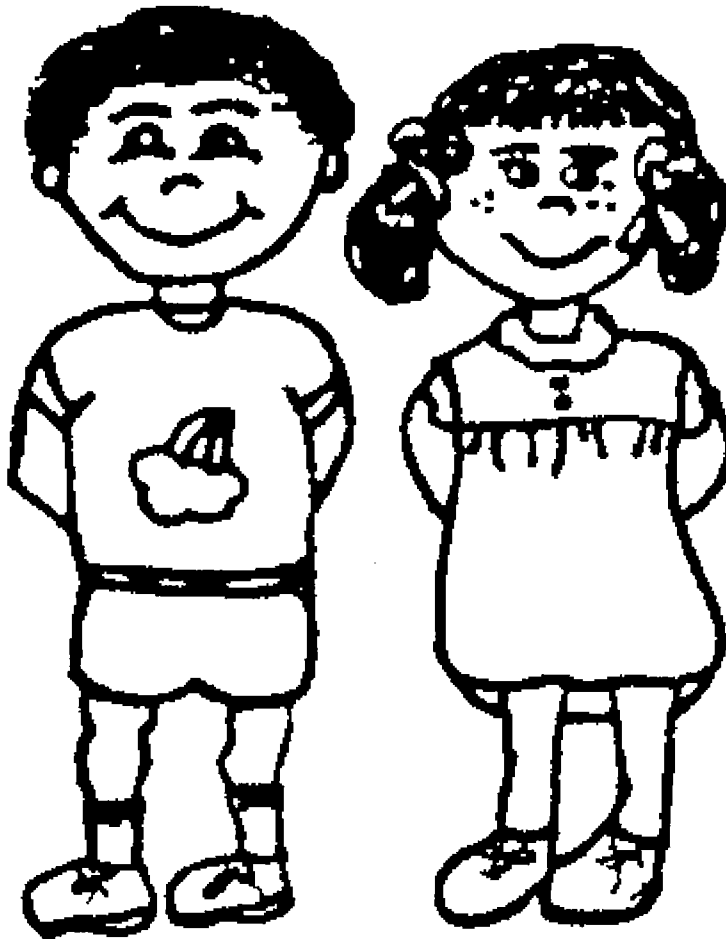


SENDCAA Child Care Center

Parent Handbook



3233 S. University
Fargo, ND 58104
232-2452



A United Way Agency



Broad Goals of the SENDCAA Child Care Center

1. Helping the child's emotional and social development by encouraging self-confidence, self-expression, self-discipline, and curiosity.
2. Improving and expanding the child's ability to think, reason, and communicate with others.
3. Helping children to get wider and more varied experiences which will broaden their horizons, increase their base of conversation, and improve their understanding of the world in which they live.
4. Provide opportunities for success. Such changes may thus erase patterns of frustration and failure, and especially fear of failure. Positive reinforcement is an important tool.
5. Developing a climate of confidence for the child, which will encourage him to learn.
6. Developing in the child a responsible attitude toward society and building feelings of belonging to a community.
7. Giving the child a chance to meet with other children and adults who will serve as "models" in manners, behavior, and speech.
8. Improving and maintaining the child's health through health and nutrition education.

General Goals of the SENDCAA Child Care Center

1. To create an environment that promotes discovery, divergent thinking, continual growth in abilities, and positive self-image.
2. To provide an educational program to meet the needs of each individual child with concern for his/her interests, handicaps, and special talents.
3. To provide opportunities for children to grow and develop through exploration and experimentation with various learning materials and activities.
4. To provide stimulating activities that are developmentally appropriate.
5. To foster cultural awareness.
6. To provide a nurturing environment in which social competencies can be learned.

The Child Care Center will be open from 7:00 a.m. to 6:00 p.m., Monday through Friday, for ages 3 to 5 years old. Parents are welcome to join in the classroom activities for all or part of a day. Parents are especially encouraged to volunteer for field trips because field trips are more meaningful for the children when there is a high ratio of adults to children.

Staff

The Child Care Center staff all has experienced backgrounds in child development or related fields. Teachers are required to have child CPR and first aid certifications. They are also required to perform 13 hours of childcare related in-service training each year.

Tuition

The fee for Child Care services will be based on a sliding fee scale, according to family size and income. Those who qualify may be eligible for state reimbursement programs, which will allow for little out-of-pocket fees. We charge for sick days, storm days, holidays and emergency closing days. You are allowed two weeks of no charge vacation days per calendar year. It may be taken one week at a time or two weeks together for vacation or sick time. For families that are only enrolled during the summer months, you are allowed one week Vacation (June – Aug).

For those that qualify for Child Care Assistance, the SENDCAA Child Care rate is calculated using the Child Care Assistance Program Certificate and SENDCAA Child Care sliding fee. Co-pay is an estimate until actual reimbursement is collected and bill is totaled. If co-payment changes on the Child Care Certificate, then SENDCAA weekly rate will also change.

It is parent or guardian's responsibility to pay SENDCAA Child Care any remaining balance left after each Child Care Assistance monthly payment.

If SENDCAA does not receive a payment from Child Care Assistance for any reason, it is the parent/Guardians responsibility to pay SENDCAA the entire child care bill at level 9 on the SENDCAA Sliding Fee Scale.

You must notify SENDCAA Child Care if your child is going to be absent for more than one week. Failure to report your child's absent will result in the termination of childcare services.

A two-week notice must be given to the Director when the child is leaving the childcare. Without the notice, parent will be charged for two weeks after child has left.

Full-time and Part-time Status

Different rates apply for full-time (26 hours and over per week) and part-time (25 hours and under per week) care. Therefore, a \$3.00 per hour charge will be applied to the hours over 25 if you are part-time status. If it is consistently over 25 hours, you will be moved to the full-time rates.

Late Payment Policy

Tuition payments are due in advance of childcare services. Payment is due each Monday for that week of care (NO EXCEPTION).

Payments received after Wednesday following payment day are assessed a late fee of \$10.00. If a Monday payment is missed, the parent or guardian must make arrangements with the Child Care Center Director to set up a contract to make current payments plus back payments.

Your child will be asked to leave the Center if after 30 days of the late fee if your payments were not made as stated in the contract.

If payment is not made within thirty (30) days after you have been asked to leave the childcare center, the bill will be turned over to the collection agency.

Returned Checks

There will be a \$10.00 fee for each check returned.

Sign In

YOU MUST sign your child in each morning and write an estimated pick up time. At pick up time, remember to sign time out and write in name of person who is taking the child home. We will only be responsible for information when instructions are written down.

Your child will not be released to anyone but the parent, unless otherwise instructed. On the enrollment form, you will find a line asking for the names of the individuals who are authorized to pick up your child. You may authorize as many individuals as you wish in writing on your form. You must leave a written note in the morning or tell the staff member if such a situation arises. We will not allow your child to leave with an unauthorized person; this is for the safety and protection of your child. We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone number and address changes.

If your child does not return from a scheduled event that the parent has set up, the childcare center will notify the parents.

Change of Schedule

Any change in schedule needs to be provided two weeks in advance.

Late Charges

SENDCAA Child Care Center **closes at 6:00 p.m.** Parents should allow driving time and unexpected delays when picking up their children. **All children must be gone by 6:00 p.m.** After 6:00 p.m. the sign in sheets will be removed and a late fee sign will be put up. The late fees for children who are here after 6:00 p.m. are listed below and are also posted on the bulletin board where you sign your children in and out. Late fees will be assessed and you will pay it in cash to the staff on duty immediately or the next day. The clock near the sign-in/out sheet will be used to determine late charges.

6:00 p.m. — 6:10 p.m. = \$5.00

6:11 p.m. — 6:20 p.m. = \$10.00

(Parents will be called during this time)

6:21 p.m. — 6:30 p.m. = \$15.00

(Your emergency contacts will be called to pick up child)

6:31- 7:00 p.m. = \$20.00

7:01 p.m.

(Fargo Police Department will be contacted)

In the event a parent is chronically late at picking their child up, termination from the Childcare center may result.

SENDCAA Child Care Center Programs

Our program is set up to provide intellectual, emotional, social, and physical development. The activities are to stimulate the cognitive, creative, and communication skills of the child. Self-esteem is presented throughout the program during all activities, as well as socialization skills.

Each week the class will have a concept or a theme that is developmentally appropriate for the child. There will also be time for the child to express itself individually throughout the day.

Outdoor Play

We will be going outside at least once a day (weather permitting). Please send appropriate clothing so your child (ren) can enjoy their outdoor activities. We occasionally take field trips, including walks around the neighborhood. Emergency information for each child will be taken whenever the children leave the premises.

If they are too sick to go outdoors, they are too sick to come to day care. Staffing does not allow is to keep one child indoors while the others are outdoors. Outdoor play develops physical growth and releases extra energy.

Aquatic Policy

Staff members strictly supervise wading pools used by the child care center on-site. Adequate Staff to child ratio will be maintained at all times. Pools are emptied, cleaned, and sanitized daily. As per licensing requirements, written parental permission and a written description of a child's swimming ability is required before a child can participate in any aquatic activity.

Art

Art is an outlet for a child's creative expression. By using scissors, paste, paint, chalk, markers, etc., a child will develop fine motor skills. The project will be the child's, not the teacher's. Projects will be sent home or displayed throughout the classroom or halls.

Music

Children will experience music by listening, singing, using rhythmic instruments, moving, and dancing creatively to music, participating both individually and in groups. Children will learn a variety of songs and finger plays. Music develops creative expression, large motor, and small motor skills. Children will develop an understanding of the concepts of soft and loud, fast and slow, as they grow in appreciation of music.

Social Studies

Children will learn about holidays, families, and schools. They will learn to work with others and take responsibility as community helpers. They will learn about the world in which they live by taking field trips and meeting people in the community. They will develop an awareness of their surroundings.

Science

Children will learn to explore, observe, and compare. Children will learn to recognize relations in objects and generalize. We will draw pictures, read books, and experiment with areas of science. Children will learn about seasons, animals, transportation, and will participate in food experiences. Testing new ideas and concepts make children aware and stimulate intellectual growth.

Language

Children will learn to recognize the sounds and appearances of letters in the alphabet. Language and literature experiences are the first steps in developing reading skills. Vocabulary skills are increased and enhanced by language development. Finger plays, storytelling, movies, and dramatics are all parts of the learning experience. Children will learn how to compose ideas, feeling, and creativity in spoken form. Books will be available for children to explore individually and with groups.

Health

Children will be taught personal hygiene by learning to wash hands, brush teeth, and comb hair, etc. They will learn healthy eating choices and about the four basic food groups. Healthy snacks will be a part of the child's healthy experience.

Cognitive

Children will learn about number concepts through songs, finger plays, and by use of objects. They will learn about shapes and sizes. They will begin to grasp the ideas of math by counting using measuring tools, the calendar, time, and recognizing numbers verbally, written, and by sight.

Free Play

Children will have a chance for free play throughout the day where they can make choices in what to do or play with. Free play promotes creative activity and social skills. Teachers may play with the some children or will encourage children to make choices at this time.

Naptime

Children are not required to fall asleep, but many do. Please understand that no child is allowed to be excluded from rest time. Your child will be expected to rest quietly on their cot for at least 30 minutes. Children who wake up before nap time is over will be guided in finding a quiet time activity to engage in, that will not disturb any sleeping children. Without rest time, some children are argumentative in the afternoon, short-tempered with others, and not real happy when they go home in the evening.

Special Needs Children

Our facility does not discriminate against special needs children. We will help accommodate, to the best of our ability, your child's needs both physically and mentally by working closely with parents and the child's health care professional.

If your child is on an IEP, SENDCAA may request a copy. If your child has a need for us to be on a team, such as IEP's, we will provide input and attend the meetings. We are willing to implement programs that will provide consistency to your child. We provide space and opportunity for any special services your child receives.

Discipline

Discipline is used as a constructive manner to deal with behavior. **We make certain the child knows that the behavior is bad, not the child.** When discipline is necessary, the staff person will first give a warning and consequence to the child concerning his or her behavior. If the behavior is disruptive, the child will then be put at the table. The child will do table time activities until they are ready to rejoin the group. Food will never be offered to calm your child or encourage appropriate behaviors.

Preschool Daily Schedule

7:00 – 8:00	Free Play
7:50 – 7:55	Head Start Clean Up
7:55 – 8:00	Head Start (HS) Transition (AM pick up)
8:15 – 8:25	Story/Reading time
8:25 – 8:55	Breakfast
9:00 – 9:45	Outside
9:45 – 10:10	Music
10:10 – 10:45	Free Play
10:45 – 11:15	Small Groups (Art/Concept/free play)
11:15 – 12:00	Lunch
11:30 – 11:35	Head Start Transition (AM drop off)
11:15 – 11:50	Small Motor/ Free Play for HS children
11:50 – 12:00	Head Start (HS) Transition (PM pick up)
12:00 – 12:45	Free Play/ Outside
12:45 – 2:50	Naptime/Quiet Free Play
2:50 – 3:15	Outside
3:15 – 3:45	Snack
3:30 – 4:00	HS Transition/Free Play (PM drop off)
4:00 – 5:00	Outside
5:00 – 5:15	Story/Felt Board
5:15 – 6:00	Free Play

Health and Illness Policies

Please contact the Center if your child is ill and will not be attending day care. Head Start parents must call both Head Start and Child Care.

Under North Dakota law, a child may not be admitted to a school, child care center, head start program, or nursery school without a certification that the child has received immunization against diphtheria, pertussis, tetanus, measles, rubella (German measles), mumps, hepatitis B, haemophilus influenza type b (Hib), varicella (chickenpox) and poliomyelitis. However, a child may be exempt from this requirement if a licensed physician states that the physical condition of the child is such that immunization would endanger the life or health of the child or a certificate has been signed by the child's parent or guardian who's religious, philosophical, or moral beliefs are opposed to such immunization.

We encourage you to have your child receive immunizations to protect him or her from serious medical conditions. However, not all children receive immunizations because of the exemption in the law (as stated above). Please be aware that your child may be attending SENDCAA's programs with children who are not immunized.

Your child will be sent home if he or she has any of the symptoms listed below. **Your child will need to stay home for the next whole day or until diagnosed as non-contagious (Monday – Thursday you child must stay home the next business day).** You will need to pick up your child within one hour from the time you are called. Your child will be kept on a cot away from the other children while waiting for parent arrival.

Exposure to communicable diseases and any infectious illness should be reported promptly to the center, so our staff can look for any early symptoms. The center will notify parents when a child has been exposed to an infectious disease.

Symptoms:

Fever – Parent will be called when child has a temp of 101 degrees. Parent must pick up when fever hits 101 degrees. Child may return after the next whole day of fever being gone.

Vomiting – May return after the next whole day of symptoms being gone.

Diarrhea – May return after the next whole day of symptoms being gone. Your child will be sent home if she/he has diarrhea **twice** in the same day.

Impetigo – The incubation period is 2 – 5 days. Impetigo can be described as a blister, which is filled with puss that turns into a crusty sore on the face and hands. Usually found around the mouth, nose, and ears. When lesions are draining, it is in the contagious state. Your child must stay home during this time. If a child has impetigo, he or she must visit a physician.

Strep Throat – Incubation period is from 2-5 days. Symptoms include a sore throat, swollen glands, difficulty swallowing, sudden high fever, swollen glands and white material on tonsils or back of throat. The child must see a physician and may return to day care after being on antibiotics for the next whole day.

Pink Eye – Incubation period is 24–72 hours. Tearing, irritated eyes, puffy eyelids, mucous and puss-like drainage, and/or sensitivity to light characterize it. Your child may return to day care after being treated with medication for the next whole day.

Chicken Pox – Incubation period is 10–21 days for rash to appear. Characterized by red pox and fever. It is contagious for at least one day before the eruption and not more than six days after the last eruption. Your child may return when all of the pox are crusted over and the child is getting no new pox.

Head Lice – Incubation period is about 2 weeks. Nits (eggs) are tiny white objects that cling to the hair near the scalp. Child **may not** return to day care until **all** nits are removed to prevent re-infestation.

Ear Infections – Your child may return to the center after being on the medication for the next whole day.

- ❖ If your child comes in contact with anything contagious outside the Center, please contact us immediately.
- ❖ Prescription medication must be in the prescription bottle provided by your pharmacy. Medications brought in any other container or storage bag will not be given to your child.
- ❖ Childcare center staff **will not** administer the first dose of a prescribed medication. When medications are administered it will be documented on the daily report listed on the medication authorization form signed by parent or guardian. Medications will be kept out of reach of children.
- ❖ If your child is too sick to go outside, they are too sick to be at the childcare center. For staffing reasons, we cannot keep one child in while everybody else is outside.

Only prescription medicine will be given to your child at SENDCAA

Emergency Care

Parent or guardian will need to sign a form authorizing emergency care for his or her child. The following information is kept on file for each child:

1. Name, home and business address of parents.
2. Phone number of parent(s), business and home.
3. Name, address, and phone number of child's doctor.
4. Name, address, and phone number of an alternate contact person if parent cannot be reached.
5. Signed permission to bring the child to the hospital in an emergency.

This information must be on file before the child enrolls in the program. This information is extremely important to keep updated.

- ❖ An Accident Report will be written describing when, where and how the injury occurred and the first aid given. The teacher in charge and the Director will sign the form. A copy will be kept in the child's file.

Mandated Reporting Of Suspected Child Abuse And/Or Neglect

Under the Child Protection Service Act, Mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of SENDCAA are mandated reporters under this law. The employees are not allowed to discuss their suspicions with parent(s)/guardian(s) prior to reporting the matter to County Social Services nor are they allowed to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be criminally responsible if they fail to report a suspected abuse or neglect. SENDCAA takes this responsibility very seriously and will make all warranted reports to the appropriate authorities. Child Protective Services is designed to protect the welfare and best interests of all children. As mandated reporters, the staff of SENDCAA cannot be held liable for reports made to child Protective Services which are determined to be unfounded, provided the report was made in "good faith."

Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks or cuts on the child's body,
- Severe verbal reprimands
- Transporting a child without appropriate child restraints (example: Car seats, seat belts, ect.),
- Dropping off or picking up a child while under the influence of illegal drugs or alcohol,
- Leaving a child unattended for any length of time,
- Failure to attend to the special needs of a disabled child,
- Children who exhibit behavior consistent with an abusive situation.

Custodial Dispute

SENDCAA Child Care Center remains neutral in the case of custodial disputes and will not get involved or take sides. Court orders regarding visitation schedules must be provided in the case of visitation or custodial rights or legal guardians. **A child will be released to either parent unless a court document defines custodial rights.**

Grievance procedure

If you have a grievance concerning something regarding our program, you should follow the following procedure. If you do not feel that you have reached satisfaction, then you must continue through the process stopping when you feel you have satisfaction on the matter.

1. Head Teacher
2. Childcare Coordinator
3. Executive Director
4. Board of Directors

Tornado Procedure

In case of a tornado, children will be sheltered in the hallway.

Fire Procedure

The Center has an evacuation plan posted. Fire drills are done periodically.

Storm Procedure

The SENDCAA Childcare goes by the Fargo Public School closings due to severe weather. If Fargo Public School system closes or opens late due to weather, the Child Care Center will also follow the public school system schedule. If Fargo Public Schools are closed Child Care is closed. If Fargo Public Schools start 2 hours late, Child Care will start 2 hours late (9:00 am) or if Fargo Public School has early dismissal childcare will close at same time.

Weather announcements will be made over NBC, CBS, and ABC TV when childcare is canceled. It may be listed on WDAY, INFORUM or KVLY websites before it goes across the screen on TV. Watch for SENDCAA **Childcare** if the childcare closes. A message on childcare phone will also let you know if we are closed or a late opening.

If possible, parents will be contacted by phone to pick up their children early. Children will stay at the school in case of a sudden snowstorm until a parent or an authorized person is able to pick him/her up.

Other Issues

Clothing

Dress your child in washable, sturdy, play clothes suitable for the weather. Messy art and creative activities are planned every day, and your child will want to participate. The Staff makes every effort to prevent stains from markers, paint, stamps, etc. on children's clothing. In spite of our efforts, stains will surely occur. If there is certain clothing you do not want stained, please do not bring or send your child to the Center wearing that clothing.

During cold weather, children need to bring snow pants, boots, hats and **waterproof mittens** for protection from the cold. We will be going **outside every day**, except in extreme weather. Please send large enough boots (marked with your child's name on them) so your child can easily dress himself/herself. **Please remember to send shoes when your child wears boots to day care.**

For each child, parents should bring an extra set of clothing to the Center. These clothes are necessary in case clothing gets torn, soiled, wet, or an accident occurs. If it becomes necessary for your child to use borrowed clothing, please wash and return borrowed items immediately.

Cell Phones

When dropping off or picking up your child, you should not be talking on your cell phone. Teachers may need to communicate with you and your child is excited to share with you what they did during the day. Please finish your conversations **before** you enter the building.

Snacks and Meals

Breakfast will be served at 8:15 a.m. Lunch will be served at 11:15 a.m., for children who do not eat at Head Start. Afternoon snack will be served at 3:00 p.m. Meals and snacks will be catered by Head Start. Head Start children will eat at Head Start.

Meals offered comply with Child and Adult Care Food Program Guidelines. All families must complete a Food Program Application annually, regardless of whether or not you qualify for the food program.

Proper nutrition is important part of our overall good health, especially for young children, whose bodies are growing. It is well known that we perform best when we feel well, and part of feeling our best is eating the proper foods in the right quantity. We will encourage the children to try every food item that is served at mealtime. They will see teachers and other children eating and enjoying food and learn by example. They will not be forced to clean their plate, but we want them to try new foods. Because we are on the State Food Program, any variation of the menu requested by the parent will need a doctor's order.

Gum, Candy, or Food

Children **cannot** bring gum, candy, or food into the Child Care Center. We provide nutritional meals and snacks for your child. Due to safety and health reasons, any food or drink found in a child's cubby or pockets will be disposed of.

Toys

Do not send toys with your child. We cannot guarantee it will not be lost or broken.

Birthdays

We will recognize each child's birthday as a special day by singing "Happy Birthday". If you bring a special treat, it will have to be **store bought**. Parents must let your child's teacher know in advance so we can plan for the celebration.

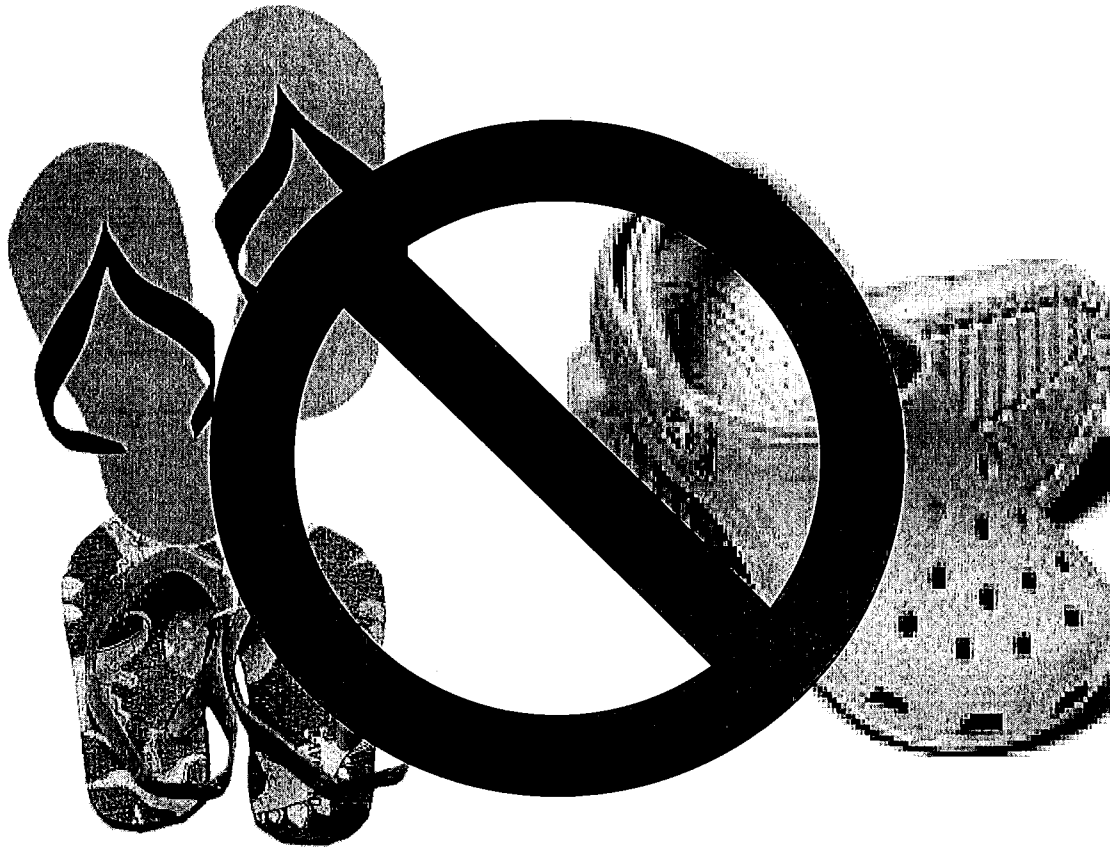
Transportation

Whenever childcare children are being transported for a field trip, a SENDCAA staff will take attendance to make sure that all children are accounted for by name and sight at each transition, inclusive of each time a vehicle is exited. Our bus has safety restraints so that we do not need car seats.

Parents will be notified in advance of **some** field trips away from the center and a separate permission slip may need to be signed prior to the trip. In the event your child will not be attending a class field trip, the child must be picked up prior to the scheduled time of the field trip. Field trips to the park will be spontaneous. Child care will need child's schedule so the child will not miss the field trips. All staff are needed on some trips to ensure proper supervision and safety of the class during the trip.

Public Relations

As part of the child enrollment process, parents will sign a parental permission form in regards to your child being photographed and videotaped during the time he/she is involved in our program. This permission is granted based on the assumption that there will be no commercial use of the photographs without further written consent. Rather, photography and videotaping will be done for publicity, promotional, and educational purposes only.



FLIP FLOPS with or without straps AND PLASTIC CLOGS ARE **NOT ALLOWED** TO BE WORN AT SENDCAA CHILD CARE.

If your child wears sandals, they need to have a strap that **wraps around the ankle** so that they can run and be safe on the playground and on field trips.

High sole sandals cannot be worn as they are dangerous to run in.

General

- ❖ We will be closed on the following holidays: New Year's Day, Martin Luther King Day, President's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the Friday following Thanksgiving, Christmas eve day at noon and Christmas Day.

If the holiday falls on a Saturday, SENDCAA will be closed on Friday. If the holiday falls on a Sunday, SENDCAA will be closed Monday.

Full tuition will be charged on days the center is closed or closes early.

- ❖ SENDCAA Childcare will be closed **2 days in August** for all day staff meetings. Sufficient notice will be given for the specific dates.
- ❖ The center is covered under liability insurance in case of a major accident or incident involving your child.
- ❖ Our Center does not discriminate in admission or demission on the basis of the child's family, race, color, religion, sex, creed, natural origin, or source of income.
- ❖ Parent or guardian is responsible for the well-being of their child when picking up or dropping off him/her at the Center. Your child will need to stay in the classroom until the parent or guardian signs them out. Please keep your child with you at all times once you picked them up. DO NOT ALLOW your child the freedom to run or roam the building, hallway or outside. SENDCAA will not be held liable for accidents, incidents, or injuries that may occur to children who are not under the care of SENDCAA staff. When children are released from the class to parents/guardians, they are no longer under the care of SENDCAA staff.
- ❖ **It is the parents responsibility to sign your child(ren) in and out every day. This sheet is used as an attendance record, child's hours to determine part time and full-time and taken with during fire drills and field trips.**

Any action from the parent, guardian, or adult acting in the capacity of the child's parent, that is detrimental to a child or staff, such as inappropriate verbal interaction with a child other than your own, verbal abuse of the Child Care Staff, verbal or written threats, etc., while your child is enrolled at SENDCAA Child Care Center, will result in a written 24 hour notice to have your child removed from the Center.

SENDCAA

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Childcare

3233 S. University Dr.

232-2452 ext 154

Head Start

3233 S. University Dr.

235-8931

SENDCAA Childcare and SENDCAA Head Start are 2 different programs under SENDCAA. Childcare is not part of the Head Start Program. We are the childcare that provides care for your child all day or before and after Head Start.