**Ankeny Christian**

**Child Care & Preschool**

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Mission: To provide high quality care and education through a number of developmentally appropriate activities for children from infancy to school age in a faith base environment.

Parent Handbook

Policies & Procedures



September 2016

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**Ankeny Christian Child Care & Preschool**

**2506 SW 3rd Street**

**Ankeny, IA 50023**

**515-964-3599**

Dear Families:

We are very excited that you have chosen to join our Ankeny Christian Child Care & Preschool family. Caring for your child(ren) is a responsibility that we take very seriously. It is our goal to provide a loving atmosphere that emphasizes the overall development of the child; educating their mind, body, and soul.

We have been serving the Ankeny community for the past 19 years and look forward to being a part of the community for years to come.

We continually strive to hire the most educated, experienced, and loving teachers who are dedicated to providing your child with high quality care and education.

Please take the time to read this handbook. It will answer many questions you have concerning our policies and procedures. If, however, this does not answer all of your questions, please see one of the directors for clarification.

Our goal is to be an important role model in your child’s life and to support your efforts as your child’s first educator and caregiver. We encourage you to become an active participant in our school activities and the programs that we offer.

If you have any questions or concerns, please feel free to discuss them with your child’s teacher or either of the directors.

Sincerely,

Tami Zumach

Tarah Widaman

Harold Widaman

Owner/Directors

# **Mission Statement**

To provide high quality care and education through a number of developmentally appropriate activities for children from infancy to school age in a faith based environment.

# **Philosophy**

We believe that each child is a unique individual and should be given the opportunity each day to feel safe and loved in a learning environment. Play activities are essential to healthy development for children and adolescents. Ninety-five percent of a child’s brain has developed by the age of 5. The activities that children engage in both stimulate and influence the pattern of the connections made in the brain. This process impacts the development of fine and gross motor skills, language, socialization, personal awareness, emotional well-being, creativity, problem solving, and learning ability. Our jobs as teachers are to support these outcomes through designing play with purpose. Our teachers are our most important resource. We hire well educated staff in the area of early childhood education, so that we know the children are receiving the highest quality of care and learning that they can.

**Licensing Information**

Ankeny Christian Child Care & Preschool is licensed by the State of Iowa; Department of Human Services. We have annual reviews conducted by our licensing consultant, with every other year as an unannounced visit. The consultant checks child and employee folders, checks our compliance with staff to child ratio requirements, as well as other things.

A copy of the DHS Child Care Centers and Preschool Licensing Standards and Procedures, as well as the National Health and Safety Standards and Procedures Handbook; Caring for our Children is located in the office, if you would like to review them.

Our license is posted in the entry hallway along with the name, contact info, and address of our licensing consultant.

**Iowa QRS (Quality Rating System)**

The Quality Rating System (QRS) is a voluntary program that provides a rating of between one and five stars (levels) for providers who go the extra mile to offer exceptional care.

The QRS was created to raise the quality of child care in Iowa, to increase the number of children in high-quality child care settings, and to educate parents about quality in child care.

ACCCP participates in Iowa’s Quality Rating System or QRS. There are a variety of requirements that ACCCP needs to meet in order to maintain our current level in QRS.

## **Enrollment Requirements**

Enrollment at ACCCP is open to children ages 6 weeks to 12 years. Enrollment shall be granted without regard to a child or child’s families race, color, creed, religion, national origin, gender, or disability.

Parents may register the enrollment of their child in ACCCP by completing the Registration form and the following enrollment paperwork and paying the $60.00\* registration fee.

Your child’s file must contain:

* Registration Form
* Current Physical (every 2-3 months until age 2 then annually after age 2)
* Certificate of Immunizations Record (updated each time your child receives vaccinations)
* All Permissions Form
* Child Profile

We are required to have this information. If you are not able to provide these authorizations, your child will not be allowed to enroll in the center.

**Class Name Licensed Capacity Capped Ratios**

* Young infant – Baby Bunnies 12 12 1:4
* Older infant – Mobile Monkeys 6 4 1:4
* Toddler – Little Llamas 12 8 1:4
* Older Toddler/2’s—Energetic Elephants 12 10 1:4/1:6
* 2’s - Lion Cubs 12 12 1:6
* 2’s/3’s – Tiny Turtles 6 6 1:6
* 3’s—Perky Penguins 16 16 1:8
* 4’s/5’s – Krazy Kangaroos 24 24 1:12
* School age – Zippy Zebras 35 35 1:15

Children are placed into classes by birth date and according to Ankeny Community Schools Kindergarten cutoff date of Sept 15th.

During times of low attendance due to holidays, illness, vacation, etc., and at the end of each day, it may be necessary to combine classes to maintain appropriate ratio for the children as well as staff.

## **Part-Time Policy**

Enrollment of children for part-time care will be accepted if space is available. We have been very successful in accommodating families requesting part-time care and will continue to assist in those efforts as much as possible. Part-time tuition rates are available upon request.

**Personal Items**

Each preschool aged child is required to bring a complete set of clothing appropriate for the season, a blanket for rest time, and a toothbrush (toothpaste will be provided).

Parents of infants will be responsible for bringing formula (in an unopened can), or breast milk, jarred baby food, bottles, diapers, baby wipes, any diaper ointments or creams, and a couple changes of clothing.

**Please mark all of your child’s belongings with their name.** We cannot be responsible for lost items however, we will make every effort to find something if it comes up missing.

If your child soils their clothing during the day, please remember to take the soiled clothing home and bring a replacement set of clothing the next day.

Children **should not** bring toys from home except on sharing days or if requested by the child’s teacher. If your child brings a toy (unless requested by teacher) the toy will be put away until it is time to go home. We will not be held responsible for toys lost, stolen, or broken while at the center. At no time, will any form of weapons be allowed at the center. Play involving weapons or any form of violence will not be tolerated.

**Registration Fee**

There is a one-time non-refundable registration fee of $60.00 for the first child and $40.00 for any additional children from the same family. This fee will need to be paid before your child can begin care. If you choose to remove your child from care and later would like to re-enroll your child, you will be required to pay the registration fee. When choosing to withdraw your child, you must consider the possibility that there may not be space available to re-enroll.

In order to avoid the possibility of losing your child’s space, you can secure his/her spot by paying 50% of normal tuition for the time that your child is not in attendance at the Center, in choosing this option you will **NOT** be required to repay the registration fee.

**Multiple Child or Church Member Discount**

When your children are enrolled full time, you will receive a multiple child discount of 10% off of the oldest child. If the oldest child is a school aged child you will only receive the discount if this child attends before and after school.

If you are an active participant at Ankeny Christian Church (ACC) or a member of ACC, you will receive a 10% discount off of any children under the age of 2 and a 15% discount for children 2 and older. This discount will apply to children whether you are full time or part time.

**Payment Schedule**

Tuition is due on Monday for the week’s attendance. ACCCP accepts cash, checks, and money orders at this time. This is subject to change at our discretion. You may pay tuition in advance at any time.

A drop box is located in front of the office under the window for your convenience. If you pay in cash, you may request a written receipt. A payment receipt will be emailed to you if you have provided us with an email address on your registration paperwork.

**Late Payment**

A late fee of $20.00 will be assessed each week that your child’s tuition remains unpaid after Friday at 5:45 p.m. We understand that occasionally there are extenuating circumstances that may make it difficult to pay your child’s tuition. If this occurs, please let us know and we will be happy to try and work out a payment plan to satisfy the unpaid balance. However, late fees may still apply.

All accounts that remain unpaid after your child is no longer enrolled are subject to a $20.00 late fee each week until the balance is paid in full. Delinquent accounts unpaid after 30 days will be placed with a Collection Agency and may be assessed additional fees for collection recovery.

**Return Check Policy**

A fee of $30.00 will be assessed for any returned checks plus an additional $10.00 per day starting the day after you are notified until payment is made in full. If a check is returned twice further payments must be made in cash or by money order.

**Tuition Increase**

We reserve the right to increase tuition rates at any time. We will provide a minimum of two weeks’ notice prior to the effective date of the increase.

## **Holidays**

## \*January 1st

\*Memorial Day

\*Independence Day

\*Labor Day

\*Thanksgiving Day and the day after

\*Christmas Day (Christmas Eve we close at noon)

If the holiday falls on a Saturday, the center will be closed on the preceding Friday. If the holiday falls on a Sunday, the center will be closed the following Monday.

**There will be no reduction in tuition for holiday closings, however if you have vacation time available you may use it at this time if you choose.**

## **Holiday Celebrations**

Because we are a Christian center we celebrate Christmas and Easter. During these holidays, we keep a focus on the religious aspects of these celebrations. We may discuss Santa Claus, the Easter Bunny and various traditions that are celebrated. However; our main focus is on the Christian beliefs. We perform a Christmas program each year with all of our classrooms participating. Following the program, we invite families to enjoy refreshments and fellowship with staff and other families.

Families are allowed to bring treats for special occasions such as birthdays, holiday parties, etc. We do not require store bought treats however, keep in mind that we are a peanut free facility.

**Vacation Time**

Each year children who have been enrolled full time are entitled to 10 days of vacation. Your vacation days will be available for use once you have completed 6 months of full time enrollment. You may use vacation days at any time during the year. Vacation request forms are to be filled out each time you would like to use vacation time; they are located on the office window ledge. Vacation time may be used whether your child is in attendance or absent. Vacation days may not be carried over from year to year. If you have not used all of your days for a particular year you will lose them. Vacation days will renew each year on your 6-month anniversary date.

**Summer Care Vacation Policy**

If your child(ren) are enrolled full time for the summer program only, or after school only during the school year but full time during the summer; you will receive 5 days of vacation time. After your vacation time has been used you will be required to pay whether your child attends or not.

There is no vacation time for Part Time enrollment.

**Confidentiality**

At ACCCP confidential and sensitive information will only be shared with employees of ACCCP who have a “need to know” in order to care for your children in an appropriate and safe manner. Confidential information about employees and other families/children enrolled at ACCCP will not be shared with other families. If you need to find a parent’s phone number or email address let the director’s know and they will check with the family to make sure it is ok to give them that information.

**Staff**

Our staff consists of individuals trained in CPR, First Aid, Mandatory Child Abuse Reporting, Universal Precautions, and other child development skills. The federal government has recently mandated a pre-service training module series that consists of 10 modules that go over medication administration, SIDS training, prevention and control of infectious disease, as well as, several other topics that are necessary to provide a safe and healthy environment for the children in our program.

We are required to perform a criminal background and child/adult abuse records check as well as, a National Fingerprint check prior to the hiring of an individual.

We attempt to hire staff that are educated in Early Childhood Education whenever we can. We also encourage our employees to continue their education in this field as we want them to grow and become the best that they can be. We participate in a scholarship program to aid them in their educational journey. We also use the services of consultants in the fields of education, health, and nutrition, and encourage the involvement of parents in all aspects of our program.

In the event that negligence, physical or verbal child abuse is suspected; staff members are legally required to report this information to Child Protective Services for further evaluation. It is not our place to determine whether abuse has occurred, it is only necessary for us to report any suspected abuse. This information is documented and confidential.

**Parents Right to Immediate Access**

Our center has an open door policy for all families. Parents are welcome and encouraged to visit their children at any time or to call the center regarding their child’s day unless limited by court order\*\*. We often request parent help with field trips, classroom parties and various activities. All parents must fill out a volunteer packet prior to accompanying classes on field trips, see the director to request this packet.

**In the absence of a court order on file with ACCCP administration, both parents shall be afforded equal access to their child as stipulated by law.** ACCCP cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason.

Once presented with a Protection Order or a Restraining Order, ACCCP is obligated to follow the order for the entire period it is in effect. Employees of ACCCP cannot, at the request of anyone, except the issuing judge, allow a court order to be violated. ACCCP will report any violations of these orders to the court.

## **Arrival and Departure**

### The center’s business hours are from 6:15 a.m. to 5:45 p.m.; Monday through Friday.

Please contact the center by 9:00 a.m. if your child will not be attending that day this helps us to determine staff to child ratios in each of our classrooms.

Upon arrival, the parent or legal guardian **must sign in and accompany** the children to their classroom and see that the staff member takes charge of them. At departure time, the parent or legal guardian must sign the children out of the center and pick them up from their classroom.

Children must **NEVER** be dropped off or picked up from anywhere inside or outside of the center without informing a staff member. This includes the playground(s).

Only persons listed on the Authorized Pick-up form may pick up your child. Children will not leave with anyone that is not listed on the form without written permission from the parent or legal guardian. Picture identification will be required from anyone unknown to the Director or any staff member.

**Late Pick Up**

If your child is not picked up by 5:45 PM, you will be charged a late fee of $1.00 for each additional minute, per child. This fee will be added to your weekly tuition. As a courtesy to our staff, please call the center to let us know that you will be arriving late. Please keep in mind that all of our staff members have families that they need to get home to, so if you are late picking your child (ren) up this will affect them.

**Termination or Withdrawal of Care**

Parents are required to give us a two-week written notice when withdrawing their child from care. Any unpaid balances must be paid within 30 days of ending care.

ACCCP reserves the right to terminate care of a child with or without cause and will do our best to give notice however, if the reason for termination is due to the compromised safety of other children, staff members, and/or property termination may be immediate.

**Child Assessment Policy**

A child development screening tool will be used in the center to assess children’s age-appropriate development. This screening tool is intended for use by parents, teachers, and early childhood professionals to document fine and gross motor, cognitive, self-help, social/emotional, and language development. Information from this tool should be used to design activities and choose curriculum that supports the developmental needs identified.

Each child will be assessed per The Child Development Screening guidelines twice a year in October and April. The assessments will be completed over a 2-week time period however; it will include information of the child’s progression from the previous 6-month period. The assessments will be used to identify any areas of developmental concerns and indicators for further assessment. If a teacher has a concern about a child’s development, the director will be notified. Then the director and teacher can talk with the parent(s) and further referrals will be made as needed.

These screenings along with each child’s handwriting samples, creative art work, video and audio samples, and other materials will stay in a digital file in the child’s portfolio on a program called SeeSaw. Parents will have total access to this program and will be able to see everything the child is involved with through his/her academic career with ACCCP.

These screenings are used in developing lesson plans and room arrangements. It is important to remember that all children grow and develop at their own pace. This screening is a guide to age-appropriate development from 0-5 years. If needed, we have outside resources for support such as; Orchard Place, Heartland AEA, CCR&R, etc. that we can use these resources for behavior issues, speech therapy, physical therapy, etc. with your permission and input.

## **Guidance Policy**

Appropriate behavior is expected of all children in attendance at the Center as well as, while on field trips or times away from the Center therefore, behavior problems will be addressed using redirection and open communication. We will use positive reinforcement to correct negative behavior and time-outs will be used at a minimum for poor behavior. If your child is having difficulties with behavioral issues, despite the use of the above techniques, you will be notified of the problem and we will work with you to find a viable solution; which may include involving additional outside resources. We will do everything possible to arrive at a solution, although if problems continue it may become necessary for us to terminate care. This is done to protect the child involved and the other children, as well as the staff at the center.

CORPORAL PUNISHMENT IS A FORM OF PUNISHMENT THAT WILL NEVER TAKE PLACE AT THE CENTER AS IT IS VERY INAPPROPRIATE.

## **Health and Wellness Policies**

The following illness policy is enforced to meet the State of Iowa Health Department regulations, the Department of Human Services licensing regulations, and the National Health and Safety Performance Standards.

Parents **must** assist us in abiding by the following policy, so that we will be able to maintain a safe and healthy environment for **ALL** children and staff in the Center.

Your child **SHOULD NOT** attend the Center if he/she exhibits any of the following:

* Illness that prevents the child from comfortably participating in the program activities or requires one to one care.
* Illness that results in a greater need for care than staff can provide without compromising the health and safety of other children.
* Fever of 101 or above, lethargy, irritability, persistent crying, difficulty breathing, or other manifestations of possible severe illness.
* Respiratory Syncytial Virus with fever (RSV), Pneumonia, or Croup (a doctor’s note stating that the child is not contagious is required for readmission into the program)
* Diarrhea (3 loose stools) or stools that contain blood.
* Ecoli-O157:H7 or Shigella infection, until diarrhea resolves and two stool cultures are negative for these organisms.
* Vomiting unless it is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
* Mouth sores associated with drooling, unless the child’s physician or local health department authority states that the child is noninfectious.
* Rash with fever or behavioral changes, until a physician has determined that the illness is not a communicable disease.
* Purulent conjunctivitis (defined as pink eye) or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep and eye pain or redness of the eyelids or skin surrounding the eye, until examined by a physician and approved for readmission, with treatment.
* Tuberculosis, until the child’s physician or local health department authority states the child is noninfectious.
* Impetigo, until 24 hours after treatment has been initiated.
* Scabies, until after treatment has been given.
* Varicella (chickenpox), until all lesions have dried and crusted (usually after 6 days).
* Pertussis (whooping cough), until 5 days of appropriate antibiotic therapy (which is to be given for a total of 14 days) have been completed.
* Mumps, until 9 days after onset of parotid gland swelling.
* Measles, until 4 days after onset of rash.
* Hepatitis A virus (HAV) infection, until 1 week after onset of illness or jaundice (if symptoms are mild).

\*this is not an all-inclusive list

Your child **must be** symptom/fever free or on antibiotics for a period of 24 hours without the aid of Tylenol or Ibuprofen (unless approved by the Director) before returning to the Center. In some cases, you may be required to bring a doctor’s note stating they are no longer contagious in order to return to the center.

If your child becomes ill at the center, you will be contacted and expected to pick your child up as soon as possible. During this time, your child will be made as comfortable as possible and may be isolated from the other children. If you are unable to pick your child up, it is the parents responsibility to make arrangements for an emergency or authorized individual to come and get your child.

You will notify us immediately if your child has been exhibiting signs, symptoms or has been diagnosed with any of these illnesses, as we are required by the Department of Human Services to post a health notice due to the contagious nature of the illnesses. The health notice that is posted will clarify the illness and tell us when your child may return to the center.

ACCCP has a Nurse Consultant with Visiting Nurse Services through the Polk County Health Department that advises management on proper policies and procedures regarding health and safety. Please be advised that we are required to follow their recommendations. If you have any questions or concerns regarding these policies or procedures, please see the Director.

**Ill Child Form**

If your child has been sent home due to an illness you will receive an ill child form indicating the reason for being sent home, along with a timeline of when the child may return. You are required to sign this and adhere to this policy for the health and safety of children and staff in the child’s classroom and in the center.

## **Medication**

If your child should require medication while at our center, please keep in mind the following Department of Human Services and Nurse Consultant guidelines:

* An authorization for medication administration form needs to be completed by the parent and given to the child’s teacher and must be renewed every thirty days if the medication is to continue.
* Medication must be in its original container.
* Prescription medication must have child’s name and doctor’s instructions on the container
* **ALL** medications are accepted **ONLY** with a written order specifying that the medication can be given in child care. The instructions must include the starting date and ending date, dosage, frequency, and **MUST** be signed by a health care provider (Doctor, Physician’s Assistant, or Nurse Practitioner) if it is a prescription, if it is over the counter (Tylenol, cough medicine, etc.) the authorization **MUST** be signed by the parent.
* All medicine is kept in a locked box in the classrooms or the office, except for rescue medications, which are kept as close to the child as possible.

If your child has been diagnosed with asthma or severe allergies, an asthma or allergy action plan must be on file. Their medications must remain at the center and available to the child’s teacher at **ALL** times.

**Choking Hazards Policy**

There are several items that, because they present a choking hazard, we cannot allow in the center.

* Pacifier strings that attach a pacifier to the child’s clothing
* Clothing with draw strings
* Clothing with hoods that are not detachable
* Winter neck scarves

These are items that were recommended by our nurse consultant to be eliminated from the center due to high risk of strangulation.

**Infant Sleep Position Policy**

ACCCP understands the importance of reducing the risks of Sudden Infant Death Syndrome and has the following policy:

* Infants under 12 months of age shall be placed on their backs on a firm mattress, with a tight-fitting crib sheet for sleep in a crib.
* Waterbeds, car seats, sofas, soft mattresses, air mattresses, pillows, and other soft surfaces shall be prohibited as infant sleeping surfaces.
* All pillows, quilts, blankets, bumper pads, comforters, sheepskins, stuffed toys, and other soft products shall be removed from the crib. Use one-piece zipper sleepers over clothing for nap times and sleep.
* Environmental room temperatures will be kept at or about 72 degrees and proper dress will be maintained to prevent over-heating of young children, especially during sleep.
* If a child has a specific identified medical condition that makes the supine (back) sleep position unsafe ONLY then shall any other sleep position be acceptable. A few babies do have medical conditions that require different positions for sleep. The diagnosis for this specific child shall be documented by a physician, in writing, including instructions for the safe sleep position for the child and specific instructions required for any other care the child requires. Parents need to supply this documentation.
* When infants can easily turn over from their backs to their tummies, they will be put down on their backs but allowed to choose which position they prefer.

If your infant does have a medical condition that requires a specific sleeping position, we require a note from the baby’s doctor stating:

* The child’s health condition or diagnosis
* The position the infant should be placed in for sleeping
* Any other special care the child requires
* Expiration date of physician’s note
* Doctor’s signature

**This physician verification is required before we can implement this specific sleep policy exception.**

**Meals**

We will provide breakfast, a morning snack, lunch, and an afternoon snack. All meals and snacks are nutritional and meet or exceed guidelines set by the CACFP (Child and Adult Care Food Program).

Breakfast will be served from 6:30-7:30 AM. Morning snack, lunch, and afternoon snacks will be served according to a specific schedule for each classroom. The schedule will be posted in your child's classroom.

If your child is allergic to an item on our menu or has a dislike for a particular item, we ask that the parent bring something in to supplement. However, all items brought from home need to be nutritional and follow the food guidelines. An exception will be allowed for treats during special occasions such as, birthdays or holidays. We ask that you consult the Director or your child’s teachers to be sure there are no children with food allergies and that there are enough treats for the entire class.

Children who are in school are able to bring cold lunches from home if they wish. Food brought from home for all children must be nutritional and meet CACFP food guidelines and may be supplemented if necessary.

Allergies or special dietary situations should be submitted in writing to the Director. A licensed health care provider must sign a statement regarding the nature of the situation and alternative selections that can be used. If the center is unable to provide the substitution, the parent will be required to make that substitution.

Parents and/or guests are welcome to have meals with their children at any time. Please make arrangements with the Director in advance of the visit so that we can make the necessary adjustments to the preparation of the meal.

## For the children in the infant program, we accommodate their transition to table food. However, if there is an item on our menu that your child cannot have, it is the parent’s responsibility to provide an alternate meal item. A menu will be given to all parents upon enrollment and two weeks prior to changes.

**Transportation**

ACCCP will provide transportation for Center field trips and Center sponsored activities in compliance with State regulations. The Center will also provide transportation to and from Ankeny area schools. Only one staff member (driver) is required during transportation to and from schools however, during field trips where 7 or more children are present there must be 2 staff members in the van. All children are secured individually in seat belts. Children under the age of 6 or under the weight and height requirement (40 lbs & 4’ 9”) will be secured in a car seat or a booster seat provided by the parent.

First aid kits, emergency phone numbers, medical and dental emergency consent forms, and a cell phone will always be kept in the vans during transportation to and from school and on field trips.

It is our policy that all van drivers obtain their Class D Chauffeurs license with an endorsement of 3: noncommercial passenger vehicle less than 16 passengers.

Children and staff are not allowed to eat or drink in the vans. Children should remain seated at all times when in the van. No standing or leaning over seats while van is moving, no screaming or yelling, and no throwing things while in the van is allowed. Staff are not allowed to be using their cell phone while the van is moving. If they need to make an emergency call, they will pull the van to a stop in a safe place before making the call.

## **Outside Play**

Children will be involved in a variety of activities during the course of the day, both indoors and outdoors, leaving clothing to possibly become wet and/or dirty. Because of this reason, each child needs to have a complete change of clothing at the center at all times. Each item of clothing should be marked clearly with the child’s first and last names. Soiled clothing will be sent home to be washed and replaced.

Please keep in mind that your child will be playing outside each day (weather permitting and temperatures within Child Care Weather Watch guidelines). If the temperature outside is 20 degrees or above, with the wind-chill, the children **WILL** go outside. Please dress your child appropriately for outdoor play. If the weather is not favorable to play outside, the gym will be used for large motor activities instead.

We cannot keep a child indoors when they’re class goes outside due to maintaining ratio requirements. If children are healthy enough to come to the center, they are healthy enough to go outside.

## **Weather-Related Closings**

If the center were to close early or be closed completely for the day due to weather-related emergencies; parents will be notified personally by center staff. We will also call the local news stations for closings. However, because we are not associated with a public school district or considered a "large" company they will post the closing on their website rather than crawl across the screen. Please check the website listings if you suspect that we may be closed due to weather.

**Medical & Dental Emergencies**

**Emergency procedures prior to medical help arriving:**

* Evaluate the situation
* Stay with the injured person and evaluated the extent of the injuries and/or illness to the best of your ability
* Do not move the injured person if you suspect a neck or back injury
* Notify Director or other staff
* Secure the safety of the children in your classroom
* Evaluate consciousness
* Check for breathing
* Check for pulse
* Control any bleeding
* Call 911 or instruct another staff person to call 911\*
* Follow the instructions of medical personnel, which may include beginning CPR procedures
* Notify parents or emergency contacts

**Emergency procedures after medical help has arrived:**

* Briefly inform medical personnel of situation and care given
* Provide director with emergency numbers and emergency care request for injured person director will accompany injured person to hospital if necessary

A written account of all emergencies must be made immediately following the incident by those directly involved in the care for the injured person and/or anyone that assisted in the care for the injured person.

\*If the situation warrants, 911 should be called immediately by a staff member who is assisting the first responder.

**Non-Evacuations**

**Blizzard, Tornado, Earthquake, Power Failures**

Should an emergency occur while you are working with children and we do not need to evacuate the building; you need to follow the procedures below:

**Tornado or Earthquake:**

1. Remain indoors
2. All Children should be directed to the innermost area of the building. This will be the restrooms off of the gym for classrooms Infant through Pre-K, and the restrooms in the hallway between Fellowship Hall of the Church and the entry hallway of the Child Care Center.
3. Lead Teachers (or Assistant Teachers in the absence of Lead Teachers) are responsible for your daily class lists and your emergency contact information binder. The teacher MUST BE the last person to leave the classroom or play area once you have accounted for all of your children and checked all areas for any additional children.
4. The Director will call for an account of all children once you have reached the safe location designated by your evacuation plan.
5. All children should be instructed to cover their heads and huddle close to the floor under a table or near a wall. Infants will be placed in cribs and covered with blankets.
6. In the event of building structural damage, call 911 immediately and follow building evacuation plans.
7. Parents will be notified by the Director and Staff members if children are in danger or require an early pick up.

**Blizzard or Power Outages**

1. Remain indoors.
2. All children will be accounted for by lead or assistant teacher and the director.
3. Continue all activities as usual (if possible)
4. Parents will be notified if children are in danger or require and early pick up.

**Lost or Abducted Child**

At Ankeny Christian Child Care & Preschool we have strict procedures in place to prevent the loss or abduction of children:

1. Staff are required to be alert at all times to the number of children in their care.
2. Staff should also be observant of any unknown adult in the vicinity of the children.
3. When children are outside, the parent must come out to the playground to pick up their child. No child will be sent inside to meet the parent.
4. One staff person or trusted adult MUST remain with the children while the lead teacher or teacher in charge looks for the missing child, while alerting other staff for assistance in the search.
5. Look quickly and speak loudly when calling for the child. Draw attention to your search.
6. Request that someone to call 911 for police assistance.
7. Request that someone contact the parents.
8. DO NOT give up searching until the child is found or if you have been directed to do so by police.

**Evacuations**

**Bomb Threat, Chemical Spill**

Should an emergency occur while you are working with children and you need to evacuate the building; you should proceed with the following:

**Bomb Threat & Building Search**

Employees receiving or discovering a bomb threat should immediately notify the director.

The director should:

1. Call 911.
2. Evacuate the building-the building should be evacuated using the same procedures as a fire drill unless indicated otherwise.

If a bomb threat is received by phone, the employee is required to:

1. Alert the director
2. Keep the caller on the phone and try to gain as much information as possible (ask him/her questions or just listen)
3. Where is the bomb?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. When will the bomb go off?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. What does the bomb look like?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. What kind of bomb is it?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Why was it placed here?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. Who put it here?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. Who am I speaking to?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. Document the following after the phone call:
11. Time of call:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. Date of call:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
13. Exact threat:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
14. Did you hear any background noise?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
15. Did the caller have an accent?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
16. Did you recognize the voice?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

If the bomb threat is received by mail the employee should:

1. Not handle the envelope or package
2. Leave the area immediately
3. Call 911
4. Sound building alarms.
5. Notify all staff to begin evacuating the building lead teachers (assistant teachers in the absence of the lead teacher) are responsible for your daily class lists and your emergency contact binder. You MUST be the last person to leave the classroom or play area once you have checked all areas for additional children.
6. Wait for the police to arrive.

The director will call for an accounting of all the children once the entire building has been evacuated.

If it is not necessary to fully evacuate the property, and weather permits; waiting outside is acceptable after moving all children to an off-site safe area.

Children will remain evacuated from the building until an “all clear” is given from safety officials.

Parents will be notified if children are in danger or require an early pick-up.

**On Site safe areas:**

1. The grassy area close to the location in the parking lot where the vans park. The grassy field area just west of the green playground.
2. The grassy field area on the southeast side of the green playground by the pine trees.
3. If weather is inclement the children may be loaded in the vans so they are protected from the elements.

**Off Site safe areas:**

1. The Ankeny Baptist Church on 3rd & Irvindale, West of ACCCP.
2. TOPS located on 3rd St SW, East of ACCCP.

**Chemical Spills**

Staff will be alerted to the situation.

1. After taking a count of children in classroom, children will evacuate the building using the established fire escape directions.
2. Staff will bring their class lists and emergency contact binder.
3. Children and staff will go to designated evacuation areas.
4. Class attendance will be taken using the class list.
5. Parents/Emergency contact person will be contacted if necessary

**Adult Safety Threats**

In the event that a parent, stranger, or unfriendly visitor comes to the center to pick up a child; staff will proceed with the following:

**Intoxicated parent or pick up person:**

1. Attempt to detain the parent while other arrangements are made for the child to be picked up.
2. Have another staff person attempt to contact a person from that child’s emergency contact list and arrange for an alternate pick-up. Discuss the alternate pick-up arrangement with the intoxicated parent, if that parent is agreeable, offer to arrange a ride for him/her. Attempt to dissuade the intoxicated parent from leaving with the intent to drive while intoxicated.
3. If no person on the emergency contact list is able to pick the child up, ask the parent if they would agree to let that child stay with a center caregiver for the night. If the intoxicated parent is agreeable, offer to arrange a ride for him/her.
4. If the intoxicated parent is not agreeable to an alternative arrangement, inform the parent that the police WILL be called.
5. If the parent is not agreeable, call 911 and follow the direction of the police officers.

\*\*We cannot **refuse** to release the child to a parent unless we have a court order stating that there is a no contact order in place or other legal restriction that is established on this parent, if the parent refuses other arrangements the staff person will call 911 immediately and inform them of the situation, give them names, make and model and color of vehicle, license plate number, home address, and the direction that they were last traveling.

**Intruder**

1. Evaluate the intruder threat to the center and the children and staff.
2. Notify the director.
3. Remove the children from the “unsafe” area and if possible lock your classroom doors once all children are inside.
4. Call 911 if the situation warrants.
5. Keep the children in the “safe” location until the all clear is given.
6. Director will call for an accounting of all children in your classroom.

**TEACHERS MUST REMAIN WITH THEIR CLASS AT ALL TIMES!**

## **Biting Policy**

## Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many different reasons. A child might be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his/her peers. Toddlers have immature verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason. The center will encourage the children to "use their words" if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

The following steps will be taken if a biting incident occurs at our center:

* The biting will be interrupted with a firm, “**NO BITE!”**
* Staff will stay calm and will not over-react.
* The child who was bitten will be comforted.
* Staff will redirect the biter to a safe choice of activity.
* The wound of the child who was bitten will be assessed and cleansed with soap and water. If the skin is broken and the bite draws blood and the parents of the biter/victim have health concerns, it is the responsibility of the parents to take their child to a health care provider. If test results state there has been a disease/infection transmitted, the parents need to inform the director so they can inform the parents of the children involved in the incident.
* The parents of both children will be notified of the biting incident. Appropriate forms will be filled out (Incident/Accident Report).
* Confidentiality of all children involved will be maintained.
* The bitten area should continue to be observed by parents and staff for signs of infection.
* If a child is biting frequently we will evaluate the environment/situation. What triggers the biting? (is the child tired, hungry, bored, frustrated, fighting over a toy, or was he/she told “No,”) If the child is fighting over a toy, we will either get multiples of that toy or remove it from the classroom. Other considerations are: When and where does the biting occur? (in the classroom, the gym, the playground, etc.) We will evaluate each incident on an individual basis.
* If a child is biting frequently then the teacher and/or director will talk to the parent(s) of the biter and suggest that a “plan of action” is developed to try and stop the biting. The plan must follow all state regulations, be placed in writing, and signed by the parent(s) and director.
* If a parent refuses to see that there is a problem and will not help come up with “a plan” the parent may be told that their child care may be suspended until the biting stops.
* If a plan has been established and biting is still occurring, we will then try to remove the biter from his/her classroom (this is not always possible, it depends on each room and whether there is a spot available in another room). We may also try shadowing. Shadowing is when one teacher is assigned to “shadow” the child who is biting and it is that person’s job to watch that child to make sure that no biting occurs. Once again, we can only do this if we have the staff available. This is also not cost effective so it will be a short term (maximum of one week).
* If biting still occurs after following these steps, it may be necessary to remove the biter from our program.

**Ankeny Christian Child Care & Preschool will make every effort to work with the parents when biting occurs. The safety and well-being of each child enrolled in our center is our number one priority.**

## **Ethical Conduct**

As child care professionals it is important that our families are treated with respect. In turn it is our hope that mutual respect will be reciprocated. Keep in mind that it is our first and foremost intent to provide the best quality care for your child. We do everything possible to adhere to the highest standards and always maintain state ratios. However; emergencies do occur, problems do arise, and accidents do happen. When dealing with difficult situations concerning your child, please remember that yelling and talking to our staff in a demeaning fashion will not solve anything. Using derogatory language with staff and around children will not be tolerated. Please remain calm and help us resolve any and all conflicts in a professional manner. Intimidation and disrespectful comments are not an effective means of communication.

Many of our staff do evening and weekend “babysitting” and usually welcome the extra income when offered. Individual babysitting details must be arranged and conducted outside of Ankeny Christian Child Care & Preschool business hours. A majority of our afternoon staff work until 5:45 p.m.; so please do not ask them to baby-sit during their scheduled work hours as this constitutes “recruiting.”

Encouraging ACCCP staff to “seek other employment” with your place of employment is forbidden. Quality employees are very difficult to find and retain and it is unethical as well as unfair for parents to attempt to lure our staff members away from their positions. Each staff member is chosen very carefully and many expensive training hours go into each employee. Recruiting ACCCP staff members is prohibited and will result in your child losing their positions at the center immediately.

Ankeny Christian Child Care & Preschool reserves the right to charge anyone who recruits a staff member to a position requiring them to leave employment with ACCCP a $1,500.00 finder’s fee for our training efforts.

Remember TRUST and COMMUNICATION is vital to quality child care. Please do not jeopardize your child’s placement with unethical behavior.

**DHS Child Care Centers and Preschools Licensing Standards and Procedures**

A copy of the Iowa Department of Human Services Licensing Standards and Procedures is available for your review in the office of the Directors. The National Health and Safety Performance Standards; Caring for our Children is also available in the Directors office.

Licensing Consultant contact information is posted in the entry hallway.