

Fraser Child Care Center Parent Handbook

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Fraser Child Care Center Parent Handbook

Our Mission:

Fraser Child Care Center provides a safe and healthy learning environment in an inclusive setting in which children with special needs and typically developing children learn and grow together.

Our Philosophy

"All children have special gifts, they just open their gifts at different times."

Our Values:

- Individualism – We believe that each child is a unique person. We recognize that each child needs to be nurtured and accepted for the special skills and talents that they possess. *"All children have special gifts, they just open their gifts at different times."*
- Learning – We believe that early childhood is a unique and valuable stage of the human life cycle and learning begins here.
- Caring – We believe that a child can learn best only when they feel safe and cared for in a positive and welcoming environment.
- Curriculum – We value a curriculum that emerges from the needs and interests of the children and teachers.
- Early Intervention – We believe that early intervention is the key to helping all children reach their full potential.
- Parents as Partners – We believe that we can only provide quality care and learning experiences when parents work with us as partners in their children's learning.
- Community Partnerships – We believe that we must work together with other community agencies and partners to meet the needs of the children and families we work with.
- Respect – We believe that when children are respected for who they are, they will also respect others. We develop programs and activities that assure the development and dignity of all children. We involve parents in decisions that are important to the well-being of their child.
- Diversity – We value diversity within our center and incorporate each child's culture, ethnicity, and family structure throughout the program.
- Advocacy – We believe that as professionals that work in the field of Early Childhood Education we must serve as advocates for children, their families, and their teachers in our community and society.

POLICY INFORMATION

Program Operation

The Center is licensed by the North Dakota Department of Human Services. The Center follows state guidelines and policies to ensure it is sanitary and safe at all times.

We provide child care services to children 6 weeks through 12 years of age and their families. The Center accepts all children regardless of what their needs may be. The Director of Child Care Services will meet with a parent and child, review the professional evaluations and determine if the child will enter the Center at the current time, and ensure the correct child/staff ratios are maintained with the designated opening. If an opening isn't available at the time, parents may put their child's name on a waiting list by paying the wait list fee (see rate sheet).

The Center is open from 6:00 AM to 6:00 PM Monday through Friday.

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Annual Leave Days

Each child enrolled full time, 35-48 hours/week, will have 5 annual leave days. Annual leave days can be used for vacation or sick leave. To receive time off at no charge, the family must complete an Annual Leave Notice Form and submit it to the Director of Child Care Services one week in advance. If a family should choose to use annual leave days for sick or short notice planning (less than one week), they can receive the day at a discounted rate of 40% by completing the Annual Leave Notice Form. Full pay will be required for days missed exceeding the allotted number.

Holidays

The Center closes for six holidays each year and full pay is required for those days listed below:

New Years Day	Memorial Day
4th of July	Labor Day
Thanksgiving Day	Christmas Day

If a holiday falls on a Saturday it will be observed on the preceding Friday; if a holiday falls on a Sunday, it will be observed on the following Monday and the Center will be closed. Full pay is required for these days.

The Center will close at 1:00 PM on Christmas Eve.

Closings

If the Center is closed more than 3 entire days in a month due to inclement weather or flooding, any additional days we are closed will be charged at a 50% rate.

During severe weather tune to AM station KFGO 790, KVLV News 11, WDAY TV/radio to verify if the Center will be open. You can also check our website for weather related announcements.

We reserve the right to close early when necessary due to weather or when 5% or less of our enrollment is in attendance at the Center.

Waiting List

If the child care center is full you are welcome to put your name on a waiting list for a minimal charge. The waiting list fee is nonrefundable. Being placed on the waiting list does not secure placement of requested date of needed enrollment. See rate sheet.

Activity/Supply Fee

An annual activity fee per child will be assessed each January. The activity fee is nonrefundable if you leave the center during the year. See rate sheet. The activity fee covers the cost of bottles, wipes and gloves for the younger ages; for older children it is used to cover the cost of field trips, transportation, and having special guests visit the classroom such as the Fargo Zoo.

Child Enrollment

When you enroll your child at the Center we will set up a meeting to learn about your child and his/her varying needs. At this time we will explain the program in detail and provide additional information that parents may need. You will be asked to provide a statement of health, immunization records, and any other pertinent information that will enable us to provide the best atmosphere and care for your child.

Child Care Deposit

For all new families beginning services with Fraser Child Care Center there is a deposit requirement. A deposit equal to two weeks of care will be required. This deposit will be applied back to your account when you give your two week's notice.

Child Care Rates

Please refer to rate sheet. The Center is competitively priced in comparison with other centers within Fargo/Moorhead.

The Child Care Center reviews rates every September and implements rate increases in January.

Transportation Services

Fraser Child Care Center transports children to and from south side schools. A transportation authorization form must be completed upon enrollment. The children are transported with a Fraser vehicle by a designated representative.

All children must go to a designated area immediately upon dismissal from school. If ever there would be a concern about a late or missed ride, the child is to report to the school office.

Parents must inform Director of Children's Services or School Age Supervisor prior to 2:00 p.m. if their child is regularly scheduled for transportation and will not need to be transported.

Absences and Late Fees

Parents need to call the Center to notify the staff of your child's absence. Full tuition charges will be assessed when a child is absent from their regular scheduled day of attendance.

A late fee of \$25.00 per 30 minutes per child will be assessed at 6:00 PM or designated time for a part-time enrollment. At 6:00 PM, if your child is still at the Center, the Director of Children's Services or staff may call your emergency contact person to pick up your child.

Withdrawal of Child Enrollment

If you decide to withdraw your child from the program, you need to notify the Director of Child Care Services by submitting a written two week notice prior to your child's last day of enrollment. If it is not given, full, normal charges will be billed for the 2 weeks. We also need to provide you a two week notice if we are terminating your service at our discretion. Annual leave days may not be used for giving notice.

Billing Policies

Weekly payments are due each Monday. A late payment fee of \$10 will be assessed if payment is not received by Monday. A payment box is provided in the entry for your convenience. Families receiving childcare assistance must pay 50% of their weekly bill each Monday. A check or money order made out to Fraser Child Care Center, in the amount due, is strongly recommended as cash payments are difficult to manage. A \$15 charge will be assessed for NSF checks. Credit card payments are also accepted. Please see Director of Children's Services for further information. Each Parent or Guardian must complete a payment contract upon enrollment. In order to ensure that payments are credited to the correct account the account number should be written on the check or money order. A monthly statement of child care expenses showing weekly charges, payments made and the current account balance will be provided at the end of each month.

Unpaid charges are subject to Small Claims Court.

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Scheduling

Upon registering your child, a schedule of attendance is required. If your schedule fluctuates from week to week you must turn in your schedule by 8 a.m. Wednesday morning of the previous week that care is needed to ensure staff to child ratios. The Director of Child Care Services or Child Care Supervisor of your child's classroom must approve extra hours. If you are scheduled to be at the Center and will not be attending for your scheduled hours please notify the Center before 8:00 AM.

Child Care Employees

All employees are hired according to the guidelines set forth by the North Dakota Department of Social Services. Child Care Supervisors have degrees in early childhood education, elementary education, special education or a related field with experience in early childhood education. All staff completes twelve hours of training in Basic Child Care as required by the Department of Human Services. In addition, staff complete CPR and First Aid training. Child Care Employees also have a background check done upon hire and annually according to Department of Human Services requirements.

The Center has experienced and well-trained staff that are committed to the goals of providing support to children and enriching the social, physical, creative, and intellectual experiences for children of all ages and needs. All employees at the Center will be supervised by and are responsible to the Director of Child Care Services. A training and orientation period is required for employees and volunteers.

Arrival and Departure

An adult must accompany all children into the Center. You must sign your child in and out of the Center. Children will not be sent home with other parents or adult friends unless they are appropriately listed on the sheets completed at enrollment or unless the staff has been notified in advance. At any time, any adult may be asked to show picture identification upon picking up a child. Names need to be updated on the authorization form by contacting the Director of Children's Services. Child care staff is responsible for your child until you physically make contact with your child upon entering the Center.

Insurance

The Center carries liability insurance for children enrolled and for staff at the Center. If you have questions concerning insurance coverage, contact the Director of Business Operations at Fraser, 701-232-3301.

Equal Opportunity

The Center is committed to the policy that all persons shall have equal access to its program, facility, and employment without regard to race, color, creed, religion, national origin, sex, age, marital status, disability, public assistance status, veteran status, or sexual orientation.

CURRICULUM

The curriculum Fraser implements is developmentally appropriate for each classroom, meeting the needs of the children individually. Fraser currently uses the Creative Curriculum. Goals and objectives are set with the activities so teachers and parents are able to clearly see what the children will learn from the activities.

Developmental domains are set and teachers plan activities within these to help meet the whole child.

Cognitive Development - math, science, problem solving

Physical Development – gross motor skills such as running, jumping, skipping, balance and coordination; fine motor skills such as drawing, writing, hand-eye coordination

Language Development - literature, speaking skills, writing skills, reading skills, language development

Social/Emotional Development – sense of self, responsibility for self, developing friendships, empathy, and respect for others

Creativeness – art, music, dramatic play

Sensory Experiences – exploring colors, textures, sounds, sights, tastes, smells, and patterns in the world around us!

S.M.A.R.T. (Stimulating Maturity through Accelerated Readiness Training)

S.M.A.R.T. is also integrated within our curriculum. S.M.A.R.T., which is Stimulating Maturity through Accelerated Readiness Training, takes a fun, play like approach to help children enhance their learning skills. To learn more about S.M.A.R.T. please review the information on our website (www.fraserltd.org) or ask your child's Classroom Supervisor.

Daily Schedule

The daily schedule includes individual, small and large group activities, quiet and active, indoor and outdoor activity periods. A schedule is posted in each classroom. If the schedule appears informal or formal to you, it is important to recognize that they're designed to meet the individual and group needs of the children.

Special Needs

The Center welcomes children with special needs. Our goal is to mainstream diversity. The Center works with parents to support their challenges. We will assist with obtaining services and referrals as needed. Parents must be willing to work with the Center with the best interest of the child in mind.

Programming, behavioral assessment, and team meetings are implemented by the Special Needs Coordinator with support of the family. Fraser Child Care staff is not qualified to diagnose, but are an additional support and advocate of children with special needs.

The Center wants to be involved in all aspects of the learning process of your child, and would be available to be included in school meetings, such as Individual Education Plans (IEP's). This will enable us to understand your child and implement any techniques for learning being used by the school to offer the child consistency in child care as well as school.

If you have a child with special needs or have concerns about your child please contact our Special Needs Coordinator by calling 232-3301.

Guidance of Young Children

At Fraser Child Care Center we serve children from birth through age 12. We strive to use age-appropriate behavior guidance techniques that allow children to learn what is appropriate and what is not acceptable behavior. Our behavior guidance approach teaches life-long skills. It is about teaching children, not punishing children for their behavior. We will take the following steps to support your child:

1. *Create a positive environment:* We believe that many challenging behaviors can be prevented by setting up a proactive environment. At Fraser Child Care Center adults provide children with stimulating choices, treat children with respect, reinforce positive behavior, set reasonable age-appropriate limits, provide a consistent schedule, and approach situations with flexibility.

2. *Understand reason's for your child's behaviors:* Many behaviors occur because a child has not yet developed a way to communicate their needs or feelings. For example, is your child tired, scared, curious, bored, shy, ill, over-stimulated, embarrassed, lonely or in need of toileting? Once we know why a behavior is occurring, we will help your child meet their personal needs.
3. *Provide natural consequences:* For example, if a child is throwing legos, the adult will remind him/her that legos are for building. If the action continues the child will be done playing with legos for a short period of time.
4. *Adults will help children choose an alternate activity:* We will redirect your child to an appropriate activity.
5. *Support your child by providing calming time:* If your child becomes upset we will assist in calming him/her down. This may be done by sitting with the child, often with a book or other quiet activity. Your child may always rejoin the group as soon as he/she is ready. Fraser Child Care Center refrains from using "time-out".
6. *Protect your child's confidentiality:* If a child in our program has a situation occur with another child, we will inform both families of the incident by completing an incident report. However, because confidentiality is a keystone of our program, we will not disclose a child's name or information about another family.
7. *Work with you to create win-win solutions for your child:* If challenging behavior is on-going, we will set up a time to talk with you about what can be done to best meet your child's needs and create a joint action plan for approaching specific behaviors. Sometimes a child may display a need that is beyond the scope of our expertise. Should this situation arise, we will talk with your family about the benefits from additional services available.

Infants: We believe that you cannot spoil infants. When an infant cries, the baby is immediately responded to. This establishes the foundation of emotional security for later self-control. Behavior Guidance, or discipline, begins with consistently and responsively meeting infants' needs. This will build trust needed to help children listen and follow directions as they grow.

Toddlers: Providing structured daily routines and responding with flexibility allows toddlers to have more control over their environment. We work hard to create a "yes" environment where children can be successful and the need for discipline is low. Learning self-control and appropriate behavior is a life long process. As adults, we model this behavior and help children begin to understand the way the world works and their place within it.

Preschool: Helping children acknowledge their emotions and control their reactions is our goal when guiding behavior. We look for everyday "teachable moments" to practice these skills.

School-Age: Our goal is that children learn to make positive choices so that someday when adults are not there to guide them, they will know what to do. School-agers are allowed to make as many decisions as possible within necessary limits.

Biting Policy

Biting is unfortunately not unexpected in a child care center, but can be upsetting for both children and their parents. There are many reasons that children bite. Sometimes biting is related to teething. Sometimes children bite to express feelings they can't express with words yet. Other reasons may include sensory exploration, learning about cause and effect, or developing a sense of space and autonomy. We have seen children bite when they are frustrated, and we have seen them bite in the excitement of a happy moment. No one can predict when children will bite, but we are ready to help children who do bite to learn other behavior. We are also ready to provide comfort and care to the child who is bitten. Here are the ways our center tries to prevent biting and how we respond when it does occur:

- We try to plan each day to avoid frustration, boredom and overstimulation.
- We work to model acceptable and appropriate behaviors for the children, helping them to learn words to express their feelings and helping them learn how to resolve conflict with their peers.
- If a bite occurs, we immediately help the child that was bitten. We examine the bite and clean area that was bitten. We provide comfort and reassurance to the child that was bit.
- We respond to the child that bit by letting him/her know that biting is the wrong thing to do. We work with the child to learn appropriate responses rather than biting.
- We notify both parents, however, we do not share names as this is a violation of confidentiality.
- We will analyze the cause of ongoing biting and make changes to our environment or daily schedules as necessary.
- In some instances, we will come up with a plan to "shadow" a child that is biting frequently in an attempt to decrease the number of bites that occur.

Here are ways you can help:

- Keep the center informed if your child is biting at home.
- Work together with the center if we need to develop a biting reduction plan for your child.

We wish we could guarantee that biting will never happen, but we cannot make such a guarantee. You can expect us to deal appropriately with biting so it will end as quickly as possible. We will support both children that are biting and being bitten. We want the best for all children in our center and hope you will work with us during these difficult times. If you want more information on biting or have questions or concerns, please contact the Director of Children's Services or the Child Care Supervisor of your child's classroom.

Field Trips

Field trips will be scheduled and the appropriate authorizations will be completed upon the child being enrolled at the Center. Children must be 4 years old to participate in fieldtrips. Parents/ Guardians will be informed of field trips in advance. The appropriate emergency numbers are taken along with staff on all off-site field trips. If an emergency occurs, the Center will be contacted and necessary arrangements will be made.

Outdoor Play

Children of all ages enjoy and benefit from playing outdoors. Daily outdoor play is healthy and allows children for a change of environment and large muscle activities (gross-motor development). Taking children outdoors, even in the winter, can be a healthy part of their schedule, and is safe when clothing is appropriate. An outdoor play area is available for the children and is a scheduled part of each day's activities. The children will be supervised at all times. Your child's classroom teacher will ask you to bring in sunscreen and insect repellent for use in the summer. If you believe your child is not well enough for outdoor play, they are probably not well enough to be at the center. It is not possible for staff to stay inside with one child so we ask you to keep children home if they are not well enough to participate in all activities planned for the day.

HEALTH, NUTRITION, AND SAFETY

Health Information

Each child must have a completed and up to date immunization record according to the rules of the Department of Human Services concerning child care centers. Immunization forms are updated annually. It is also necessary that a Parent's Statement on Health of Child be completed.

Illnesses

If a child becomes ill while at the Center, the staff will contact a parent. A child with a contagious illness, exhibiting diarrhea, vomiting, an unidentified rash, or temperature of 101 degrees or higher will not be able to stay at the center. The child will be cared for and given an appropriate place to rest until parents are able to pick up the child or arrangements have been made. Children may return to the center when they have gone 24 hours without vomiting, diarrhea, or a fever.

A child with an infectious disease is not allowed at the Center for the duration of the illness. In case of an infectious disease such as: chicken pox, strep throat, or pink eye, parents will be notified by a notice on the bulletin board. Parents need to inform the Center within 24 hours when a child is diagnosed as having a contagious reportable disease such as lice, impetigo, or chicken pox.

Medications

No medications (Tylenol and cough medicine included) will be administered unless the child's staff receives written and signed instructions from Parents/Guardian on our medication authorization form. *STAFF CANNOT TAKE INSTRUCTIONS OVER THE PHONE TO MEDICATE CHILDREN WITH OVER THE COUNTER MEDICATIONS.*

Any medication prescribed by a physician must be accompanied by the Doctor's dated written instructions as to its dosage and storage, the child's name, and the name of the medicine. Therefore, it is best to bring the medication in the prescription bottle provided by your pharmacy. Medications brought in any other container or storage bag will not be allowed.

Childcare center staff will not administer the first dose of a prescribed medication. All medications will be kept out of the reach of the children. When medications are administered it will be documented on the daily report sheet that is given to parents/guardians each day, and/or medication authorization form.

Emergency Care

Each Parent or Guardian must sign a form authorizing emergency care for their child. We will need an emergency form completed with pertinent information concerning your child in case of an emergency.

The staff is trained in First Aid and CPR. Staff will administer the necessary first aid for a minor accident and the parent will be notified of the injury upon their arrival. Staff will make a decision when a Parent would need to be notified at an earlier time.

Meals

Every child will be offered a nutritious breakfast, lunch, and afternoon snack, if they are in attendance at the time the meals are served. If a child is not present at the scheduled mealtime, it is the Parent's responsibility to see that the child is fed.

Breakfast will be served until 8:30 AM. Lunch will be served at 11:15 AM. Snack will be served at 3:15 PM.

Meals offered comply with Child and Adult Care Food Program Guidelines. All families must complete a Food Program Application annually, regardless of whether or not you qualify for the food program. Financial information is not required if you do not qualify, but verification of child's enrollment is required.

The lunch menu consists of a four-week rotating schedule that changes seasonally. A lunch menu will be distributed monthly.

Children will be encouraged to eat the food prepared but will not be expected to "clean their plate". They will also not be fed until the next scheduled meal. Menus are posted each day and are included on your daily report sheet for your review.

The Center provides a limited number of formulas for infants up to one year of age, as well as, other nutritional food that infants may need. If your child is on a different formula than what the Center provides you may chose to supply your own formula. If you are a nursing mother and are able to take time from your job to feed your child, we welcome you to do so. Breast milk can be stored frozen or fresh, please label and date. Currently the Center is providing Good Start and Parent's Choice, which are both iron fortified infant formulas.

Naps and Rest Time

Each child will be encouraged to nap or rest for a short period of time at a regularly scheduled time during the day. A mat or crib is provided for each child. Your child is not required to remain on a mat after completing rest or quiet play for 30 minutes. While other children are napping, quiet activities will be provided for your child.

HOME AND CENTER COORDINATION

Parent-Staff Communication

Verbal communication with parents will be initiated by the staff members on a daily basis in an effort to keep the communication channels open and to enhance commitment for honest, friendly, and sincere communication. Parents are encouraged to communicate to the staff significant information on their child's day such as sleepless night, injury or illness, etc. This will help the staff to better understand your child's mood and behavior.

Daily report sheets are completed each day for children in the infant and toddler rooms and as needed for the other classrooms. Information includes your child's activities, how they ate, special activities, rest time, and any other important information you may need. A bulletin board is available that may include important information about the child's activities that are upcoming.

Each child at the Center will have a cubby. All projects should be brought home at the end of the week. A Parent envelope is provided for newsletters and other pertinent information. Please check your envelope daily.

Conferences/Family Meetings

All children in the Center are assessed by the Child Care Supervisor of their classroom during the year. Every family is offered the opportunity of an individual conference to attend in the spring. This gives parents and teachers an opportunity to talk about your child's developmental skills and abilities, and any other needs or concerns. Although conferences are done each spring, if parents have concerns at any other time of the year they are strongly encouraged to contact the Child Care Supervisor of their child's classroom so that a conference can be arranged. Meetings will be scheduled as needed according to the needs of your child.

If your child has a need for us to be on a team, such as IEP's, we would be happy to provide input and attend

the meetings. We are willing to implement programs that will provide consistency to your child. We provide space and opportunity for any special services your child receives. We want to keep communication channels open with you and the professionals involved in caring for your child.

Clothing

Play is children's work so they need to wear washable and comfortable clothing. Each child should have the following items:

1. One change of clothing. If potty training, more than one change may be necessary!
2. Winter outerwear for outside play including coat, hat, mittens, boots and snowpants.
3. Disposable diapers for children who are not toilet trained. You will be notified when you need to bring more diapers. Diapers will not be borrowed between children.

Other Supplies

1. Small blanket for naptime.
2. Diaper creams as needed.
3. Pacifier if used.

All belongings should be marked with permanent marker. We cannot be responsible for items that aren't clearly marked. When an item is missing, please ask the staff to check the lost and found.

Toys

It is natural for a child not to want to share his/her toys. Thus, when a child brings a toy it does create some problems with the other children. It might get lost or broken. Do not have your child bring toys from home unless it is a designated show and tell day. If it is a special book or video they want to share, please label it and give it to the staff to keep it safe. We are not responsible for lost or broken toys if you choose to let your child bring these to daycare.

Security System

A digital security system for the protection of children and employees is installed in all areas of the Center and Administrative building.

Tours and Visitors

Parents have the freedom to visit anytime during our hours of operation. Opportunities for Parents and members of the community to volunteer, visit, and observe program activities are available on all days of the Center's operation. It is recommended that all persons wishing to visit our program call in advance to schedule an appointment.

Public Relations

As part of the child enrollment process, parents will sign a parental permission form in regards to your child being photographed and videotaped during the time he/she is involved in our program. This permission is granted based on the assumption that there will be no commercial use of the photographs without further written consent. Rather, photography and videotaping will be done for publicity, promotional, and educational purposes only.

Website

Information regarding the Center is also available on our website: www.fraserltd.org.

Grievances

Any parent who has a complaint against Fraser Child Care Center or Fraser Child Care Center staff, or who is dissatisfied with the quality of care received, or feels their child is being discriminated against, may file a complaint with our licensing agent, Cass County Social Services. In order to do this, Parents should contact Dede Wienckowski, Child Care Licensing Specialist at (701) 239-6720.

If any parent feels the complaint does not warrant a report to Cass County Social Services but would like their concern resolved they may file a grievance with Fraser Management, without fear of any form of reprisal.

Disputes may be settled in the following manner:

- (1) Discussion of complaint with the Director of Child Care Services. If the complaint is not satisfactorily adjusted;
- (2) Discussion of the complaint with the Executive Director. If the complaint is not satisfactorily adjusted;
- (3) Discussion of the complaint with the Grievance Committee.

Each step of the grievance procedures outlined above shall be allowed ten (10) working days for review and disposition.

Each step must have written actions taken stating WHETHER or NOT the complaint was settled at that point, recommendations, etc., and a copy shall be provided to management and person(s) filing the grievance.

All grievance reports must be filled out and signed by the person or his/her representative, making the complaint.

Custodial Dispute

Fraser Child Care Center remains neutral in the case of custodial disputes and will not get involved or take sides. Court orders regarding visitation schedules must be provided in the case of visitation or custodial rights or legal guardians. A child will be released to either parent unless a court document defines custodial rights.