

Turnquist Child Enrichment Center Parent Handbook



Hours of Operation
Monday – Friday
6:30am – 5:30pm

1800 2nd Street Northeast
Minneapolis, MN 55418
612 706 – 5590

Dear

Parents/Guardians,

Welcome to Turnquist Child Enrichment Center! You have chosen a Strong Beginnings, National Association for the Education of Young Children Accredited (NAEYC), 4-Star Parent Aware early childhood program for your child/children. Early childhood programs accredited by NAEYC's National Academy of Early Childhood programs have voluntarily undergone a comprehensive process of internal self-study, invited external professional review to verify compliance with the Criteria for High-Quality Early Childhood Programs, and has been found to be in substantial compliance with the Criteria. A copy of the Criteria can be obtained from Administration.

Our program provides a safe and nurturing environment while promoting the physical, social, emotional, and intellectual development of each young child. In our program, you will experience the following:

- Frequent, positive, and warm interactions among teachers and children
- Planned learning activities appropriately based on children's age and development. Activities include: block building, painting, reading stories, dress up, and active outdoor play
- Specially trained teachers and administration
- Ongoing professional development
- Appropriate number of adults to respond to individual children
- Varied age-appropriate materials
- Respect for cultural diversity
- A healthy and safe environment for adults and children
- Inclusive environments
- Nutritious meals and snacks
- Regular, two-way communication with parents
- Welcoming, friendly, and service oriented staff
- Effective Administration
- Ongoing, systematic evaluation of programming

We are excited to be working with you and your family! If you have any questions about any information in this handbook, please do not hesitate to ask.

Elizabeth Ruzek, Director

Turnquist Child Enrichment Center

Parent Handbook

Introduction

Welcome to Turnquist Child Enrichment Center (TCEC). TCEC is a program within A Chance to Grow, Inc. (ACTG), a human service non-profit agency that sponsors a variety of programs.

Please use the Parent Handbook as a reference for important information about TCEC programming and to ensure you are fully informed on center philosophy, goals, policies, and procedures along with procedures that the Department of Human Services has set as standards for child care centers. We welcome comments, concerns, and suggestions about the program at any time.

Philosophy

TCEC's philosophy is to encourage children to be actively involved in the learning process. Classroom opportunities allow each child to experience a variety of developmentally appropriate activities while pursuing their own interests to help them reach their maximum potential. A stimulating and engaging environment allows play in all areas of development: cognitive, social, emotional, physical, and language.

TCEC is committed to providing a positive, nurturing atmosphere for all children to develop their potential as happy, healthy individuals.

Program Plan

Upon a child's entrance into the program, teachers will communicate closely with the child's parents/guardians to learn the best ways to meet the child's individual needs. Through planned activities and opportunities for child-directed play, each child's developmental needs will be met.

Children are supervised at all times through one-on-one interaction, small group, large group, and observation. Program activities include dramatic play, reading, language development, science, sensory, blocks, manipulatives, music, art, math, puzzles, and fine and large muscle development.

Planning occurs on an annual, monthly, weekly, and daily basis. Curriculum units are developed around center-wide weekly themes. Children are encouraged to be actively involved in the learning process.

Daily schedules and weekly lesson plans are posted on each classroom's parent board and letters are sent home on a monthly basis. Staff may change planned or routine activities according to the needs or interests of the children. Routine tasks and transitions are incorporated into the program as a means of furthering children's ability to learn self-help and social skills. Daily activities are planned to include a balance of indoor and outdoor, quiet and active, large muscle and small muscle, individual, small group, large group, child initiated and staff initiated play. Alternative outdoor and indoor play areas include a fenced in area attached to the building, a community park in an adjacent lot, and gymnasium.

Developmentally appropriate activities, materials, and equipment reflect the diversity that exists in society and avoids stereotyping of any group. Equipment is easily accessible to children and rotated to maintain interest. Staff is encouraged to make and use a variety of materials to stimulate children's interest and creativity.

Transitioning students from one classroom to another is very important in providing children with feelings of security and comfort. The transition process allows children to slowly acclimate to a new environment. Children are given the opportunity to spend time in their new classroom for 1-2 weeks based on the child's needs. Parents, Teachers and Administration will work together to decide what the transition schedule will look like for the individual child. Please keep in mind that transitions are biased on age, variances are required for any transitions that is outside the age cut offs.

TCEC incorporates S.M.A.R.T. (Stimulating Maturity through Accelerated Readiness Training) programming. S.M.A.R.T. is a program of exercises to improve hand-eye coordination and visual motor integration. All TCEC classrooms partake in S.M.A.R.T. activities daily for twenty to thirty minutes.

Children older than one year who receive two or more meals will have the opportunity for tooth brushing to remove food and plaque. TCEC provides toothbrushes for students. In the infant classroom, staff wipes out each child's mouth using a wet paper towel or dental wipes.

Ages and Total Number of Children the Program is Licensed to Serve

The Department of Human Services licenses TCEC. TCEC is licensed to serve sixty-four children ages six weeks to twelve years old. To obtain a DHS license, the center complies with the rules and regulations of the Division of Licensing and DHS Rule 3.

Turnquist Child Enrichment Center is licensed for:

10 Infants: 6 weeks – 16 months

14 Toddlers: 16 months – 33 months

16 Preschool: 33 months to 4 years

8 Pre Kindergarten: 4 years to first day of kindergarten

Current Class Sizes are as follows:

9 Infants

10 Toddlers

14 Preschoolers

8 Pre Kindergarten

Reduced Teacher/Child ratios. Our current ratios are as follows:

Infants: 1:3

1:3

Toddlers: 1:5

Preschool/PreK: 1:7

Staff

Each classroom is staffed with a highly qualified Lead Teacher, certified with a two-year degree, four-year degree, or a CDA, as well as experience in early childhood education. Assistant Teachers are highly qualified with a combination of college credits and experience. Teachers Aides are trained and experienced in early childhood education. All staff are required to participate in in-service training throughout the year and are certified in First Aid and Infant/Child CPR.

Hours and Days of Operation

TCEC is open from 6:30am to 5:30pm, Monday through Friday. Children in our care are always learning, our specific curriculum runs from 9:30am to 11:45am and then continues after rest time at 3pm. We encourage families to come to school before 9:30am, parents are allowed to bring in their children at any time as long as they attend for more than 5 hours. If you will be late picking up your child, we ask that you call by 5pm to inform the center. Three late pickups in a 6 month period may result in expulsion from the program. If a parent/guardian is late picking up his/her child, a late fee will be charged. Parents are responsible for paying the late fee to the center. If a child will be absent from the center, parents are asked to call the center and inform the staff. Parents will be responsible for making bi-weekly payments regardless of attendance.

TCEC is located in a remote entry building. Parents/guardians will ring the doorbell on the outside of the front doors in order to gain access to the childcare. Parents/guardians may ring any of the three doorbells to gain access to the building if there is no response to the childcare doorbell.

The Center is closed throughout the year for Holidays and staff in-service days. A calendar will be provided to parents at enrollment. Updates to the calendar will be made as needed and families will be notified. The center will also be closed for four in-service days per calendar year. In-service days will be used for trainings, classroom maintenance, or staff meetings that will further enhance staff development. Parents will be notified in advance of closing dates.

If inclement weather is threatening before the center opens in the morning, the Director will determine the closing of the childcare. Inclement weather postings will be made on the 4 major local networks. Parents may also sign up to receive a text message from the center. If threatening weather occurs during center hours, the Director will determine closing and all parents will be notified to pick up their child immediately. Other emergency closings may be due to building maintenance (heat, plumbing) or health issues. Parents will be informed as soon as possible. We will also display information regarding

closings on local television stations: Channels 4, 5, and 11. If parents would like to be notified via email or text, they can arrange this with the Director.

Special Services We Provide

On site therapists are available through ACTG Services for Speech, Occupational, and Vision Therapies. Arrangements must be made with the Director, Assistant Director, and parent before a child may receive therapy services. Individual plans for children with special needs are reviewed and addressed on an individual basis by the center Director, Lead Teacher, and the teaching team assigned to the child.

Strong Beginnings Partnership

TCEC partners with Hennepin County and is a Strong Beginnings site. Strong Beginnings sites believe that learning begins at birth; Turnquist works with infants, toddlers, preschoolers, and pre kindergarteners to help prepare them for success in school and life. Each child will develop important skills including how to get along with others, how to communicate effectively, self-regulation, physical coordination, and problem solving.

TCEC's goals as a Strong Beginnings site are to provide the following:

- A top quality-learning environment that will prepare each child for Kindergarten
- Teachers who are knowledgeable in early childhood development
- Small classes in order for each child to get the attention he or she needs
- A unique learning plan for each child to build on his or her needs and strengths
- A commitment to honor each family's culture

In independent testing of children entering the Minneapolis School District, Strong Beginnings students test solidly on track for reading success, surpassing the scores of peers entering Kindergarten. We are honored to be a Strong Beginnings Site and work to ensure that TCEC's early education program will benefit each child and family.

Family Outreach

Involving parents/guardians in early education is vital to the success of each child. Throughout the year, TCEC invites families to be a part of all planned events with the intent of building strong partnerships between parents and caregivers. The following are offered each year:

Family Fun Nights: An evening event where families come together to share a meal as a family. This event is planned around a specific theme with activities that encourage parent-child engagement and focus on early math skills and literacy.

Newsletters/Calendars: Families receive a newsletter/calendar throughout the year.

Second Harvest Heartland: TCEC partners with Second Harvest Heartland to provide food and supplies necessary to operate programming. Items are ordered on an as-needed basis for classroom supplies and family events.

Partnerships

Science Museum
Children's Museum
Minnesota State Fair
Minnesota Twins

Health Consultant: TCEC is visited on a monthly basis by a health consultant from MNCCHC. The consultant reviews Center Health and Safety Policies and on a prescribed basis.

The Marlene Myers Nature Gardens and the Department of Natural Resources: Designated as the smallest school forest in the state of Minnesota, Turnquist students help cultivate the garden by weeding, planting vegetables and flowers, and watering regularly. Staff can use the garden for science lessons and nature walks.

Parent Involvement

Increased parental involvement makes a significant difference in a child's development. Turnquist's goal is to create opportunities in the following areas:

- Provide significant opportunities for parents to make contributions at home and school toward their child's achievement throughout their education at Turnquist
- Open communication and creation of a partnership between parents, teachers and school administration
- Welcoming atmosphere at school toward parent visits and participation
- Community involvement in education
- Establishment of community partnerships that respond to the varying needs of families.

In order to accomplish these goals, teachers, parents, and parental involvement organizations are partnering to find creative ways for busy parents to contribute to child care activities and participate in home activities with their children. The following ideas have been implemented in our program:

- Meetings and parent-teacher conferences are held at convenient times for families
- Offer transportation to Turnquist for scheduled meetings
- Establish communication through newsletters, daily or weekly notes, voicemails, or e-mail
- Provide translation services
- Provide information and training on parental involvement to parents and staff
- Allow teachers to have more availability from routine duties to meet with students' family members
- Staff Development with partnering agencies to discover successful strategies for working together as a community.

Developmental Assessments

Each child is assessed using the Creative Curriculum Gold within one month of arrival and Fall, Winter and Spring thereafter. Creative Curriculum Gold is a research-based tool allowing teachers and parents to identify each child's level of social, physical, and cognitive development. Creative Curriculum Gold results allow teachers to share the child's strengths, areas of improvement, goals, and individualized learning plans with parents during scheduled meetings or parent conferences held twice per year.

Turnquist supplements Creative Curriculum Gold by evaluating students using the Ages and Stages Questionnaire (ASQ and ASQ-SE) screening tool. Classroom teachers and parents/guardians complete the ASQ and ASQ-SE's at predetermined age intervals. The ASQ-SE is designed to address social-emotional development, an important area in developing self-regulation. Parents also complete the ASQ and ASQ-SE; parent participation is essential for accurately assessing a child. Parent perspectives allow teachers to determine which skills and behaviors are consistent and which may have environmental factors. ASQ and ASQ-SE results are reviewed at parent conferences.

All students' ASQ and ASQ-SE assessment scores are reported to Hennepin County on a quarterly basis as outlined in Turnquist's contract with Strong Beginnings. Beginning Kindergarten Assessment scores are also provided to Hennepin County in order to measure each child's academic and social/emotional readiness in comparison to other early childhood programs. Parents will be asked to sign a consent form prior to their child's BKA results being released to Hennepin County.

Program Plan Review for Parents

At any time, parents are welcome to observe our early childhood education program or any of the program plan literature. Please request literature from an Administrator. Supportive parent relationships are essential in providing quality programs for young children. Teachers will be available for ongoing communication with parents on a daily basis at drop off and pick up times, or by telephone conversations. In addition, special conferences may be requested with Lead Teachers and the Director.

Parent Conferences

A pre-enrollment conference is available upon request and can be scheduled with the Lead Teacher before a child starts in the program. Parent/Teacher conferences are offered three times a year, where a written assessment will be done of each child's intellectual, physical, social, and emotional development. Additional conferences may be arranged upon request.

Teachers are also available in both the morning and afternoons to talk with parents about their child's experience at the center. If a parent has a concern or question that will take more than five minutes to address, Turnquist Administration requests a time be set up to meet or talk over the phone in order to

address the question or concern appropriately. At the time of drop off and pick up, the teacher's primary responsibility is the supervision of the children.

There will be daily information sheets for infants and toddlers. Daily sheets will give parents information about their child's day including their favorite activity and updates on daily routines such as meals and naptime.

Immunization, Health & Child Records

Turnquist is required to obtain immunization records and an annual physical for each child upon enrollment. The immunization record must give dates (month, date, and year) of immunizations received. Immunization records must be updated whenever a child receives additional immunizations. If a child is overdue for any routine health services at the time of enrollment, evidence of an appointment is required prior to the child starting at Turnquist. If parents choose to not immunize their children for any reasons, Turnquist requires notarized documentation prior to enrollment and annually thereafter.

The Health Care Summary must include the date of the child's most recent physical exam (within six months), and be signed by the child's source of health care. This form is also due on admission. An updated report of physical examination, signed by your child's health care provider, is required annually for all children enrolled in the center. Turnquist requires evidence of an appointment when a child is overdue for any routine health services before entry into the program.

Parents also have the responsibility to inform the center if their child has any special medical conditions, needs, or allergies. This information is crucial in order for Turnquist to provide the appropriate care and support for each child. A form will be provided for the child's physician to describe medical needs of the child. The form will be reviewed with classroom staff and kept in the child's medical file.

Dietary modification as a result of special dietary needs shall be made under the direction of a trained health care provider. Written documentation from the child's parent/legal guardian and the child's health care provider is required. Please see Administration for the required documentation. We require parents to update their child's emergency contact information annually.

Sick/Injured Child

Parents/guardians must not bring any child to the center if the child shows any signs of illness (i.e. fever, rash, vomiting, lice, thick or colored nasal drainage) or is unable to participate in the normal routine and regular programming (this includes going outside). Parents/guardians are responsible for informing the center if their child will be absent due to illness. Should such an illness be communicable, parents/guardian are required to inform the center within 24 hours and must secure a physician's written release prior to returning the child to the center. Should your child become ill during attendance at the center, parents/guardians will be contacted and expected to arrive within one hour. If parents/guardians are not able to come within the hour, the child's emergency contacts will be contacted to pick him or her up from childcare.

If a child is injured while attending the center, the classroom teacher will complete an injury report. At the time of pick-up, the teacher will have the form ready for parent/guardian's signature. If the parent/guardian is not picking up the day the injury occurred, a classroom teacher will call the parent to inform them of the incident/injury. Only parents/guardians may sign the incident/injury form. In the event that a serious injury occurs, parents will be notified immediately. Parents will receive a phone call if injuries include head wounds, significant swelling, or injuries inducing blood.

Parent Notification for the Onset of Exposure to a Contagious Illness, Conditions Where there are Emergencies, and Injuries Requiring Medical Attention

In the event of a medical emergency, we will contact emergency medical service or the child's physician in order to take appropriate action. The parent will be contacted immediately, notified of the emergency, and informed of any action taken at that time. Parents shall release the center from liability in case of accident or illness. If a decision is made to attempt legal proceedings against TCEC in any type of suit, all attorney fees will be the responsibility of those filing legal action.

It is the responsibility of the families to provide current information about their child's health insurance coverage. TCEC requires health insurance coverage for treatment in an emergency.

In the event of a contagious illness reported in the center an illness fact sheet will be posted at the front desk and on each classroom door containing information about the illness, date and number of cases. Posting must be up for 2 consecutive weeks after report.

Biting Policy

For older infants and toddlers, biting is not uncommon. Many children at this stage communicate through this behavior. We also understand that biting can be harmful to others. When an incident of biting occurs both the parents of the child who bit and the child who was bitten will be notified by incident report in the event of more serious cases of biting parents will be notified by a phone call. In rare cases emergency services may need to be contacted

When biting does occur:

For the child that was bitten:

1. First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandaid.
2. Parents are notified.
3. An injury report is filled out.

For the child that bit:

1. The teacher will firmly tell the child, "No biting. Biting hurts."
2. The child will take a break with a teacher.
3. Parents are notified.
4. An incident report is filled out.

When biting continues:

1. The child will be shadowed to prevent any further incidents.
2. The child will be observed by classroom staff and/or administration to determine what is causing him/her to bite (teething, frustration, etc.)
3. The child will be given positive attention and approval for positive behavior.

When biting becomes excessive:

1. Any child who bites and breaks skin on another child will be sent home.
2. If a child bites frequently, we will schedule a parent/guardian conference to discuss the behavior and how it may be modified.
3. If the child then inflicts 3 bites in one week where skin breaks, the parent/guardian may be asked to make other arrangements for care.

Administration of First Aid

All staff are trained in the proper use of first aid. In the event of any injury or illness staff will administer appropriate first aid. If it is an emergency situation, 911 will be contacted to provide emergency first aid. If necessary, the emergency medical service will transport the child to a medical facility as designated by emergency services. A parent/guardian or alternate listed on the emergency card will be contacted as soon as possible. An attempt to contact the child's source of health care may also occur.

Reporting the Maltreatment of Minors

All childcare staff are required by Minnesota Law to report any suspected incidents of child abuse or neglect to appropriate authorities.

1. Who Should Report Child Abuse and Neglect?
 - a. Any person may voluntarily report abuse and neglect.
 - b. Staff who work with children in a licensed facility, are legally required or mandated to report and cannot shift the responsibility of reporting to a supervisor or to anyone else at the licensed facility. If a mandated reporter has reason to believe a child is being or has been neglected, physically abused, or sexually abused within the preceding three years, he or she must immediately (within 24 hours) make a report to an outside agency,
2. Where do I Report?
 - a. If a mandated reporter knows of or suspects that a child is in immediate danger, he or she is required to call 911.

- b. All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the DHS, Licensing Division's Maltreatment Intake line at 651.431.6600
 - c. Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 1.800..800.5556.
 - d. If the report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, staff will call the Department of Human Services, Licensing Division at 651.297.4123.
3. What should I Report?
 - a. A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
 - b. An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.
 4. Retaliation Prohibited
 - a. An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.
 5. Failure to Report
 - a. A mandated reporter who knows or has reason to believe a child is or has been neglected, physically abused, or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Department of Health, and unlicensed Personal Care Provider Organizations.

Internal Review

When the facility learns that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- Related policies and procedures were followed
 - The policies and procedures were adequate
 - There is a need for additional staff training
 - The reported event is similar to past events with the children or the services involved
 - There is a need for corrective action by the license holder to protect the health and safety of children in care.
1. Primary and Secondary Person or Position to Ensure Internal Reviews are Completed: The internal review will be completed by the Director. If this individual is involved in the alleged or suspected maltreatment, the Assistant Director will be responsible for completing the internal review.
 2. Documentation of the Internal Review: The Facility must document the completion of the internal review and provide documentation of the review to the commissioner upon the commissioner's request.
 3. Corrective Action Plan: Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.
 4. Staff Training: The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the

policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

Administration of Preventative Products and Medications

As included in the enrollment application, TCEC staff may need to apply preventative products to ensure the health and safety of your child in the classroom or outdoors. These items may include: sunscreen or pre-moistened wipes.

Prescription medications will only be given with written parent consent and written physician approval. Parents should complete a medication form if their child needs medication while in care. Medications must be in their original container and include prescription. Prescription medication will be given only to the child for whom they are prescribed. Outdated/expired medications will not be given. Medicated ointments and diaper cream require a doctor's note.

We will give over the counter medications with written permission and instructions. Parent written instructions must correspond to manufacturer's instructions. If dosage differs from manufacturer's instructions, a written doctor's instructions will be needed. Over the counter medication must be in original container and must be labeled with the child's name and date. Outdated medications will not be given.

Field Trip, Research, Experimental Procedures, & Public Relations Activity

Occasionally, the children will be involved in enrichment trips away from the center. An individual or classroom field trip form must be signed by each parent/guardian to allow their child to participate in these activities. Prior to each field trip, a notice will be placed in each child's classroom door to notify the parent/guardian of an upcoming event. Trips involving transportation will utilize the agency van. Methods for transportation on field trips will be in accordance with the Department of Human Services regulations and Minnesota Law. Minnesota Law requires federally approved age-appropriate car seats and seat belts to be used to transport children. We encourage and welcome all parents to accompany classrooms on field trips.

Permission slips must be signed prior to the field trip in order for the child to be able to attend; verbal permission will not be accepted. If you do not wish for your child to attend a field trip you must make other arrangements for care until your child's class returns. Parents/guardians are asked at the time of enrollment for written permission to use their child's photo in advertisements, brochures, classroom bulletin boards, etc. A child's photograph will not be used without permission. If research projects are conducted at the center, all parents will receive a description of the project. Children will not participate in any research unless there is written parental authorization.

Provision of Meals and Snacks

TCEC provides breakfast, lunch, and afternoon snack. All meals meet the United States Department of Agriculture (USDA) regulations. Since meals provided are balanced and complete, parents do not need to send children to the center with any food or drink.

Prior to serving each meal, staff follow appropriate sanitation procedures. Tables are washed with soap and water before being disinfected with bleach solution prepared daily. Bleach solution will be used per DHS guidelines. Instructions on how to prepare sanitizing solution are posted in each classroom.

Following disinfection procedures, staff are required to follow posted hand washing procedures for staff and children. Before coming in contact with food, staff wash hands and put on food service gloves. Meals are served in individual portions and portion sizes vary by age group.

All children will receive the same meal items. If a child has restrictions, written permission from the child's parent/legal guardian and the child's health care provider are required. Menus are posted on each parent bulletin board for convenience and menus will also be sent home on a monthly basis.

TCEC is peanut and tree nut free center. In order to assure that these individuals are identified and safety precautions are in place to protect them, TCEC has implemented the following procedures:

- All staff are trained as to how to administer Epi-pens
- Kitchen staff are trained on procedures for preventing cross-contamination of peanut/peanut products when handling, preparing, and serving food items

- Identify families, students, employees that have known allergies through TCEC forms and written documentation. This will assist in the need to implement other precautions that may be necessary to ensure a safe environment for children and/or employees that many have a peanut or food allergy

Serving times are:
 Breakfast: 8:30 – 9:30am
 Lunch: 11:45 – 12:15pm
 Snack: 3:00 – 3:30pm

Snacks are provided throughout the day on an as needed basis.. Serving times may vary according to classroom schedules.

The center provides baby food and formula to infants. Parents have the option to bring in their own baby food, formula, and/or breast milk if they choose to decline the food the center provides. TCEC provides solid food to infants on a schedule agreed upon by parents and TCEC teaching staff.

**In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.*

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) [found online](#) at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410*
 - (2) fax: (202) 690-7442; or*
 - (3) email: program.intake@usda.gov*
- This institution is an equal opportunity provider.**

If a family would like to bring treats for their child's birthday, they are welcome to do so. However, treats must be store bought sealed in their original container.

Presence of Pets

TCEC believes it is important for children to learn about animals and how to respect and take care of them. Only pets authorized by State Licensing and health policies will be allowed. All visiting pets must have the required immunizations and health documentation prior to the visit. Children and staff must wash their hands after handling pets or any animals or surfaces that may have come in contact with pets or animals. Parent permission must be obtained before children come into contact of additional non-center pets. TCEC currently has fish.

Parent/Guardian Visits

It is in the best overall interest of the children enrolled, the staff, and the parents to maintain and open door policy without required appointment. TCEC Administration and staff have confidence in the programming, environment, and staff support of each child. Parents are encouraged to spend time in classrooms during planned or unplanned visits.

Telephone number of the Department of Human Services, Licensing

651.296.3971

Other Important Phone Numbers

Hennepin County Child Care Assistance	612.348.5937
Department of Human Services	651.296.3971
State Commissioner of Health	651.201.5000
Hennepin County Child Protection	612.348.3552
Minneapolis Public Health Department	612.348.3925
First Call for Help	651.291.0211

Vacation Policy

TCEC allows 1 week of vacation time for any family enrolled in the program to which they are not charged.

Discipline

Active and happy classrooms are a key to a good program. Teachers plan and implement stimulating learning programs, which keep children challenged and constructively active. In such environments, the need to discipline children is minimal, but does arise. When children must be disciplined at the center, the teachers choose the most appropriate of the following methods.

1. Redirection of the child's behavior: The teacher talks with the child, explains the problem, clarifies the "rule" or expectation and redirects the child to appropriate behavior actions. The tone of the teacher's voice is firm, but supportive. If a child makes the decision to make a poor choice, they will be asked to take a break from that activity. After the first break the child will be given the opportunity when ready to come back to the original activity. After the second break, a staff member will invite the child back to the activity once they have calmed their body down. On the third take a break, an incident report will be written for parent to sign
2. Separation: If a separation from the group is necessary, the appropriate paperwork will be filled out Separations only occur in instances in which the safety of other students or staff is in question. Situations may include physical aggression towards another person or damaging of property.
3. Parent's Assistance: Parent support is needed in situations where children are out of control. In these times, a parent will be asked to come to the center to help the child gain back his/her control or take the child home.

TCEC believes that parents/guardian and staff must work closely together to solve problems which might arise. Teachers make every effort to communicate with parents about behavior problems and the discipline actions taken. The communication may happen in the form of a phone call, conversation at pickup or drop off time, or in a scheduled conference.

For children with persistent, serious, challenging behavior, teachers, families, and other professionals work as a team to develop and implement an individualized plan that supports the child's inclusion and success.

In discipline situations, teachers or other staff will not humiliate or demean a child in any form verbally or physically. Teaching staff never use threats or derogatory remarks and neither withhold nor threaten to withhold food as a form of discipline. No corporal punishment such as slapping, hitting, shaking or spanking is utilized. Teaching staff do not engage in psychological abuse or coercion. All staff are trained in CPI (Nonviolent Crisis Intervention training program)

Expectations of Parent Behavior

Parents are expected to abide by the following when on TCEC's property:

1. No physical discipline of children
2. No smoking on TCEC/ACTG property

3. No verbal threats or humiliation of a child, staff, or Administration. If such threats or verbal abuse occurs, the staff has been informed to call the police immediately to remove the parent/guardian from the premises.
4. May be asked to leave if using inappropriate language

Parent Obligations

1. To read the Parent Handbook and follow the policies and procedures
2. To sign in upon arrival and out upon departure at reception area each day
3. To keep staff informed if your child has been exposed to any contagious disease or condition
4. To keep staff informed of experiences or changes in your child's life, which may affect his/her behavior at the center
5. To inform the childcare staff of any changes of address, home or work phone numbers, and emergency contact phone numbers
6. To keep up to date on any paperwork to maintain enrollment
7. To respond to all written requests for information from the teaching and Administrative staff
8. To give a two-week notice prior to withdrawal of your child from the center
9. To inform Administration and your child's teacher in advance of vacations
10. To check your child's cubby each day for information
11. To provide the office with an update of health and immunization information

Attendance

All children must arrive at the center no earlier than 6:30am and must be picked up no later than 5:30pm. Failure to follow this policy can be cause for termination from the program. If a parent will be arriving late with a child due to doctor's appointments, etc., notify the staff as early as possible of the anticipated arrival time. In order to benefit from academic programming, TCEC encourages all parents to bring their children before 9:00 am. All classrooms have daily schedules posted on the parent boards outside classroom doors.

Parents are responsible for arranging transportation. An adult must accompany the child into the building upon arrival and an adult must accompany each child home at the end of the day. No child will be released to anyone under the age of sixteen. The adult must sign the child in and sign the child out every day at the front desk located in the childcare center.

If a child is absent for more than five days without notification, he/she may be dropped from the program. Sporadic attendance is also cause for termination. Children should attend on a regular basis. If a child will be absent due to illness, please notify the center each morning updating staff on the child's condition and expected date of return. Families whose care is funded through subsidy cannot be absent for more than five consecutive days without notifying the funding agency and cannot be absent for more than twenty-five days within a calendar year.

Drop Off

When dropping off children for the day the expectation is that children be properly dressed for the weather.

The End of the Day

Only persons authorized by the parent will be allowed to pick up children. Each child must have a completed enrollment packet, which lists persons able to pick up each child. Parents are expected to inform the center each day if a primary parent is unable to pick up their child. If staff and/or Administrator do not recognize an individual who has arrived to pick up a child, the TCEC Administrator will ask for a picture I.D. prior to calling the parent to verify the pick-up. Children will not be released to an unauthorized person for any reason without prior approval from the child's parent.

No child will be released to the care of any person who is under the influence of alcohol or other drugs. In these cases, staff will contact emergency numbers to arrange for someone else to accompany the child home or if necessary, staff are instructed to call 911.

In cases where a child's biological parent is not authorized to pick up the child, the center must have a court order on file. If a court order is not on file, TCEC cannot prevent a biological parent from picking up their child.

Late Pick Up

A parent arriving late can be very stressful for a child. Children ask questions and may worry as to when their mom or dad will arrive to pick them up. Lateness is also unfair to staff, who may have families of their own, have after work activities, and are only scheduled until the center closes.

Parents are expected to list emergency contacts at the time of enrollment and keep staff updated as to any changes with the contacts. Emergency contacts will be called if parents are late picking up their child.

Authorized individuals arriving late to pick up a child will be charged a late fee according to the following schedule:

\$10.00 for late pick up within the first 5 minutes
\$1.00 for each additional minute

Late fees are charged per child, not per family.

In the event that the center closes at 5:30pm, the parent has not contacted the center, and both parents and emergency contacts cannot be reached, or the child cannot be picked up by 6:30pm, the staff will contact Child Protective Services who will place the child in foster care for up to 72 hours before releasing them to the parent.

Scent Policy

Due to the overwhelming number of asthma and other respiratory illnesses we ask that you refrain from using products that include heavy scents, such as and not limited to; perfume, cologne, lotion, smoke from tobacco or marijuana. If your child has a heavy scent the following steps may be taken; clothes changed, wiped with an unscented diaper wipe or the child may be sent home.

Nap Time

Naptime is approximately 12:30 – 3:00 pm.

Infant nap times are as needed as the infant getting ready to transition to toddlers naps are reduced to one nap a day from approximately 12:30-3:00pm.

Staff may rub backs if needed to help children ease into sleep.

Special provisions are made for a relaxation period for the non-sleepers such as appropriate quiet activities or quiet reading. Once a child lays quietly on their cot for 30 minutes, they will be given the opportunity to engage in quiet play.

TCEC provides infants over twelve months, toddlers, and preschoolers with cots or mats for rest time. If a child prefers to have a small blanket for rest, parents are welcome to bring in a blanket from home to leave at the center. Blankets are washed weekly at the center or sent home to be washed.

In the Infant Classroom, naptime varies per each child's schedule. The crib room is located within the classroom with open walls to ensure supervision of sleeping children. Once children are placed in a crib, the sides are securely locked to ensure the safety of each child.

Toys From Home

Preschool and Pre-Kindergarten classrooms offer opportunities for children to bring in toys or items for show and tell. Staff understands the excitement children feel when sharing special items with their friends. Toys from home will be kept in each child's cubby to protect from being lost or broken. TCEC is not responsible for lost or broken toys from home.

Extra Clothing

In efforts to ensure each child's comfort, TCEC requires each child have an extra set of clothing in their cubby. If able, please label extra clothing with initials or names.

Diaper Policy

TCEC does not provide diapers. Parents provide diapers for their child on a weekly or daily basis. Staff will not use or launder cloth diapers at any time. If you plan to use cloth diapers, please inform your child's teacher or Administration. TCEC provides diaper wipes and diaper cream.

Appropriate Dress

TCEC believes in "messy play". Working with water, sand, flour, paint, and other messy materials provides children with opportunities to experience measuring, basic physics, chemistry, expression of ideas, and make-believe. Children must be dressed appropriately in order to participate in all activities. Staff utilizes paint smocks in messy play, but smocks cannot entirely prevent clothes from getting dirty.

Minnesota weather is variable. Based on DHS Licensing requirements, TCEC classrooms plan to play outdoors every day. Therefore, children must be dressed appropriately: coats, hats, mittens, snow-pants, and boots in the winter, and lightweight tops, shorts, and shoes in the summer. Tennis shoes or comparable shoes are required daily. Flip-flops and sandals are unsafe on climbing equipment and are slippery. Hats may be worn outside for protection from the sun. TCEC requires that parents bring proper seasonal attire. If your child is in need of any seasonal attire TCEC is more than willing to assist you in getting these items for your child.

Outdoor Play

TCEC's policy is based on requirements by DHS Licensing. Children are required to play outdoors everyday unless prevented by inclement weather. Exceptions include weather conditions such as extreme heat, rain, or severely cold temperatures (below 13 degrees).

Infants are taken outside on buggy rides when weather permits.

Financial Policies

We ask that all parents adhere to the following policies:

1. All clients will be required to sign a contract agreeing to the designated charge for services and the due date for payments. The contract will be kept on file for reference.
2. Failure to make payment as required may result in your child not being accepted at the center until payment is received. Families experiencing financial difficulties should contact the Director to make necessary arrangements.
3. Payments can be made at the front desk to Administration.
4. Parents will be required to pay for days that the center is closed (i.e. holidays and inclement weather). Since parents are paying for an enrollment slot, payment is required whether the child has attended or not attended.
5. Two weeks written notice is required before withdrawing a child from the program. If a two-week notice is not given, parents will remain responsible for paying for the two weeks following departure from the program.

Grievance Procedure

If a parent has any concerns or questions regarding their child's care or center policies, they will be directed to the teaching staff working directly with the child and family. If for any reason the parent is dissatisfied with the response or are not comfortable approaching teaching staff with a specific situation, contact the administrative team

Confidentiality

All information collected by the center staff or funding sources is held in strict confidence. Any information that is necessary to be shared among outside resources or individuals will require authorized signatures of all parties involved.

Rate Schedule

Infant

Hourly Rate 13.02
Daily rate 103.49
Weekly Rate 517.45

Toddler

Hourly Rate 11.00
Daily Rate 82.80
Weekly Rate 414.00

Preschool

Hourly Rate 10.32
Daily Rate 72.00
Weekly Rate 360.00