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**Parent Handout**

Discover Little Miracles is open from 6:00 a.m. - 6:00 p.m. Monday through Friday, operating 12 months a year.  Exceptions include all major holidays *(New Year’s Day, July 4th, Thanksgiving Day, the Friday after Thanksgiving, Memorial Day, Labor Day, Christmas eve, and Christmas day)* The center will also be closed two days per year for Teacher In-service/Staff Development; TBD. All Center holidays are charged days.  We accept children ages 6 weeks to 12 years old on a full-time basis.  Our center is licensed to serve 58 children including up to 6 infants ages 6 weeks to 12 months old at a 4:1 ratio, up to 8 infants ages 12 months to 24 months at a 4:1 ratio, up to 14 toddlers ages 18 months to 36 months at a 7:1 ratio, up to 20 preschoolers ages 3 years to 5 years at a 10:1 ratio and up to 10 school agers from first day of kindergarten to 12 years old at a 10:1 ratio.

**Registration/Renewal**

* Registration Fee: Discover Little Miracles requires a registration fee of $100 at the time of enrollment.

This fee, along with the cost of the first week of tuition may be prepaid to reserve a spot for your child.

The registration fee and first week of tuition are non-refundable.

* Annual Renewal Fee: Discover Little Miracles requires an annual registration fee of $50, charged each September.

**Contract Hours:**

* Full-time care is defined as at least five hours per day, but no more than 10 hours per day, M-F
* Children may be dropped off and picked up anytime within contracted hours. A $15 per child fee will be charged if a child is dropped off or picked up outside of your contract hours. After 6:00 PM you will be charged $15, along with $1 per minute per child.
* If you need to drop off or pick up your child outside of your contract hours, you must inform the director the Monday before the week you need the change. This will ensure that staff are scheduled accordingly to maintain ratios.
* Your contract hours may be changed at any given time. The change will take affect 2 weeks after it is received by the director*.*

**Tuition Policies:**

Discover Little Miracles policy is to charge tuition in advance of the week services are provided. Tuition payments for

each child enrolled with Discover Little Miracles are due on Thursday morning for the upcoming week. A late fee of $2.00

per day, will be assessed to all accounts that are not current on Thursday at noon. If Discover Little Miracles fails to receive

your tuition payment by the following Thursday your child’s enrollment will be terminated and Discover Little Miracles

will pursue collection remedies for all unpaid tuition and associated costs, disbursements, and attorney’s fees. In order to

provide the best child development at Discover Little Miracles, we must budget for everyday costs associated with our staff,

food, and supplies. Discover Little Miracles requires full tuition during a holiday week. Discover Little Miracles budgets on

scheduled enrollment and therefore will not issue a refund on tuition if your child is absent. Receipt for payment is

available upon request. Discover Little Miracles financial policies are subject to change without notice.

**Credit Policy**

After your family’s enrollment has been continuously maintained for one year, you can earn one week of credit

time. Earned credit time can be used when your child is absent for any reason. Credit time may be used in any increments that you choose; however, you will be charged the daily rate for the number of days attended. At no

time is credit given while your child is in attendance. If your family has not yet accrued earned credit time,

Discover Little Miracles expects full tuition when your child is absent.

**Drop-off and Pick up Procedures:**

***Drop-off Procedures***  
Parent will:

* Bring child into the center and check them in on the computer at the front desk, each parent/authorized person will have their own code.
* Remove child’s outer clothing and place in designated cubby located in the child’s classroom.
* Assist child(ren) in washing child’s hands and take child to designated staff.

***Pick up Procedures:***   
***Release of the child is only allowed to adults listed as emergency contacts/authorized pickup persons as provided either written or verbally by parent/guardian (****Adults picking up may be asked to show identification.)*  
Parent will:

* Dress the child in outer clothing
* Read over Daily Care Sheet (2 years and under)
* Notify the teacher you are leaving the center
* Check the child out on computer at front desk.

**Personal Items to be Provided by Parents**

* Disposable diapers and wipes, formula or breastmilk and bottles, if applicable
* 2 changes of play clothes including socks labeled with child’s name or initials
* Over-the-counter items (sunscreen, diaper ointment etc.); labeled with child’s full first and last name.
* If you choose to bring a bag to leave your child’s belongings in at the center, please be sure that it is not plastic bag. Backpacks and reusable cloth bags are acceptable. Please do not leave lotion, chapstick, sunscreen or any other over the counter items or prescription medications in bags. Please hand these items directly to a staff member who will ensure that they are stored safely.
* Appropriate outdoor clothing for the season labeled with child’s name or initials, as children will be outdoors every day, weather permitting. (2 pairs of mittens are recommended)
* Security blanket/toy, napping items- cot size(blanket, small pillow), labeled with child’s name or initials

**Nutrition**

Discover Little Miracles will offer nourishing certified organic foods and foods free of artificial additives, preservatives and fillers, whenever possible. Family style meals are served whenever possible because it is important for children to learn to serve themselves.

* If a child has special dietary needs whether physical, developmental, behavioral, emotional, cultural or other, a food substitution must be provided by the **parent/guardian** in accordance with USDA guidelines. If a child has a special dietary need that requires a diet that is not in accordance with the USDA guidelines, then a signed statement from a registered medical authority should identify: the special dietary need, the food(s) to be omitted from the child’s diet and the food(s) the parent/guardian will be substituting along with detailed instructions on daily serving sizes and frequencies.
* Please make sure that children needing a meal arrive at least 15 minutes prior to the end of the mealtime listed below.

The meal schedule is as follows:  
            Breakfast         8:30-9:00 (school-age children in before school care 6:30-7:00)

Lunch                          11:30-12:00

Afternoon Snack         2:30-3:00

*\*Infants will be fed based on their own needs and schedules in accordance with home care.*  
\* Children who receive snack at 2:30 pm will receive a supplemental snack whenever they are in attendance after 5 PM on any given day.

“The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis 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,* found online at <http://www.ascr.usda.gov/complaint_filing_cust.html> or at any USDA office, or call (886) 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 for 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](mailto: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.

**Developmentally Appropriate Curriculum**

Our program is tailored to meet the needs of children, rather than expecting children to adjust to the demands of a specific program.  The program provides a safe and nurturing environment that promotes the physical, social, emotional and cognitive development of young children.    
Child initiated, teacher supported play is an essential component of this developmentally appropriate curriculum.  
To meet the developmental needs of each child, the educational program will provide the opportunity for:

1. Active quiet play
2. Outdoor activities (weather permitting)
3. Individual, small, and large group activities
4. Experiences that allow for learning at the child’s own level
5. Creative Expression
6. Intellectual Stimulation
7. Language Development
8. Multicultural and diversified experiences

Each child will be evaluated on an on-going basis by the Lead Teachers in the classroom. Parent/Teacher conferences will be scheduled/offered twice a year so the parent and the teacher have an opportunity to discuss the child’s developmental progress. A Family/Teacher Summary Report will be completed by the teacher and given to the parents. The report will consist of the domains of Health and Physical Development, Social and Emotional Development, Language Development and Communication, Approaches to Learning, and Cognition and General Knowledge.

As a childcare provider, we continually monitor the development of all children in our care through ongoing observation and recording. We want the best outcomes for all children. Child care providers are considered a primary referral source for early intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible, but in no case more than seven days after the identification. While this is a mandate, we want to keep open communication with parents and caregivers about their child and any concerns we have before a referral is made. We can assist the parent with the referral or partner with them in the referral process.

Core values and manners will be emphasized to all children throughout the learning experience.  Respect for them and others will be promoted, both through model and positive reinforcement.  The Center will recognize holidays including:  New Year’s Day, Easter, Memorial Day, July 4th, Thanksgiving and Christmas.  These holidays will be incorporated in that weeks’ program.

**Continuity of Care**

Discover Little Miracles strives to have one or two consistent staff members that lead classrooms every day. Children form stronger and more secure attachments to adult caregivers who are consistently available to them. Having continuity of care is critical to the emotional growth and development of children.

**Health Policy**

**Child Health Information:**   
Each child shall have a Health Care Summary filled out and signed by a physician, within 30 days of enrollment and an immunization record at the time of enrollment.  Children under 2 years shall be given a physical exam, by a physician annually after admission.  Children over 2 will need a physical evaluation, by a physician whenever they advance to the next age category.  Verification of updated physicals that are signed by a physician must be in the child’s file. Parents must list known allergies and provide emergency care plans created in cooperation with a physician when necessary and provide emergency care supplies/medication.

**Illness Policy:**   
Sick children, including children needing fever reducing or pain relief medication (Tylenol, ibuprofen), may not be brought in for care.  Should your child become ill while in care, staff will assess the situation to determine if you should be called.  Please make arrangements to pick up the child within one hour of notification. Parents will be required to sign the illness log upon picking up a sick child.  Every child will be observed upon entry for signs of illness, as well as throughout the day. 

Children who have been excluded from care for any of the following reasons will be excluded for one full day after diagnosis with a note from a physician stating the diagnosis unless the note states that the symptoms are due to a condition that is not contagious and the child is able to participate in activities per the classroom schedule, including playing outdoors, without need of fever or pain relief medication:

* Any undiagnosed rash- child may return when they have been free of any rash for one full day or with a note from a physician stating the rash is not contagious
* Intestinal disturbances (diarrhea, vomiting), diarrhea is three or more loose stools in one day. Watery/uncontained stools will be under our discretion.
* Sore or discharging eyes, ears, or profuse nasal discharge
* Temperature at or above 101 degrees as registered by an ear thermometer. Child(ren) must be fever free without the use of fever reducing medications for one full day before returning for care.
* Head Lice, there cannot be any nits

It is required that we have on file the names, addresses and phone numbers of persons authorized to pick up your child if you cannot be reached.  These are the only individuals, other than parents that a child will be released to, unless written or verbal notification is received from parents.  
If a child is excused because of a suspected communicable disease, the families of the other exposed children shall be notified by the Director or Teacher and such children shall be watched for symptoms of the disease.

**First Aid & Medication administration:**  
Bandages and ice packs will always be available.  Soap and water will be used to clean all superficial wounds.  For major and questionable injuries, parents will be contacted.  If necessary, the child will be transported to the hospital, where a staff member will remain with the child until a parent arrives to take responsibility.  (Parents written permission to call the family physician or refer the child for medical care in case of an accident or emergency must be on file.)  Parents will be notified of minor injuries when they pick up their child.

If medication must be given, it will be with the parent’s written permission and administered by the director or administrator only.  Medication will be labeled and stored with parental consent forms in a sealed box out of the children’s reach in the classroom or in the director’s office.  If prescription medication is to be administered, it must be in the original container with the physician’s name, date and prescribed dosage.  All over the counter medication which does not have specified dosage on the label for the age and weight of an individual child, must have signed instruction from your personal physician before being administered.  Instructions and times given will be noted on the medication permission form and kept in the child’s file upon completion.  All accidents, medicine administration, and conditions of child upon entry will be logged in the classroom notebook. If your child has had an accident at home that may cause a bruise or bump, scratch or cut, please tell us at the time of arrival.

**Emergency Evacuation Policy**

All staff in the building knows their responsibilities in case of an emergency evacuation.  Written evacuation plans and diagrams are posted throughout the building.  Evacuation plans are practiced monthly.

# Behavior Guidance Policies

# It is the policy and philosophy of Discover Little Miracles Childcare Center that positive guidance will help children develop self-control and pro-social behavior patterns.

# Positive guidance is provided through communication that reflects what the children can do. Communication is clear, concise, open, honest, and reflects a genuine concern for the thoughts and feelings of children. Consideration is also given to the physical environment to promote positive group interactions. Curriculum activities promote a balance between teacher-directed and child-initiated activities so that children have an opportunity to contribute to their program. The teachers will model positive and acceptable behavior to the children in their care. Behavioral expectations will be tailored to each child’s developmental level of the children at the center.

Children will be guided in ways that will enhance self-esteem, self-control, and respect for the rights of others.

In accordance with Minnesota Licensing Rules, Discover Little Miracles prohibits all forms of corporal punishment. This includes, but is not limited to: rough handling, shoving, hair and ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking. Discover Little Miracles prohibits all forms of emotional stress. This includes, but is not limited to: name calling, ostracism, shaming, making derogatory remarks about a child or child’s family, and using language that threatens, humiliates, or frightens the child. Withholding food, light, warmth, clothing, or medical care, force-feeding and punishment for lapses in toilet training is also prohibited. The use of physical restraint will not be used other than to physically hold a child where containment is necessary to protect a child or others from harm. The use of mechanical restraints, such as tying, is also prohibited.

Discover Little Miracles uses a time-away policy. This policy entails removing the disruptive child from the group to a designated area within the view of the teacher and giving the child a quiet activity to do until the child’s behavior modifies, then allowing them to rejoin the group. The child’s undesirable behavior will be discussed with the child, so he/she understands what was undesirable. Children between the ages of six weeks and 16 months will not be separated from the group as a means of behavior guidance. The negative behavior will be redirected to reduce the behavior. With redirection, acceptable alternatives will be taught to reduce problem behaviors and conflicts. Consequences will be directly related to the unacceptable behavior and be immediate. For repeated behaviors staff will observe and record the following information in the classroom communication notebook to get a better understanding of the behavior and how the behavior can be reduced: Date and time of behavior, what happened before the behavior occurred, where the behavior occurred, the guidance method used by the teacher to reduce the behavior and how the child responded to the guidance.

When a child’s behavior is physically or verbally harmful to him/herself and/or another child, or property, the child will also have a time away. The child will be given the opportunity to change his/her behavior and return to the group. Before being separated from the group, less intrusive methods of guiding the behavior will be tried and deemed ineffective. However, if the behavior is repeated, the child will be removed from the group and will be in an unenclosed part of the room where he/she can be continuously seen and heard. Any separation from the group will be noted in a daily log and will include the following; the child’s name, the staff person’s name, time, date, information indicating what less intrusive methods were used, how the child’s behavior continued to threaten the well-being of others. If a child is separated from the group three or more times in one day, the child’s parents shall be notified, and this notification shall be indicated on the daily log. If a child is separated five or more times in one week, eight times or more in two weeks then a conference will be set up, wherein a consistent approach will be established and used both at home and while in care.  When the behavior of the child is continually disruptive to other children and detrimental to the daily program, the child will be discharged, upon notification of the parents.  This discharge may be for the day, or permanently.  No child will be allowed to abuse another child or the teaching staff physically or verbally.   No verbal abuse or derogatory remarks will be tolerated.  Behavior, such as this, may result in discharge.  Upon discharge, referrals will be made to professional agencies for counseling and guidance in re-directing the child’s behavior.  All possible help will be given to the parents in finding a new, suitable placement for their child.  
When managing crying, fussy, or distraught children the center will: rock, sing, talk, cuddle, or soothe until the child is calm and ready to engage back into activities. Under no circumstance will we shake a child.

**Fieldtrips**

In the event of a field trip a permission slip will be sent home with the child to have parents written permission to attend the activity.

**Presence of Pets**

If a pet will be in the center all parents will be notified prior to it being in the building. The pet will be properly housed, cared for, inoculated, and licensed in accordance with the local health ordinance.

**Nap and Rest Policy**

The nap and rest policy are consistent with the developmental level of the children enrolled in the program.

Infant: Naptime is determined by each individual infant. The multiple naps throughout the day will progress down to two naps per day. Infants transitioning to the toddler room will be weaned to one nap per day.

Toddler: One afternoon nap after lunch.

Preschool: One afternoon nap/rest time after lunch.

* Naps and rest must be provided in a quiet area that is physically separated from children who are engaged in activity that will disrupt a napping or resting child.
* A child who has completed a nap or rested quietly for 30 minutes will not be required to remain on a cot or in a crib or bed. (Mats allowed for programs serving children <5 hours during the day.)
* Cribs, cots, and beds will be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment.
* Cribs, cots, and beds will be placed directly on the floor and will not be stacked when in use.
* Children’s heads will be uncovered during sleep time.
* All butterflies, ladybugs and bluebirds will sleep with footwear on to ensure emergency evacuations are safe.
* Separate bedding will be provided for each child in care.
* Bedding and blankets will be washed weekly by the center or sent home to be washed weekly or when soiled or wet.
* A crib that meets federal safety codes will be provided for each infant the program is licensed to care for. The equipment must be of safe and sturdy construction that conforms to federal crib standards under Code of Federal Regulations, title 16, part 1219 for full-size baby cribs, or part 1220 for non-full size baby cribs.
* The program complies with routine crib inspection requirements each month and annually.
* Pillows, quilts, comforters, sheepskin, pillow-like stuffed toys, or other soft products will not be allowed in a crib with an infant.
* Each time an infant is placed in their own crib they will be placed on their back unless the program has documentation from the infant’s physician directing an alternate sleep position for the infant. (Use DHS form ­Physician Directive for Alternate Infant Sleep Position 7-13). This form must remain on file at the center.
* An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the infant is at least 6 months of age or parents have a signed statement on file at the center indicating that the infant regularly rolls over at home. (Use form: Optional form for parent statement: infant less than six months of age regularly rolling over)
* Placing a swaddled infant down to sleep in a licensed setting is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, with the written consent of a parent or guardian according to this paragraph, infant staff may place the infant who has not yet begun to roll over on its own down to sleep in a one-piece sleeper equipped with an attached system that fastens securely only across the upper torso, with no constriction of the hips or legs, to create a swaddle. Prior to any use of swaddling for sleep by a provider licensed under this chapter, the license holder must obtain informed written consent for the use of swaddling from the parent or guardian of the infant on a form approved by the commissioner Parent Consent for Swaddling and prepared in partnership with the Minnesota Sudden Infant Death Center.
* Each infant must be placed in a crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, that fits tightly on the mattress, and overlaps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort. Nothing will be placed in the crib with the infant except for the infant’s pacifier as defined in Code of Federal Regulations, title 16, part 1511.
* If an infant falls asleep before being placed in a crib, the license holder must move the infant to a crib as soon as practicable and the infant must be kept in sight of the infant staff until the infant is placed in a crib. When an infant falls asleep while being held, the infant staff must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant’s face.
* The center’s “written sleep” policy for sleep rooms to ensure supervision within sight and sound at all times is as follows:

Infant Sleep Policy: The nap room in the young infant room has a partial half wall and safety gate separating it from the rest of the room. Staff will always supervise by hearing and check each infant in the nap room by sight at least every 15 minutes and initial on a posted form that they have done so. Infants will not be allowed in the nap room unless they are in a crib and the safety gate separating the nap room from the young infant room will be kept closed at all times unless staff are entering or exiting the nap room.

**Grievance Procedure for Parents**

* 1. Grievance by a Parent, Guardian, or Child’s Authorized Representative
     + If there is a grievance over the childcare program or procedure, direct contact with the teacher or director should be made. The complaint should be made wither verbally or in writing.
     + If the individual making the complaint feels that it is being ignored or if the matter is of a serious nature, the complaint should be made to the director. Depending on the nature of the complaint, the director will either handle it personally or refer it to the owner or their superior. The director will be responsible to see to it that the grievance is handled properly and expeditiously.
  2. Grievance over a Staff Member

There may arise a situation where a parent or guardian has a personal grievance against a staff member. Due to the personal nature of such a grievance, the director will approach the staff member and give them a chance to explain their actions. If an unsatisfactory resolution of the problem occurs, then the next step should be taken.

* The head teacher or director will provide in writing how the problem will be resolved.
* If the complaint is about the director and cannot be resolved internally the owner or their superior will be notified.
  1. Grievances over Facilities or Equipment

For complaints about the facilities or equipment, the director should be consulted. (S) He will see to it that it is repaired immediately

**Withdrawal**  
Any parent or guardian who wishes to withdraw their child from the program must notify the Director in writing at least 2 weeks prior to the child’s last day of attendance.  
Discover Little Miracles reserves the right to remove a child from care if it is determined that the program is not beneficial to the child or the child exhibits behavior that causes harm to other children, staff, themselves or property.

Telephone number of the Department of Human Services (DHS), Division of licensing 651-431-6500.

Parents may review the center’s program plan or obtain a copy or the center’s mandated reporting policies and procedures by requesting to do so from the director or administrator.

**Discover Little Miracles maintains an open-door policy.  Parents/guardians are welcome and encouraged to visit at any time during operating hours.**