



**Koala Bear  
Child Care**

# **Community Handbook**

## Program Plan

### Mission Statement

To honor God by enriching the lives and touching the hearts of the children in our care.

### Vision

To provide quality care and early childhood education in a safe and nurturing environment.

### Intergenerational Philosophy

We offer a unique program that brings multiple generations together in a stimulating co-learning environment. As children and older adults share memories, play games, sing songs and create together, an unmistakable bond forms that transcends generations.

### Play Based Philosophy — Playing to Learn/Learning to Play

Koala Bear Child Care's philosophy is learning through play and exploration. High quality early childhood programs teach children to think creatively so they may succeed in a complex and ever-changing world. Purposeful play is developmentally appropriate and a significant element of any early childhood program. The following emphasizes the importance of play in a child's intellectual, social, emotional and physical development.

Play is a way of learning for children. During a typical day, there will be structured and unstructured periods, enabling children to learn through play at their own rate.

Values that support learning through play include:

- Children are viewed as thinkers, reflecting about their world
- Purposeful play is when children learn through the process of their efforts
- Children gain knowledge by building on a path of ever-increasing knowledge
- Children are encouraged to make choices and practice individual decision-making

Learning environments support purposeful play by:

- Blocks of various sizes and materials
- Materials and time for dramatic, imaginative play
- Manipulative and table toys
- Art materials and tools to explore
- Sensory play materials, including sand and water
- A library area
- Music and movement activities
- Cooking experiences
- Tablet exploration
- Outdoor and gross motor play
- A quiet area for the child who needs to be alone
- Ample and rich language and print
- Writing tools and materials

Adapted from the Evanston Early Childhood Directors' Council, POSITION STATEMENT: THE IMPORTANCE OF PLAY TO CHILDREN'S LEARNING AND DEVELOPMENT IN EARLY CHILDHOOD PROGRAMS. "Playing to Learn/Learning to Play"

### Goals

- Promote emotional, social, intellectual and physical development in each child.
- Support families by encouraging involvement and having open and honest communication.

# INTERGENERATIONAL PROGRAM

Our center provides intergenerational interaction between children and the residents of Lake Minnetonka Shores. These interactions benefit our children by providing “grandparents” for daily contact and support, and by encouraging the child’s sense of self-worth through this extended family concept. This intergenerational model also benefits the senior citizens in our community by giving them enhanced socialization, emotional support, and stimulated learning. Koala Bear Child Care blends two types of institutional cultures to produce a marvelous result - a multigenerational living-learning environment.

Intergenerational activities are planned weekly by Koala Bear staff and the activities staff of Lake Minnetonka Shores. Each classroom participates in activities weekly. Intergenerational activities vary week to week and may include arts and crafts, projects, snack visits, music and dance parties, yoga, story times, and animal visits. While most Intergenerational activities are planned, they also happen spontaneously as our children and residents form connections.

## Example of our Intergenerational Schedule\*:

### **Mondays**

10:00 – Bumblebees and Fireflies alternate library with Resident readers every other week  
3:30 – Fireflies have story time with Grandma Deb

### **Tuesdays**

3:30 – Fireflies have story time with Grandma Judy

### **Wednesdays**

10:00 – Fireflies Visit the 3<sup>rd</sup> floor Care Center for Activities  
10:30 – Bumblebees Visit the 2<sup>nd</sup> floor Care Center for Activities  
3:30 – Fireflies have story time with Grandma Deb  
3:30 – Bumblebees and Fireflies have snack with Residents in the Bistro once per month

### **Thursdays**

11:00 – Butterflies visit the Arbor for Activities  
3:30 – Fireflies have story time with Grandma Darlene

### **Monday-Friday**

Rolie Polies, Ladybugs and Butterflies go on daily walks and buggy rides 2x per day.

\*Intergenerational schedule subject to change if needed

### **The purpose of the Intergenerational program is to:**

- Provide an opportunity for interaction between children and residents
- Provide a method for establishing long-term relationships between residents and children that are mutually beneficial
- Provide an opportunity for children in a structured learning program to share their experiences with residents who enthusiastically support and praise the children
- Provide a “grandparent” program that offers extended family and continuing relationships between residents and children

### **Children will be involved in the program in the following ways:**

- Residents will be able to visit the child care rooms to observe and interact with the children.
- At no time will children be left alone with residents or Lake Minnetonka Shores Staff. Our staff members will always supervise children.
- Children will participate in planned activities with the residents outside of our center, within the Lake Minnetonka Shores Campus, and with child care staff. This may include music, books, crafts, games, learning activities and physical activities in common spaces. These activities will be in small or large groups of children and always with child care staff.
- Intergenerational activities are always a choice opportunity for residents and children. At no time will anyone be forced to participate.
- Intergenerational activities may be cancelled due to contagions.

## DAYS AND HOURS OF OPERATION

### Ages and Group Size

Age Category	Minimum Staff to Child Ratio	Maximum Group Size
Infant 6 Weeks – 16 months	1:4	8
Toddler 16 months – 32 months	1:7	14
Preschool 32 months – 1 <sup>st</sup> day of Kindergarten	1:10	20

### Classrooms

We follow the ages of each group size above. We have chosen to break these into smaller categories. Transitions to another classroom can vary depending on the age of the child, child readiness, group size and child care program.

<u>Rolie Polies</u>	6 weeks – 12 months
<u>Ladybugs</u>	12 months – 20 months
<u>Butterflies</u>	20 months – 32 months
<u>Bumblebees</u>	32 months – 4 years
<u>Fireflies</u>	4 years – 5 years

### Hours

Koala Bear Child Care is open Monday - Friday from 5:45 A.M. to 6:00 P.M.

### Holidays

Koala Bear Child Care is closed the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Day after Thanksgiving, Christmas Day, and Day after and/or before Christmas Day. If a holiday falls on a weekend, it will be observed the preceding Friday or the following Monday.

In addition, we will be closed President's Day and a consecutive Thursday and Friday in August or September for cleaning and staff in-service.

Full tuition must be paid on these days.

## TUITION POLICIES AND FEES

### Registration

A registration fee of \$100.00 is due at the time of enrollment. This fee is non-refundable. It may not be used towards tuition or other fees. It will be assessed each time the child is re-enrolled or registering additional children at a later date.

### Attendance

We only accept Full-time Enrollment.

### Tuition

You will receive a bill every other Monday for the following two (2) weeks. Your tuition is due that Friday in the same week you receive your bill. If your payment has not been received by Friday at 6:00 P.M., you will be charged a late fee of \$25.00 per week that tuition is not received. All late fees are subject to change with reasonable notice. If your account is delinquent for more than one (1) week, you may be asked to withdraw your child until your account is made current. We cannot guarantee a child's spot will be held when a child is withdrawn due to non-payment of tuition. Any unpaid tuition may be sent to a third-party collection agency.

### Auto Pay

We do have Auto pay available if you would like to sign up. Tuition will be automatically taken from your account every other Friday, on due date.

### Returned Checks

A processing fee will be charged to your account for all checks which are returned for any reason, and this fee is in addition to any charges that the bank or financial institution may charge. Once a check has been processed electronically, the check is no longer negotiable and will not be returned. If more than two (2) checks are returned within a six (6) month period, you will be required to pay by an alternative method of payment for the next six (6) month period. Auto pay is available, and the same conditions as above will be applied. You will be responsible for the principle amount plus all returned fees.

### Vacations

We do not offer any vacation time.

### Absences

You will be required to pay full tuition for any absences.

### Late Pick-up Policy/Fee

Koala Bear Child Care is open from 5:45 A.M. to 6:00 P.M., Monday through Friday all year except holidays and other dates noted in the Family Handbook. If you fail to pick up your child by 6:00 P.M., a late fee of \$10.00 every ten (10) minutes or portion of ten (10) minute period, per child, until the child is picked up will be applied. The fee is calculated from the actual time you leave the center. Should you habitually be late picking up your child (more than once (1) per week or three (3) times per month) you may be asked to leave the center.

If this was to happen, a phone call should be made to the center if you will be arriving past 6:00 P.M. If the child is not picked up by 7:00 P.M., a call to the local police station will be made.

### Sibling Discount

You will receive 10% off the older child and 5% off of the next oldest, if a third child attends.

### Additional Fees

We currently have one (1) outside program that comes to Koala Bear Child Care weekly and provide classes with the children. This is only available to children who are 16 months and older.

Embrace Health – Koala Bear Child Care covers the fees for this 100%.

### Special Events, Field Trips, and Guest Speakers

There may be additional charges for special events, field trips, and guest speakers. Notification of such charges will be given in advance. These fees are non-refundable.

Written parental permission will be obtained from each child's parent before taking a child on field trip (including walking ones and on-site outdoor picnics). Parents will be informed of the hours, mode of transportation, and the purpose and destination of the field trip. Staff will take emergency cards (with ER numbers for child's parent, persons to be called if a parent can't be reached, and child's doctor), a first aid kit and manual, and attendance records on all field trips. We use Westonka Bus Services to transport the children on a field trip.

All staff are trained in pediatric CPR and obstructed airways, first aid and OSHA.

### Withdrawal from Program

A two (2) week written notice is required for withdrawal for any reason. If this notification is not provided, you will be required to pay all tuition and fees for two (2) weeks, whether your child attends. If you withdraw your child(ren), s/he will only be eligible for re-admission based upon space availability and all other enrollment criteria. If your child is selected for re-enrollment, you will be required to complete an entire new Enrollment Agreement at the current rate and pay a new non-refundable Registration Fee at the current rate. If there is an outstanding balance, (including tuition or fees) when your child is withdrawn, you will be required to bring your account current prior to completing a re-enrollment application. All fees (Tuition, Registration or Activity) are non-refundable. Please note: PHS takes pride in providing quality employees to our organization. A great deal of effort, training, time and money is put into our employee programs. Should you decide to hire an employee of PHS for your individual needs and withdraw from our center, there will be a \$2000.00 loss-of-teacher fee.

## GENERAL INFORMATION

### Parent Visitation/Open Door Policy

Parents or legal guardians of enrolled children may visit the center at any time during the hours of operation. Parents or legal guardians of a child will be allowed access to their child at any time while their child is in our care.

### Attendance

Koala Bear Child Care only accepts *Full-time* enrollment. You are required to pay tuition for your child for every day of the week, Monday – Friday.

### 10 Hour rule

Your child can only attend Koala Bear Child Care for a maximum of 10 hours per day. Late fees will be applied.

### Safety

Koala Bear Child Care takes safety very seriously. The staff makes every effort to ensure that your child is participating in safe activities.

We use a closed-circuit video monitoring system through-out the center. There are cameras in every room and hallways.

We use a Fob Key System on the inside entrance door to allow us to monitor those entering the building. The only people who have access to Koala Bear Child Care are Koala Bear staff, families and Lake Minnetonka Shores Employees.

### Emergency Closing and Inclement Weather Information

It is our intention to be open and provide child care service every weekday of the year, excluding holidays, President's Day and the two (2) days in August or September for In-service, but that inclement weather, natural/national disaster, Pandemics or major building issues may disrupt service from time to time. Please call Koala Bear Child Care to ensure that it is open during inclement weather/natural disaster/Pandemics. You will receive a text message, email or phone call from the director or your classroom teacher if we close, close early or open late due to any of the above. The decision to close, close early or open late will be made by the Director and the Campus Administrator, while taking into consideration all information provided and the care and well-being of the children, staff and families. Please keep your phone numbers up to date with the director and your classroom teacher to ensure you receive all messages. Full tuition must be paid for days that the center is closed due to weather/natural disaster/Pandemics. A staff person will stay with your child until they have been picked up. We reserve the right to close in case of an emergency such as stated above.

### Curriculum

We have chosen to use a theme based curriculum for our center. It is designed to facilitate learning through hands-on activities both teacher-led and student-led. We offer lessons and activities in the areas of language and literacy, math, science, creative arts, gross and fine motor, social skills, social connections, and hands on exploration for all children. We will actively engage and stimulate the children through interactions such as; talking, playing, moving, singing, reading, and sign language. Along the way, we will be working with your children to help them develop their cognitive, language, emotional, physical, intellectual, and social skills.

### Christian Ministry

At Presbyterian Homes and Services, Lake Minnetonka Shores, we value Christian Ministry; therefore, we will include a 'Jesus Time' with your children. We will learn about God through Bible stories, Christian songs, and prayers at every meal. We accept children of all religious beliefs.

### Outdoor Play

Regular physical activity has important health benefits. Weather permitting, daily outdoor play will be provided at least once per day. For infants and toddlers, getting dressed to go outside is valuable one-on-one time for teachers and children. Being outside reduces the spread of infectious diseases.

Our outdoor guidelines for healthy development, children including infants should go outside when:

1. Weather seems comfortable and when it is somewhat uncomfortable. In summer, children should wear light colored, lightweight sun protective clothing and hats, sunscreen, play in shaded areas, and have drinking water available. In winter, dress in warm, dry layers and play in wind-protected areas. We use

weather humidity/wind chill/air quality guidelines. Please ensure your child comes dressed in appropriate indoor and outdoor clothing.

2. It is snowing, raining, or when snow is on the ground and the children are wearing water-resistant clothing. Snow and rain are important learning materials.
3. Children have a runny nose, cold or ear infection unless they have a documented condition identified by their health care provider that can be worsened by cold, wind or being outdoors.

### Clothing

Dress your child for action! We paint, play outside and participate in many hands-on activities. Please dress your child in casual and easy manageable clothing. We want your child to be proud for being able to dress and undress themselves. Please label all clothing with first and last names. Shoes *must* have a strap on the back. Please provide an extra set of clothing to keep at school. We are not allowed to have drawstrings around the neck due to a choking hazard.

### Personal Belongings

Please refrain from sending toys, money, or any other items with your child. We have many toys and games available for your children to use at Koala Bear Child Care. It is easier to encourage your child to "share" toys if they are the center's toys and not toys from home.

You may bring in special items from home if your child's classroom teacher asks you too, or if your child's classroom has a "Sharing Bag". Please make sure to label all items.

We are not responsible for lost, damaged, or stolen items brought to the center.

We always welcome books! If you have a book(s) that coincide with the theme of the week, please bring them in to share with the class! Make sure you label each book with your child's name, and notify your child's teacher that you brought them in.

### Pontoon

One of the benefits of being right on the lake is that we go on Pontoon Rides during the months of May – September! Children in the classrooms Butterflies, Bumblebees and Fireflies get to experience this. We ask that you provide a life jacket, however we do have extras if you forget or do not have one. The boat is driven by volunteers who are residents or community members. You will receive a permission form before we start these rides each year.

### Birthdays

We love to celebrate birthdays at Koala Bear. We think it is important for children to recognize and celebrate each other. We do a mini "birthday party" at snack time for the birthday child. They receive a crown/balloon and we all sing "Happy Birthday" to the child. All food brought in must be commercially prepared and be peanut/nut free.

### Diapering/Toileting

Koala Bear Child Care staff are trained in proper diapering techniques. Your child's diaper will be checked and/or changed every two (2) hours. If your child runs out of diapers and/or wipes, you will be notified by a note from your child's teacher. If you fail to bring in diapers, we do have backups. We will replace the number of diapers your child borrowed when you bring in more. Please notify your child's teacher when you start potty training. We will do everything we can to encourage this independence. Please bring in extra clothes and dress your child in easy, removable clothing when you start this process, so your child can be encouraged to do this independently.

### Fire and Severe Weather Drills

It is important that children know what to do in case of an emergency. Fire and severe weather drills are held once every 30 days to help children become familiar with safe routes and procedures in the case of an emergency evacuation from the center. These drills are held at various times of the day.

### Conferences

Parent conferences are planned and offered twice a year and will include a written assessment of the child's intellectual, physical, social, and emotional development. If at any time you would like to set up an additional conference, please arrange it with your child's teacher. Parents of infants will receive an informal approach. You will receive a paper copy of your child's progress. If you have questions or concerns, please speak to your child's teacher.

## Daily Sheets

Parents of infants and toddlers will receive a daily written report about the child's food intake, elimination, sleeping patterns, and general behavior. Parents of preschoolers will receive daily communication about their child's day through lesson plans, e-mails, a communication form, and verbal contact.

## Communication and Email

Teachers from each classroom use e-mail to communicate weekly lesson plans, communication to parents, and to send pictures. Please complete a form with you and your spouse's e-mail addresses and turn it into your child's teacher.

Any projects, tuition, or other important papers will be in your child's mailbox. These are located in each classroom.

## Monthly Newsletter

A monthly newsletter will be e-mailed to parents each month. This will provide any news and updates at the center.

## Scholastic Reading Club

We participate in Scholastic Reading Club. Encouraging reading is one of the most important things we can do to help your child succeed. It can be tough finding the right books to keep them interested, which is why our center participates in Scholastic Reading Club.

With Scholastic Reading Club:

-Every book you buy earns FREE Books for our classroom library

-You can choose from handpicked, grade- and reading-level-specific books for your child

-You'll find the best values on a variety of formats

-Each month, Reading Club flyers are available to view in a flyer form or online. Together you can choose from books hand-selected by teachers and experts, and then order online. Please see the Director for more information.

## Arrivals and Departures

Parents must provide their own transportation to and from the center. Upon arrival, each child must be accompanied into the facility. Children must be signed in each day by and escorted into the classroom by a parent. Our responsibility begins after you place your child in the care of a staff person. Each child will be greeted upon entering a classroom. Please notify a staff person of any important information needed to care for your child that day.

During departure, you must sign your child out each day.

If someone other than the parent is picking up your child, please notify your child's teacher with a first and last name. The teacher will ask to see an ID of a new person picking up. They must be on the parental authorization to take them from the center or they must have the confidential pass code for your child.

Koala Bear Child Care reserves the right to not allow you or someone to pick up your child, if a staff member believes the child's safety will be in danger. The staff member will contact someone from the emergency contacts listed on your child's emergency card to take the child home. If they cannot be reached, the Orono Police Department and/or Child Protection Services will be contacted.

If an employee of Koala Bear Child Care is to take your child home from the center, and you have gone through the necessary procedures, they must complete their shift before beginning to ready your child(ren) for going home. For example, if the staff persons' shift ends at 6:00 P.M., you will be charged a late fee for the extra time your child(ren) are at the center. If the employee punches out at 6:00 P.M. and then takes ten (10) minutes to get the car seat in the car and pack up your child's belongings, you will be charged \$10.00. See Late Fee on (pg. 2) for more information.

## Sanitation

We understand the importance of providing children with a sanitary environment to learn and play in. We follow state regulations and use a three-step system for cleaning and sanitizing. This consists of washing all equipment with soapy water, rinsing with water, and then spraying a diluted bleach solution. Toys are washed and sanitized in a commercial dishwasher. Diapering areas are washed and sanitized after each diaper

change. Tables and high chairs are sanitized before and after each meal and activity. Each classroom is sanitized at the end of each day. Cots are sanitized weekly.

### Nap and Rest Policy

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

Infant: Each individual infant determines naptime. The multiple naps throughout the day will progress down to two naps per day. Infants transitioning to the older infant room will be weaned to one nap per day.

Toddler: One afternoon nap after Lunch.

Pre-School: One afternoon nap/rest time after lunch.

- 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.
- Naps and rest will be provided in a quiet area that is physically separated from children who are engaged in an activity that will disrupt a napping or resting child.
- Cribs and cots 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 and cots will be placed directly on the floor and cots must be stacked when not in use.
- Parents need to provide a blanket and/or small pillow. Bedding and blankets will be sent home each week to be washed and when soiled or wet.
- Cribs will be provided for each infant for whom the center is licensed to provide care. The equipment will 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. Each crib is inspected monthly by staff and results recorded on the DHS form dated 8-13. In addition, CPCS checks are done annually and recorded on the form.
- Each infant will be placed to sleep on their back, unless the license holder has documentation from the infant's physician directing an alternative sleeping position for the infant. (Use the DHS form Physician Directive for Alternate Infant Sleep Position 7-13.) *This form is only for alternate sleep **position**, not location. The form will remain on file.*
- 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 six months of age or the license holder has a signed statement from the parent indicating that the infant regularly rolls over at home. (Use DHS form dated 7-13).
- Infants will be placed in their own crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, which 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.
- The staff will not place anything in the crib with the infant except for the infant's pacifier, as defined in Code of Federal Regulations, title 16, part 1511.
- When an infant falls asleep before being placed in a crib, the infant will be moved to a crib as soon as practicable. The infant must remain within sight and sound until the infant is placed in a crib and must not be in a position where the airway may be blocked with anything covering the infant's face.
- When an infant falls asleep while being held, the staff will 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.
- Placing a swaddled infant down to sleep is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, with written consent of a parent or guardian, the 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. (The DHS consent form dated 7-13 must be used.)
- Children's heads will be uncovered during sleep; children will always maintain in sight/sound.
- All toddlers and preschool children will sleep with footwear on to ensure emergency evacuations are safe.
- Cribs are located behind a half wall and are not in sight at all times. Our safe sleep policy requires the staff to ensure supervision within sight and sound at all times. The staff will ensure sight by visually checking on sleeping infants every 10-15 minutes.

### Pets

Very often we see pets on our walks through Lake Minnetonka Shore. They are from visitors, residents or employees at Lake Minnetonka Shores. Please inform your teacher if your child is allergic to any particular pet.

## Photograph and Video Release

Koala Bear Child Care loves to take pictures and videos of your child! We take pictures to post around the classrooms, during visits with residents, or for you so you can see what your child does here at Koala Bear Child Care. Any photographs and/or videos that we take are owned by PHS (Presbyterian Homes and Services). We may use these for a variety of media (including but not limited to: print publications, websites, Facebook and other social media) for the purpose of PHS and Koala Bear Child Care marketing, promotion or fundraising. You have the option of allowing photos and videos to be taken of your child or not. Without permission, Koala Bear Child Care may not take any photos or recordings of your child while at Koala Bear Child Care. You will receive a form to fill out for each Event Specific Media Release. The permission form will be kept in the child's record.

## Infant Care

An infant must be at least 6 weeks old at the time of Enrollment. Koala Bear Child Care will follow each infant's written diet plan signed by the parent. The plan needs to be updated as the diet changes. This form is on each child's clipboard in the classroom.

All staff at Koala Bear Child Care are trained in SUIDS risk reduction and abusive head trauma prevention strategies as required by Licensing / DHS (Department of Human Services).

## MEALS, SNACKS AND WATER

Our license requires us to comply and follow USDA requirements for meals and snacks. These are planned on a 5 week rotating basis and provided to parents. Children will wash their hands before eating and go directly to the table to eat. Staff will sit with children during meal and snack times. Children will have access to water throughout the day using single service cups. Any treats or food brought into the center will be unopened and commercially prepared. Koala Bear Child Care provides all meals and snacks and includes these in your child's tuition. They are prepared and catered from the kitchen at Presbyterian Homes and Services. Meal time is a great time for children to work on self-help skills such as using utensils, cleaning up their spills, and clearing their dishes. It also provides a time for practicing good manners and social interactions. Breakfast, lunch and afternoon snack is provided for your child. We ask that food or snacks are not brought in for your child unless it is medically necessary or a special celebration.

Breakfast: 8:00 – 9:00 A.M.

Lunch: 11:30 A.M.

Snack: 3:00 P.M.

We understand the importance of healthy food to a child's growth. All children are given ample time to complete their meals. We cannot force a child to eat or finish a meal. Also, food cannot be withheld from a child.

We are a peanut/nut free center. **We do not serve nuts of any kind.**

Sanitation procedures and practices will be adhered to in accordance with licensing and health guidelines for safe food preparation, handling, and serving. Bag lunch requirements, catered food and/or infant feeding guidelines will be in accordance to USDA guidelines. A physician's written permission will need to accompany any feeding/food request that does not align with the USDA requirements or is not indicated on a child's health care summary and/or individual child care plan.

Water is offered often to your child throughout the day.

## Allergies / Diet Restrictions / Modifications

- Licensing requirements mandate that before enrollment, we obtain information regarding children with **known allergies, special eating or nutritional needs**. An individual child care program plan (ICCPP) will be developed with the parents and physician and maintained in the child's file. The plan is required to be updated at least annually or following any changes made to allergy-related information in the child's record. Children's allergy information will always be available including on-site, when on field trips, or during transportation.
- Staff will be informed of any of the children having **food allergies**. This information will be posted where the children eat and in the food preparation area.
- The program will contact the child's parent or legal guardian as soon as possible of any instance of exposure or allergic reaction that requires medication or medical intervention. Emergency medical services are always called when epinephrine is administered to a child in the center's care.

## ILLNESS AND EXCLUSION POLICY

### Sick Child

Due to the Department of Health regulations, and to prevent illnesses from spreading to other children, please keep any child who is sick at home. If your child should become ill at the center, we will contact you immediately. If you cannot be reached, we will contact the authorized persons on your child's emergency card. Children should be picked up within one (1) hour. The Director and Teachers will use their discretion when sending children home.

Children with any infectious or contagious illness or any of the following symptoms will not be allowed at the center. Each child must remain at home for at least 24 hours after any of the following symptoms are diagnosed and treated. The child can return the same day if seen by a physician and no infectious disease is determined. A Doctor's note will be required.

We follow the exclusion and guidelines listed below which are derived directly from the State of Minnesota Child Care Licensing Division and the Minnesota Department of Health.

A child with any of the following conditions or behaviors is a sick child and must be excluded from a center not licensed to operate a sick care program. If the child becomes sick while at the center, the child will be isolated from other children in care and the parents will be called immediately. A sick child must be supervised at all times. The license holder must exclude a child for the following symptoms:

Sickness/Disease	Period of Exclusion
Reportable illness or condition	Until the physician says they are no longer contagious and has sufficient treatment
Chicken Pox	Until the child is no longer infectious or until the lesions are crusted over
Vomited two (2) or more times since admission that day	Until child is no longer vomiting – Must be symptom free for 24 hours and able to participate in daily activities
Three (3) or more abnormally loose stools since admission that day or one (1) uncontained stool	Until diarrhea has stopped. Child must have a normal stool or been diarrhea-free for 24 hours before returning
Contagious conjunctivitis (Pinkeye) or pus draining from the eye	For bacterial infection – child must be excluded until a physician has examined the child and the child has completed 24 hours of treatment. If excretion is still bad, child must stay out for 48 hours or until pus has stopped.
Bacterial infection such as streptococcal pharyngitis or impetigo	After child has completed 24 hours of antimicrobial therapy.
Unexplained lethargy	Until child seems "back to normal" and can participate in daily activities including going outside.
Head lice, Ringworm or Scabies that is untreated and contagious to others	After 24 hours of treatment, with lice child can return after successful treatment and must be lice and nit free.
100 degree Fahrenheit auxiliary or higher temperature of undiagnosed origin before fever reducing medication is given	Must be fever-free for 24 hours <b>without fever reducing medicine</b> . Child must be well enough to participate in normal daily activities. If child has a bacterial infection that requires antibiotics, child must be treated for 24 hours before returning.
An undiagnosed rash or a rash attributable to a contagious illness	Until seen by a physician and accompanied by a note
Significant respiratory distress or thick yellow-green mucus	Until child's breathing is back to normal and/or diagnosed and treated by a doctor (such as a

	nebulizer)
Not able to participate in Koala Bear activities with reasonable comfort	Until child is comfortable enough to participate in all activities, including going outside
A child requiring more care than the program staff can provide without compromising the health and safety of other children in the day care	Until the child can participate in all activities, without extra care.

## Administering Medications

### **Prescription Medication**

Prescription medications will only be given with written authorization from your child's licensed healthcare provider/dentist (prescription label) and the parent or guardian. Parent must state dosage, time and duration the medication is to be given. Please also inform the staff of the last time the medication was given.

The program will not administer medication doses that can be done at home. Any medication to be given once or twice a day needs to be done at home. Any medication to be given long term will require additional paperwork using an individualized child care program plan (ICCPP).

Medications must come in their original container and be properly and legibly labeled with your child's full name and current prescription information. Twins and siblings cannot share any medications including diaper products.

Medications will not be given after the expiration date and unused portions will be returned to the parent. Please send proper medication dispensers to administer the medication.

Medication will be kept out of reach of children. Staff will record name of child, name of medication or prescription number, date, time, dosage and the name and signature of the person who dispensed the medication. This documentation will be maintained by your child's record and is available to you.

### **Non-prescription medication**

We do not administer any non-prescription medications.

## **HEALTH POLICIES AND PROCEDURES**

### Health Care Summary

Upon enrollment or within 30 days, a medical record of your child must be submitted to the director. It must include a current examination and it must be signed by the child's source of medical care. A record of a physical examination is again required annually for children under 24 months of age and whenever your child 24 months or older advances to an older age group.

### Immunizations

Upon enrollment, documentation of current immunizations must be submitted. A record of a physical examination is again required annually for children under 24 months of age and whenever your child 24 months or older advances to an older age group.

### Inadequately Immunized Children

Koala Bear Child Care always requires all children and staff attending this program to be up to date on childhood and adult vaccinations required by law and **do not allow unvaccinated persons at our program.**

### Special needs/Allergies/Medical Conditions

Parents and legal guardians have the responsibility to inform the program when their child has any special needs, allergies, or conditions requiring attention. If a child is admitted having special needs; procedures stipulated by our licensing requirements will be followed. An individualized child care program plan (ICCPP) will be developed to meet the child's individual needs. The plan will be coordinated with either the service plan, education plan and/or with the physician, psychiatrist, psychologist, and/or health consultant. The ICCPP will need to be updated annually or when there is any change. The plan will be kept in your child's file, with any medication, on field trips and during transportation. The program will provide any additional staff training (within reason) required by your child's ICCPP, however, there may be times when you are requested to assist in the training or ensure the child's nurse specialist is involved in the training.

## First Aid/CPR/OSHA

In the event of any accident or illness, trained staff will administer First Aid and/or CPR according to the guidelines of their training and OSHA. If we decide this is an emergency, 911 will be called. As determined by the paramedics, your child will be transported to Ridgeview Medical Center in Waconia. Parents will be responsible for the cost of any medical transportation needed. A parent/legal guardian or alternate emergency contact as listed on your child's emergency contact information will be contacted as soon as possible. We will also attempt to contact your child's source of health care. Parents are responsible for keeping the information on the emergency card up-to-date. This includes your office, home/mobile phone numbers and at least two people authorized to act on your behalf should the center not be able to reach you.

At least one staff person that is fully trained will be present during hours of operation, including field trips, and when transporting children in care. This includes when all teachers, assistant teachers and aides are within their first 90 days and not yet trained.

## **BEHAVIOR GUIDANCE**

Our behavior guidance policy is designed to ensure that each child is provided with a positive model of acceptable behavior.

- Be tailored to the developmental level of the children that the program is licensed to serve.
- Redirect children and groups away from problems toward constructive activity to reduce conflict.
- Teach children how to use acceptable alternatives to problem behavior to reduce conflict.
- Protect the safety of children and staff persons.
- Provide immediate and directly related consequences for a child's unacceptable behavior.

Young children need to be taught appropriate behaviors. Appropriate alternatives to corporal punishment vary as children grow and develop.

As infants become more mobile, the staff will create a safe space and impose limitations by encouraging activities that distract them from harmful situation. Brief verbal expressions of disapproval help prepare infants and toddlers for later use of reasoning. For toddlers, disapproval will be followed with comments about expected behaviors.

Preschoolers have begun to develop an understanding of rules and can understand "break time" to calm down (out-of-group activity by sending the child to a calming activity such as puzzles, sensory table, etc.) However, children will never be isolated from the group. The teacher will follow up by asking the child about his/her feelings and suggest appropriate behavior.

We promote positive behavior in the following ways:

- The classrooms are designed to be developmentally appropriate.
- There are enough toys and activities to stimulate children of all age groups we serve.
- The staff model, encourage and praise positive behaviors by using clear and positive statements of behavior expectations.
- The curriculum is designed to be stimulating and age appropriate for the children.
- The staff appropriately supervises and interacts with the children.

All staff is trained annually in behavior guidance at Koala Bear Child Care.

## Persistent Unacceptable Behavior

Koala Bear Child Care will use the following procedure for behavior that is persistent and unacceptable that requires in increased amount of staff guidance and time. This behavior policy applies to all children in our care.

If a child is not behaving appropriately, we will use the following positive guidance techniques;

- Ignoring: Ignoring a child who is trying to gain attention by acting out may be an age appropriate response, unless it is a behavior that is unsafe.
- Redirection/Distracting: This technique offers an alternative to a child such as suggesting a new activity, or different toy, encouraging independent play, or interacting with the child in a different way.
- Discussion: Discussing with the child how their behavior is inappropriate and engaging with the child other words or methods that would suggest a more appropriate response.
- Reasonable consequences: The staff may implement reasonable consequences such as taking away a toy if the child used the toy to hit another child.
- Take a break: The child is separated from the group to calm down and will have access to something else to do. While the child will remain supervised, his or her classmates will not immediately influence him or her. This is different from the concept of "time-out," which is often seen as more punitive as the

child is isolated and does nothing. In “take a break” the child will have access to other activities while he or she settles down. Once the negative behavior is under control, the child can be returned to the group. We do not use “take a break” with children under two years of age.

When staff observes a persistent unacceptable behavior, they will observe and record the behavior in writing.

If these positive guidance techniques are not effective, we may involve parents/guardians with the following progressive guidance techniques:

- We will inform parents/guardians in writing what behaviors have been observed and what the staff has done to try to modify the behavior.
- If the inappropriate behavior continues, the Center Director and teacher will meet with parents/guardians to develop a written action plan to correct the behavior. We will seek their input and agree on steps to attempt to modify the behavior. We may suggest involving outside resources to assist with the situation.
- If the inappropriate behavior persists, the child will need to take a day or two of behavioral leave of absence on the next scheduled day/s of care. (Standard attendance rates apply during behavioral leaves).
- After returning to group care, if the child continues to act inappropriately, we may dis-enroll the child. We reserve the right to use these progressive guidance techniques at our discretion. It is our goal to work together for a positive outcome of behavior change. Circumstances may arise when we may immediately dis-enroll a child if his or her behavior creates a health or safety risk to themselves, other children, or the staff.

### Prohibited Actions

Positive reinforcement is the best approach to discipline. The following actions are prohibited by or at the direction of a staff person:

- Subjection of a child to corporal punishment, which includes but is not limited to: Rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking.
- Subjection of a child to emotional stress, which includes but it not limited to: Name calling, ostracism, shaming, making derogatory remarks about a child or the child’s family, and using language that threatens, humiliates or frightens a child.
- Separation of a child from the group except within rule requirements.
- Punishments for lapses in toileting.
- Withholding food, light, warmth, clothing, or medical care as a punishment for unacceptable behavior.
- The use of physical restraint 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.

### Separation from the Group

No child may be separated from the group unless the following has occurred;

- Less intrusive methods of guiding the child’s behavior have been tried and were ineffective.
- The child’s behavior threatens the well being of the child or other children in the program.

A child who requires separation from the group will:

- Remain within an unenclosed part of the classroom where the child can be continuously seen and heard by a program staff person.
- The child’s return to the group will be contingent on the child’s stopping or bringing under control the behavior that precipitated the separation;  
and
- The child will be returned to the group as soon as the behavior that precipitated the separated abates or stops.

Children between the ages of 6 weeks and 16 months will NOT be separated from the group as a means of behavior guidance.

## PROGRAM TERMINATION OF CARE AND/OR REMOVAL FROM WAITING LIST

If any of the following situations occur, enrollment may be terminated at Koala Bear Child Care.

1. Late or Non-payment of fees by parent or legal guardian, i.e. 30 days in arrears.
2. Willful misrepresentation or lack of required affiliation of a parent or legal guardian with Koala Bear Child Care.
3. Failure to provide the required health, immunization, special medical updates and/or emergency information.
4. Abusive and/or disrespectful behaviors/language (i.e. swearing, foul language) harassment, and/or verbal threats toward staff, children, and other parents or property of the center.
5. Inability of Koala Bear Child Care staff to care adequately for or to meet the child's needs, or failure of parent to meet assessment needs. (see #6)
6. Lack of cooperation from parents or legal guardians with the program's efforts to resolve differences and/or to meet the child's needs through parent/staff meetings, attending conferences or failure to seek and use outside resource or referral services for testing, diagnosis, and/or individualized Family Service Plan (IFSP) or Individualized Education Plan (IEP) to gain support for your child.
7. Chronic lateness in picking up child at end of the day (see Late Pick-up Policy/Fee). (Three times in 6 months)
8. Outdated, incomplete or incorrect numbers on the EMERGENCY CARD resulting in no one being reachable within an hour of trying, two times in a calendar year.
9. If unable to reach the child's physician because of outdated or inaccurate information on child's emergency card for the second time during the family's enrollment history, the family's enrollment can be terminated.
10. Failure to pick up an injured or ill child within an hour of being notified, for the second time in a calendar year.

## GRIEVANCE PROCEDURE

If there is a grievance over the child care program or procedure, direct contact with the teacher or director should be made. The complaint should be made either 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 Campus Administrator at Lake Minnetonka Shores. The director will be responsible to see that the grievance is handled properly and expeditiously.

There may arise a situation where a parent/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, the main 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 Campus Administrator at Lake Minnetonka Shores will be notified. For complaints about the facilities or equipment, the director should be consulted. The director must see that it is repaired immediately.

The Campus Administrator's decision is final and binding.

## MALTREATMENT AND SUSPECTED CHILD ABUSE REPORTING POLICY PROCEDURE

An early childhood professional who is engaged in the practice of child care "who know or has reason to believe a child is being neglected or physically or sexually abused shall immediately report the information to the Child Protection Agency in the county where the child resides". The staff member who suspects abuse is responsible for the reporting. Detailed written documentation of all suspicions and conversations related to the circumstances of the suspected abuse must be kept. This documentation must include times, dates, places, persons involved, and accurate quotes. Any suspected case of abuse or neglect must be reported to the department of Human Services (DHS) maltreatment intake at 651-431-6600.

If we know or suspect that a child is in immediate danger, we call 911.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community are made to the local county social services agency at 612-348-3552 or to the Orono Police Department at 952-249-4700.

We take our responsibilities very seriously. Staff training for all staff related mandated reporting responsibilities is documented in individual personnel records and reviewed each year.

Koala Bear Child Care staff have been trained to recognize the signs and symptoms of abuse and neglect. Furthermore, **the law requires us to report all suspected cases of abuse and neglect.**

**We do not discriminate based on disability in the admission/enrollment or access to our programs or services. Discrimination based on race, color, age, religion, sex, national origin, disability, veteran status, sexual orientation, marital status, parental status, genetic information, political beliefs, or any other characteristic protected by law.**

**Insert  
Maltreatment  
form here and  
discard page**

Classrooms	Phone Number
Rolie Polie Room	952-471-5055
Ladybug Room	952-471-5056
Butterfly Room	952-471-5057
Bumblebee Room	952-471-5058
Firefly Room	952-471-5059

## Contact Information

### DIRECTOR

Sarah Towers

Phone: 952-471-5050  
 Fax: 952-471-5051  
 E-mail: [stowers@preshomes.org](mailto:stowers@preshomes.org)  
 Website: [www.koalabearchildcare.org](http://www.koalabearchildcare.org)

### LMS CAMPUS ADMINISTRATOR

Jodi Devick-Neal

Phone: 952-471-6094  
 E-mail: [jneal@preshomes.org](mailto:jneal@preshomes.org)

# Koala Bear Child Care Parent Handbook

## Acknowledgement

I have received a copy of the Family Handbook. I have read and understand its contents and policies and agree to them in its entirety.

CHILDREN'S NAMES

Signature of Parent/Guardian	Date
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Signature of Parent/Guardian	Date
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