**LIVING WORD CHILDCARE CENTER**

**3255 Spring Street Northeast**

**Minneapolis, Minnesota 55413**



**POLICY INFORMATION FOR PARENTS**

**(PARENT HANDBOOK)**

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**LIVING WORD CHILDCARE CENTER**

**PARENT HANDBOOK**

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**OVERVIEW OF LIVING WORD CHILDCARE CENTER**

The LWCC program is designed to provide quality childcare for the working parent(s). LWCC staff is required to supervise the children at all times. We have a licensed capacity for **50 children per shift: 8 infants (6 weeks-16 months), 14 toddlers (16-33 months),**

**12 preschoolers (33 months-kindergarten), and 16 school age children (kindergarten-12 years).**

**MISSION STATEMENT**

We believe that children are our future and must be cared for to the best of our ability. Their young minds are like sponges, ready to soak up the world around them. At LWCC, we strive to prepare them for academic success by giving them foundational life building skills. We promote every child’s need to be nurtured in a setting that stimulates emotional, developmental, cognitive, physical and social skills that will prepare the child for life.

**HOURS OF OPERATION:**

* Regular daycare hours are from 6:00 am to 6:00 pm Monday-Friday.
* We are closed on Sundays.
* Children must arrive at the daycare no later than 9:30 am.
* Full-time care includes up to 50 hours, Monday-Friday.
* Part-time care includes up to 25 hours, Monday-Friday (8:30am-1:00pm) (1:00pm-5:00pm).
* Parents choose their own schedule at the time of enrollment.
* Drop off & Pick-ups – Please stick to the schedule you give to the LWCC, late fees will apply if the schedule is not kept.
* Regardless of your county’s approved hours, LWCC policy is 10 hours per day. If you miss a day that is scheduled for daycare, there are **NO** make-up hours or days!
* Co-pays are due every two weeks on Friday. **“No Excuses”**
* Schedule changes or termination of services requires a two-week written notice.

**ABOUT LIVING WORD CHILDCARE CENTER**

LWCC is a morally based program with Christian Fundamentals; however, it is not limited to or exclusively for individuals who have a Christian background. We welcome all children and families, from all backgrounds and religious beliefs. At LWCC we believe that children need a loving, positive and safe atmosphere to develop. We are dedicated in providing each child with an educational curriculum that includes the classroom, outdoor and indoor play. We believe this foundation will support their individual learning, and assist in promoting their physical, intellectual, social and emotional development.

**PROGRAM PLAN**

* In a safe, affirming setting, LWCC provide children with a variety of age appropriate cognitive, motor, and group activities in an effort to foster their social and emotional development. Every child learns at a different pace, and we recognize that at LWCC.
* We assist all children in developing a positive self-concept through positive interaction with peers and staff. Lesson plans are created to stimulate development, and to ensure exposure to a well-rounded and diverse set of curriculum.
* We provide puzzles, interlocking shapes, books, riding toys, dramatic play, art and outdoor time. To help stimulate early learning in a manner that is consistent with the child’s cultural background. Other activities provided are quite activities such as reading, writing, coloring, and painting. We have teacher directed circle time, individualized learning activities, or free play when a child may choose whatever they wish to explore. ***Children are supervised at all times!***

**DAILY ACTIVITIES**

LWCC Administration will protect children and staff from environmental hazards by following the weather; to determine if it is safe to play outside. The center has been checked, for lead and asbestos in order to ensure safety. LWCC follows the guidelines according to Public Health requirements.

***These are a few of the activities your child will enjoy at LWCC***

* All children are required to go outside as long as the weather permits (infants are not permitted to go outside in the winter). The children are able to work on their homework, and arts and crafts. Some activities in the summer include field trips: swimming, roller-skating, science museum, parks and recreation center, etc. (age appropriate). Written parental permission slips are required, and the request will be given to each parent one week before each field trip.
* The toddlers are taught a variety of songs and games. They experiment with activities, such as: painting, coloring, counting, singing songs, rhyming songs. If a parent is potty training their child at home, we will continue that training at the daycare to ensure cohesiveness for that child.
* The infants are fed and changed with soothing voices. Babies are allowed floor time to help in their coordination and development. Stories are read as well as doing art activities with finger painting and assistance with color crayons. Motor skills are critical and we ensure that we teach every step of the way. Parents can also see what other babies are doing at that is the same age as their child. (Not to compare, but as a measure.)
* Preschool and toddler children are required to rest after lunch. Soft music may be played; the room is semi darkened so staffs can monitor children and children are not afraid. The children rest on individual cots and have their own blanket. If a child has completed a nap or rested quietly for 30 minutes, he/she is able to get up and participate in a quiet activity. Activities would be puzzles, drawing, reading, and games.

**OUTDOOR PLAY**

* All children in the program have many opportunities for outdoor play (if air quality, weather, and environmental safety conditions do not show a health risk).
* We provide indoor activities that are similar to any large-motor activities that can’t take place because of conditions that do not permit children to be outside.
* Indoor equipment that is for large-motor activities fit the national safety standards. Outdoor equipment is supervised at the same level as the indoor equipment.

**We reserved the right to terminate all childcare services rendered.**

To ensure our program meets the needs of children and families served; our program plan will be developed and evaluated in writing annually by a teacher qualified staff person.

The program administration encourages and demonstrates teamwork amongst the staff and the parents. Staff supports an organized setting that shows inclusion, collaboration, and trust.

LWCC classroom schedules are posted on the family communication bulletin board. The schedules may change based on the needs of the children.

**MEALS AND SNACKS**

LWCC will provide breakfast, a hot lunch and an afternoon snack to all children attending the Center. The lunch menu for the month is posted for the parents to see. We follow the USDA Child Care Food Program and Partners and Nutrition by the state. If your child is allergic to a specific food item on the menu, we will offer an alternative lunch for that child. In the event your child has severe food allergies, the parent(s) or guardian, will be asked to provide their special diet. We will provide the USDA missing components. We do not use a well or a private water source.

**MEALS AND SNACKS ARE SERVED AT THE FOLLOWING TIMES:**

|  |  |  |  |
| --- | --- | --- | --- |
| **BREAKFAST** | **MORNING SNACK**  | **LUNCH** | **AFTERNOON SNACK** |
| 8:00am-8:30am | 9:45am-10:00am | 11:30am-12:00pm | 3:00pm-3:30pm |

If you are not able to have your child in the classroom before these mealtimes start; it will be your responsibility to ensure that your child has eaten before he/she can be dropped off in their classroom.

**OUTDOOR PLAY**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **WEATHER** | **INFANT** | **TODDLER** | **PRESCHOOL** | **SCHOOL AGE** |
| Temperature (Including wind chill) | Must be above 15 degrees | Must be above 0 degrees |
| Heat Index | Must be less than 90 degrees |

All children attending the LWCC are expected to participate in outdoor activities unless notification from a physician. Parents are expected to dress their children appropriately for the weather every day.

**CURRICULUM**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ARRIVAL TIME** | **CIRCLE TIME** | **NAP TIME** | **OUTSIDE PLAYTIME** | **TEACHER DIRECTED** |
| Free Play | Group Learning for Toddlers & Preschoolers | Resting time for Toddler & Preschoolers | All classrooms | Art, Songs, and Group Games |

This schedule is repeated for evening classes with the exception of naps. ***Infants are subject to their own schedule.***

**VISITING YOUR CHILD**

Parents with children enrolled at LWCC are welcome to visit the Center at any time during the hours of operation.

**ENTERING THE CENTER**

We ask that all parents use the front entrance door, for safety reasons

**SIGNING YOUR CHILD INTO THE CENTER**

Parents please sign in your child using your first & last name. “No exceptions” Note: Signatures stating ***Mom*** or ***Dad*** is **NOT** a signature.

**PERSONAL AUTHORIZATION FOR PICK UP A CHILD**

At the time of enrollment, parents must provide LWCC with the names of persons authorized to pick up their child. It is the parent or guardian’s responsibility to inform the program of any changes in the names of persons authorized.

We will release children to the authorized persons only. Photo identification will be requested by the program staff before the child is released.

If someone other than an authorized person (as indicated on the Emergency and Authorization cards/sheets) is to pick up your child, please notify the program in writing.

Copies of legal documents must be provided to the program coordinator before any staff person can actively prevent non-custodial parents from picking up their child.

All court orders, written permission release notes from parents, and information on child’s release, are posted in the classroom policy & procedure book for staff to read. These notes will also be transferred to the child’s file.

**IF NO ONE ARRIVES TO PICK UP A CHILD**

If at closing time no one has picked up a child and the staff has not heard from the child’s parent/guardian, the LWCC staff will go through the child’s emergency references and attempt to locate a person authorized to pick up the child. If, by thirty minutes, we have not been able to reach anyone authorized to pick up the child, we will call “**Child Protective Services.”**

Before leaving, staff will leave a note for the morning staff explaining the situation and the name and telephone number of the child protection personnel who picked up the child/children.

**INCAPACITATED**

In the event that an incapacitated person attempts to pick up a child, the child will not be released until an authorization person (who is not incapacitated) comes to pick up the child. If the person who is incapacitated does not leave the premises, the police will be called.

**MISSING CHILD**

It is the Center’s strict policy that no child is ever alone. The children will be instructed to ask permission to leave the group for any reason, and the staff is responsible for assisting them. During transitions, a staff person will always leave a room first as a leader, and another staff will be the last one out of the room to ensure that all children follow. Transitions involving the outdoors will follow the same procedure.

If a staff person is alone with a group of children, he/she will keep his/her group together to ensure that all children are safe and accounted for. Any trip away from the Center will involve at least two staff members.

If a child cannot be located after an exhausted search, the Center will notify the local police department for their assistance, as well as the child’s parents/guardians.

**LWCC IS CLOSED ON THE FOLLOWING EIGHT (8) LEGAL HOLIDAYS**

* New Year’s Day
* Martin Luther King Jr. Day
* Memorial Day
* Fourth of July
* Labor Day
* Thanksgiving Day and following day
* Christmas Eve (the center closes at 12:00 p.m.)
* Christmas Day

When any of the above designated holiday closings fall on Saturday or Sunday, the Center will be closed that preceding Friday or following Monday. Evening and night care will be closed on these eight (8) holidays as well and will reopen the following business day at our normal hours of operation. Parents will be notified when the Center will be closed. Payment is required for all legal holiday closings and unforeseen events that prevent the Center from operating on its regular scheduled time such as snow emergency or power outages. Parents are asked to pick up their children within two (2) hours after an official emergency announcement.

**FIRE PREVENTION**

State law mandates that we at LWCC conduct a monthly fire drill. We have a log, that indicates the dates and times the fire drills were held.

We have a building floor plan indicating all the exits and routes to evacuate the building in case of a fire. (Have a hyper-link to the buildings floor plan)

**RECORDING OF ACCIDENTS**

When an accident, incident, or injury occurs, LWCC will keep a written record of all the following information.

1. Name and age of the persons involved
2. Date of the accident, injury, or incident
3. Place of the accident, injury or incident
4. Type of injury
5. Action taken by staff personnel
6. To whom the accident, injury, or incident was reported

LWCC is mandated, to conduct an annual analysis of all accidents, injuries, and incident records and make any necessary changes or modifications of the center’s policies based on the analysis

**HEALTH/IMMUNIZATION INFORMATION**

When a parent enrolls their child/children in LWCC program, a current healthcare summary is required within 30 days of enrollment. The files are updated once a year or as needed. Screening tests with any signs of an abnormality requires documented follow-up. A physician or health care professional must sign the healthcare summary. Current **immunization** records signed by a physician are required at the time of enrollment.

The information in these files are kept only in the Administration Office and are confidential, but available for immediate access to the following people:

* Parents/guardians
* Teaching staff/administrators
* Court ordered
* Upon request from the Depart of Human Services

The immunization schedule we use is according to the American LWCC of Pediatrics, The Centers for Disease Control of the United States Public Health Service, and or the LWCC of Family Practice. These schedules are available to parents/legal guardian upon request to administration.

It is the policy of LWCC that, upon admission to the program, if a child is under- immunized it is because of either:

1. A medical condition (documentation must be submitted with the application) by a health care professional.
2. Or there is a written statement from the family regarding their beliefs.

It is the policy of LWCC that staff will implement a plan to remove a child promptly from the classroom when a vaccine-preventable disease is discovered and when other children are susceptible to a health risk, which occurs in the program

**IF A CHILD BECOMES ILL AT LWCC**

If a child becomes ill while at LWCC, the parent or emergency contact will be notified and asked to make arrangements to for the child picked up. It is highly recommended for the child to leave from the program as quickly as possible.

When possible, your child will be separated from the group area until an authorized person arrives. The child will be separated away from the children and required to wait in the conference room until a ride arrives, or until they leave the premises.

If we have any prescribed medicine by a parent/guardian/doctor for a child at hand, we follow the instructions from the medication label and administration of the medicine will be given to the child as directed.

**EMERGENCY MEDICAL CARE**

Parents must provide the name, address, and telephone number of a doctor, dentist, hospital, and a relative or friend, who could be contacted in case of an emergency. An emergency contact should be listed on both the registration form and the emergency card.

In the event of an injury or illness, trained staff will administer appropriate first aid. In an emergency situation 911 will be called. If a child needs to be transported, the emergency medical service will transport the child as designated by emergency services. A parent or alternate listed on the emergency card will be contacted as soon as possible. Every attempt will be made to contact your child(s) adult source.

All teachers and assistant teachers are trained in First Aid. There will always be a person trained in first aid and CPR onsite at the LWCC. Staff is trained to handle emergency situations.

**HEALTH POLICIES/CHILD ILLNESS**

All parents are required to provide LWCC, with immunization records at the time of enrollment.

LWCC will not be able to care for children when they have or cause any of the following conditions:

* Infants 0-16 months must have a doctor’s note indicating the **weight,** age, first & last name and list the names of medicine or no medication will be administered by the LWCC.
* All children must have a doctor’s clearance, upon returning to the LWCC, we use the four “W’s”.
1. Who
2. Why
3. When
4. Where
* A temperature above 99.0 degrees orally or 100.0 auxiliary, before any fever reducing medicine is given.
* A condition that has not had sufficient treatment to reduce the health risk to others. Example: If your child is running a fever and you administer fever reducing medication at 8:00 am, and the fever is still present at anytime during the day. You will be called to pick your child up.
* A bacterial infection that has not completed 24 hours of medication.
* Chicken pox, until the child is no longer infectious or until lesions have crusted over.
* Vomiting or diarrhea
* Contagious lice, ringworm, impetigo, pink eye, scabies, or hand, mouth, and foot disease.
* Any unidentified rash or rash from a contagious condition.
* Discomfort such as that the child is not able to participate in the program activities.
* Reducing hazards such as any infectious diseases directed towards our pregnant staff to CMV (Cytomegalovirus).
* Preventing injuries including back strain or falls.
* If your child has three or more runny stools, we will notify the parent and inform them that they must pick up their child immediately and cannot return for 24 hours after the last runny or loose stool.
* **You must bring in a Doctor’s note stating your child is well enough to attend childcare whenever a contagious illness or a concern has arisen to warrant a visit to the Doctor’s has occurred.**

We prevent and protect our children/staff from any environmental hazards such as lead, asbestos, and air pollution. If there is any exposure to a child, the emergency procedure will take place immediately.

If your child is unable to attend the Center, please call us as early as possible. If your child has a contagious disease, you have 24 hours, exclusive of weekends and holidays to notify the Center.

If another child at the Center is diagnosed, as having a contagious disease such as lice, scabies, impetigo, the parents will be notified the same day the Center is informed. LWCC will inform the health department of any reportable disease within 24 hours after receiving the notice of the diagnosis. If there is an emergency or injury, requiring medical attention parents will be called and or 911.

**MEDICATION**

Written permission from the child’s parent is required before administering medicine, diapering products, sunscreen lotions, and insect repellents. It must be administered according to the manufacturer’s instructions unless there are written instructions for their application, and it can be provided separately as needed by the physician All medicine must be kept in its original container and have a legible label stating the child's name. The medicine must be given only to the child whose name is on the label. The medicine must not be given after an expiration date on the label, and any unused portion must be returned to the child's parent or destroyed. The license holder must ensure that the administration of medicine is recorded and give the name of the child, name of the medication or prescription number, date, time, dosage, and the name and signature of the person who dispensed the medicine. The record must be available to the parent and maintained in the child's record.

**FOOD, DIAPERS, WIPES ETC.**

It is the parent’s responsibility to provide diapers, wipes, and a change of clothes for every age group **except** school age. Staff only uses commercially available disposable pull-ups or diapers unless the child has medical reasons that prevent the use of disposable diapers (the health provider documents the medical reason). Diapers or pull-ups are to be checked by staff at least every 2 to 3 hours when child is awake. If child has either excrement or is wet staff will change as soon as noticed.

**If you do not bring your child’s supplies when asked we will turn you away until we have the proper material(s) to accommodate your child.**

We must have the following:

* Change of clothing
* Diapers for infants and toddlers
* Blankets for toddlers and pre-school children
* Formula for infants (if not using center’s provided formula’s)

We ask parents to bring box of Kleenex’s monthly to help with keeping our cost down. All needed supplies are communicated on our daily slips.

**WRITTEN PARENT APPROVAL**

Parental permission must be obtained in writing before each occasion of research, experimental procedure or public relations involving a child.

**FIELD TRIPS**

Parental permission for all field trips must be obtained in writing before any child may participate. Teachers will give permission slips to all parents; if any child cannot participate in the field trip, adequate staff will remain at the Center.

 **PETS**

Pets are not allowed in the childcare program without proper notice and written parental consent.

**PARENT CONFERENCES**

1. Each parent will have a pre-enrollment orientation. In the orientation, the parent(s) will have an opportunity to preview the program in session, meet the coordinator, talk with the core teaching staff, and review the policies. This pre-enrollment will be noted by the date on the child’s application.
2. Parent/Teacher conferences are scheduled twice per year, spring and fall. The parent(s)/guardian are notified two to three weeks in advance, with a number of options regarding times and dates. If a parent/legal guardian is unavailable for in person conference at the center, a phone conference will be offered.

Every parent will be offered a written assessment of his or her child’s intellectual, physical, social, and emotional development. A copy will be added to your child’s records and a copy will be given to parents at the time of conferences.

**DATA PRIVACY**

The only person permitted to see your child’s record (name, address, telephone number, parent/guardian, health information, emergency information, etc.) will be you the parent, or legal guardian, childcare employees, and the state licensing examiner. Information will not be given to others without the written consent of parent or legal guardian. It is the policy of the program not to disclose the names of children, who may have caused injury to other children while at the program. This is a safeguard for each family’s data privacy.

We will not verify your child’s enrollment to anyone via telephone without your consent.

We do not use published instruments in our program.

**ABUSE**

It is in our policy that we promote wellness and to safeguard, the health and safety of the children. The procedures that are in place are:

1. The prohibition of smoking
2. The prohibition of firearms
3. The prohibition of any other significant hazards that pose risks to children
4. Keeping regular maintenance of the facility and equipment
5. Following stated procedures to ensure sanitation and hygiene, including the handling of food and serving children

**FIRE PREVENTION**

State law mandates that we at LWCC conduct a monthly fire drill. We have a log, that indicates the dates and times the fire drills were held.

We have a building floor plan indicating all the exits and routes to evacuate the building in case of a fire. (Have a hyper-link to the buildings floor plan)

**RECORDING OF ACCIDENTS**

When an accident, incident, or injury occurs, LWCC will keep a written record of all the following information.

1. Name and age of the persons involved
2. Date of the accident, injury, or incident
3. Place of the accident, injury or incident
4. Type of injury
5. Action taken by staff personnel
6. To whom the accident, injury, or incident was reported

LWCC is mandated, to conduct an annual analysis of all accidents, injuries, and incident records and make any necessary changes or modifications of the center’s policies based on the analysis.

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**LIVING WORD CHILDCARE CENTER**

**BEHAVIOR GUIDANCE POLICIES AND PROCEDURES**

 **SUBPART 1- *General Requirements***

1. Children at LWCC will be presented with positive models of acceptable behavior by all staff.
2. We at LWCC understand that every child is not at the same developmental level. Our staff is trained to understand the developmental levels of the children in their classrooms and recognize the different levels. Children will be exposed to activities and experiences that will help them learn how to correctly interact with each other and to teach them what behavior is appropriate and what is not appropriate behavior.
3. Our Teachers will use redirection, constructive, and reduced conflict solutions as techniques to enforce positive guidance for our young children. Encouragement, intervention, explanations, and reconciliations are positive goals to strive for in classroom relationships. Cooperative games and team-building activities will be emphasized.
4. Staff members will teach the child/children acceptable alternatives to problem behavior by setting the tone, actions, interactions, body language, and voice level. Children copy what they see and hear! At LWCC, we wish to provide a peaceful and cooperative environment for children to learn, we demonstrate this in our actions and voice. Children are taught to use their words to ask for something and not yell or scream. When voice levels are soft and calm, the children set their tone in a similar fashion. Staff will model appropriate expression of their feelings to reduce conflict.
5. Safety is of the utmost importance! Staff persons will intervene whenever safety of the child/children or another staff person is at risk. To protect persons in our care or employment all staff will try to calm a child, clear the immediate area of anyone or anything who could be harmed from the child with unacceptable behavior. Staff should call the office for help if needed.
6. All staff will address issues of unacceptable behavior immediately in calming voices, to reassure the child that there are better solutions to their behavior. All guidance will be done immediately and directly related to the unacceptable behavior. We strive to change the effect of the child’s unacceptable behavior and turn the negative to a positive. We strive to teach our children how to use acceptable alternatives to problem behavior in order to reduce conflict.

**SUBPART 2- *Persistent Unacceptable Behavior***

1. Staff will monitor unacceptable behavior and keep a running log of the incidences of unacceptable behavior and what they did or did not do in response to the behavior.
2. Staff will give a detailed written or verbal report to the child’s parents/guardian. A conference will be scheduled to discuss a plan to help change persistent unacceptable behavior and possible professional help. We strive to acknowledge positive behavior.

**SUBPART 3- *Prohibited Actions***

1. LWCC does not, and will not subject our children to corporate punishment which includes but is not limited to:
* Rough handling
* Shoving
* Hair pulling
* Ear pulling
* Shaking
* Slapping
* Kicking
* Biting
* Pinching
* Hitting
* Spanking
1. We at LWCC will not subject any child to emotional stress, which includes but is not limited to:
* Name calling
* Ostracism
* Shaming
* Making derogatory remarks about a child or the child’s family.
* Using language that threatens, humiliates, or frightens the child.
* Never punishing for lapses in toileting.
* Withholding food, light, warmth, clothing, or medical care as a punishment for unacceptable behavior.
* The use of physical restraint other than to physically hold a child where containment is necessary to protect a child or others from harm.
* LWCC does not use mechanical restraints, such as tying.

**SUBPART 4** -***Separation from the Group***

Separating a child from the group is not allowed except within rule requirements as follows:

1. Less intrusive methods of guiding the child’s behavior have been tried and were ineffective.
2. The child’s behavior threatens the well-being of the child or other children in the program.
3. A child who requires separation from the group must:
* Remain within an unenclosed part of the classroom where the child can be continuously seen and heard by a program staff person.
* The child’s return to the group must be contingent on the child’s stopping or bringing under control the behavior the precipitated the separation.
* The child must be returned to the group as soon as the behavior that precipitated the separation abates or stops.
1. Children between the ages of six weeks and 16 months must not be separated from the group as a means of behavior guidance.

**SUBPART 5-*Separation Report***

If a child is separated, from the group LWCC Staff will keep a daily log that will include the following:

1. The child’s name
2. The staff person’s name
3. Time
4. Date
5. Information indicating what less intrusive methods was used to guide the child’s behavior.
6. How the child’s behavior continued to threaten the wellbeing of the child or other children in care.
7. If a child separated from the group three or more time in one day, the child’s parents will be notified, and the parent’s notification shall be indicated on the daily log.
8. If a child is separated five or more times in one week, eight times or more in two weeks, the procedure is to have a log stating all incidents that the child had to be separated. A conference with the parents is requested to discuss options for the child’s inappropriate behavior and a plan will be developed by the staff and parents. The *Persistent Unacceptable Behavior Policy* will be followed.

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**LIVING WORD CHILDCARE CENTER**

**NAP AND REST POLICY**

1. **CONFINEMENT LIMITATION:**

All children ages 16 months thru five years of age, shall rest quietly or nap on individual cots. Each cot will be labeled with child’s first and last name. Children will be allowed to sleep if they are tired and will be allowed to engage in quiet activity if after they have rested for no more than 30 minutes. Toddlers may need more rest and older children less. LWCC will allow children to rest according to what is appropriate for their age. It is our policy that all naps and rest time is in a quiet area that is separated from children who are engaged inactivity that will disrupt a napping or resting child.

LWCC has policies and procedures, which require that when children are sleeping, (teachers and staff) will keep children within sight and hearing during naptime. We will rub children’s backs and supervise the nap room and provide quiet activities to children who are awake after ½ hour.

1. **PLACEMENT OF EQUIPMENT:**

Cots will be arranged in a manner to minimize potential hazard and have easy access for both children and staff. Cribs, cots, and beds must be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment. Cribs, cots, and beds must be placed directly on the floor and must not be stacked when in use.

1. **BEDDING:**

 Each child will have his/her own blanket supplied by the parent/guardian and washed weekly by the parent/guardian, or when soiled or wet.

1. **CRIB STANDARD:**

 LWCC will provide a crib for all infants we are licensed to care for. Each crib is checked monthly to ensure it is safe and sturdy. It shall also meet federal crib standards under Code of Federal Regulations, title 16, part 1219 for full-size baby cribs, and part 1220 for non-full-size baby cribs. The center provides sheets for all cribs and they are washed weekly or when soiled. LWCC staff will conduct monthly crib safety inspections using the Monthly Safety Inspection Form approved by the Commissioner.

1. **REDUCTIONS OF RISK OF SUDDEN UNEXPECTED INFANT DEATH**
* All infants are placed on their backs to sleep, unless a physician note stating an alternative sleep position is documented in the infants file on site. Any infant who can independently roll onto his/her stomach after being placed to sleep on his/her back may be allowed to remain sleeping on his/her stomach if the infant is at least six months of age or LWCC has a statement from parents/guardian that state the infant regularly rolls over at home.
* All cribs have a firm mattress with tightly fitted sheets that are appropriate for the mattress, overlap under and not easily dislodge by pulling on the corner with reasonable effort. Absolutely nothing is to be placed in the crib with infant except pacifier. No blankets are allowed.
* If an infant falls asleep before being placed in a crib, he/she must be moved to a crib as soon as possible and the caregiver must keep within sight and hearing until infant is placed in a crib. When an infant falls asleep while being held the center staff must consider the needs of other infants in care when determining how long to hold the infant. The sleeping infant must not be in a position where the airway maybe blocked or anything covering the infants face.
* We do not swaddle infants while sleeping and this practice is not recommended by DHS.

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**LIVING WORD CHILDCARE CENTER**

**PARENT GRIEVANCE FORM**

Once the form below is filled out by the parent/guardian, we will make a copy for the parent/guardian and keep the original for our records. It will be given to LWCC Administration for immediate attention. You will be notified when it has been reviewed and we will make any necessary changes. Our goal is to work together with parents to rectify all concerns.

Parent Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Child’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Classroom:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date(s) grievance occurred: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1.Grievance:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Have you tried to discuss this with your child’s teacher? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. When? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. What was the result?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5. What do you feel should be done to correct the problem?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Parent Date

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**LIVING WORD CHILDCARE CENTER**

**MALTREATMENT OF MINORS MANDATED REPORTING POLICY**

Minnesota Statutes, section 245A.145, subdivision 1 - Policies and procedures reporting for reporting suspected child maltreatment must fulfill the requirements in section 626.556 and must include policies and procedures for reporting complaints about the operations of a childcare program. The policies and procedures must include:

**WHERE TO REPORT**

* If LWCC staff knows or suspects that a child is in immediate danger, we will call 911.
* Reports concerning suspected abuse or neglect of children occurring in a licensed child foster

care or family childcare facility should be made to county child protection services.

* LWCC reports concerning suspected abuse or neglect of children occurring in all other facilities licensed by the Minnesota Department of Human Services will be made to the Department of Human Services, Licensing Division’s Maltreatment Intake line at (651) 431-6600.
* LWCC reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community will be made to the local county social services agency at 612-948-3552 (Hennepin County Child Protection Services) or local law enforcement at 612-673-5702 (2nd Precinct).
* If LWCC report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services Licensing Division at (651) 431-6500.

**WHAT TO REPORT**

* Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
* 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.
* 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.

**FAILURE TO REPORT**

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically 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 Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

**RETALIATION PROHIBITED**

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.

**INTERNAL REVIEW**

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days 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:

1. related policies and procedures were followed;

2. the policies and procedures were adequate;

3. there is a need for additional staff training;

4. the reported event is similar to past events with the children or the services involved; and

5. there is a need for corrective action by the license holder to protect the health and safety of children in care.

**Primary and Secondary Person or Position to Ensure Internal Reviews are Completed**

The internal review will be completed by **LWCC Director** (name or position). If this individual is involved in the alleged or suspected maltreatment, **LWCC Administrator** (name or position) will be responsible for completing the internal review.

**DOCUMENTATION OF THE INTERNAL REVIEW**

LWCC will document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

**CORRECTIVE ACTION PLAN**

Based on the results of the internal review, LWCC will 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.

**STAFF TRAINING**

LWCC will 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). LWCC will 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.

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**LIVING WORD CHILDCARE CENTER**

**FORMS FOR CHILDREN’S FILES**