



Childcare Learning Center Inc.

## **Parent Handbook**

**2022**

(Policies for Center and Parents)



**Above all, the Parent Aware Mission is to help families find the quality care and education their children need to succeed in school and life.**

**Despite knowing how important the first five years are to a child's brain development, 90% of a child's brain is developed before they even start Kindergarten and too many of Minnesota's children are not prepared to start and many will never catch up.**

**We want to enlighten our Parents/Guardians that we are trained in the Early Childhood Indicators of Progress (ECIPs) and follow a set of expectations for young children to grow and develop the best practices that prepare them for kindergarten.**

**Stepping Stones Childcare Learning Center, Inc. has volunteered to participate in this program as we believe in building a strong foundation for young learners for a healthy and brighter future for each individual child socially and emotionally. We are proud to say that the hard work and dedication continue to earn our program 4 STARS in the Parent Aware process, with this being the highest rating possible it shows that we go above and beyond basic health and safety requirements and use best practices. If you would like to know more about Parent Aware and what it is all about, please visit the website listed below...**

<http://parentaware.org>

At Stepping Stones Child Care Learning Center, Inc. we want happy, responsible, cooperative children. We will help them learn this by using positive, non-threatening techniques to teach them to be responsible for their own actions and to respect the rights of others.

Here are a few simple rules that are to be followed in the whole center:

- Use our manners always
- Be kind to others
- Help keep our center neat and clean
- Helping Hands
- Listening Ears

January 14, 2022

- Quiet Voices
- Looking Eyes
- Walking Feet
- Teachers and adults open/close doors
- Do not leave the classroom/building without an adult

**COVID-19 Related updates:**

Please refer to the COVID-19 Preparedness plan for up-to-date information.

**Information for Parents/Guardians**

Stepping Stones Child Care Learning Center, Inc. will provide Professional – High quality childcare to meet each child’s social, emotional, physical and developmental needs while in our care. Each child enrolled will have a 4-week probation period. If we feel at any time during this probation period that our behavior process is not effective, we will setup a time with parents to discuss some options for a Behavioral Intervention Plan (BIP) this plan is designed to teach and reward positive behaviors in our care. This plan will take place for 30 days.

We want each child to feel safe and secure while they get the space that they need to grow, be themselves and have fun at our center. We will provide them with the best possible care. We believe that Parents/Guardians are the child’s first teacher, and we will work to support your efforts to guide your child’s development.

Stepping Stones Child Care Learning Center, Inc. staff encourages the child’s sense of independence and exploration of making their own choices.

Open–education concept is based on the belief that children learn and grow at different stages, they are curious and eager to learn, and they learn best when they pursue their interests. Our learning center is set up for the children to explore new beginnings. Reading and writing are encouraged through play which is most important to a child.

Stepping Stones Childcare Learning Center, Inc. is licensed by the State of Minnesota, with 3 current locations; each location is licensed for the following:

Brainerd: Infant 24, Toddler 49, Preschool 70, Total 143

Baxter: Infant 18, Toddler 28, Preschool 30, Total 76

Pequot: Infant 11, Toddler 21, Preschool 40, Total 72

**Program Offerings**

Full Time *(based on a weekly tuition rate)*

Daily *(based on a daily tuition rate, 3-day minimum)*

Drop In *(no guarantee of placement, week to week schedule)*

**Parents/Guardians may review the Childcare Program Plan upon request.**

**Educational Methods**

We encourage the child’s sense of independence and exploration by making their own choices. Open-education concept is based on the belief that children learn and grow at different stages,

they are curious and eager to learn, and they learn best when they are doing something, they are interested in. Learning center classrooms are setup for children to explore new beginnings. Reading and writing are encouraged through play, which is most important to a child!

Stepping Stones Child Care Learning Center, Inc. will provide Professional – Quality childcare to meet each child’s social, emotional, physical and developmental needs while in our care.

### **Group Size**

Each room provides care for children of different age-appropriate grouping:

<b>Room</b>	<b>Age</b>	<b>Max Group</b>	<b>BRAINERD</b>	<b>BAXTER</b>	<b>PEQUOT</b>
Infants	6 Weeks-16 Mo.	8	24	18	11
Toddler	16 Mo.-35 Mo.	14	49	28	21
Preschool	35 Mo.-Kind	20	70	30	25
School Age	Kind-12yrs	30	TBD	N/A	TBD
			<b>143</b>	<b>76</b>	<b>72</b>

**\*Numbers at any center maybe adjusted according to needs**

### **Hours of Operation/Scheduled Closed Days**

#### **Hours of Operation:**

Monday-Friday, 6am-6pm (hours of operation may vary between centers and are subject to change.

We are closed on all Major Holidays and reserve the right to close additional days as deemed necessary. If we choose to do so we will give a 2-week notice.

Stepping Stones currently has discretionary CEED days (Childcare Enrichment Employee Days), these days will be determined as needed in January and June for the following 6 months.

#### **2022 CLOSURE DAYS**

##### **HOLIDAYS:**

Jan 17<sup>th</sup>- Martin Luther King Day

Feb 21<sup>st</sup>- President’s Day

April 15<sup>th</sup>- Good Friday

May 30<sup>th</sup>- Memorial Day

July 4<sup>th</sup>- Independence Day

Sept 5<sup>th</sup>- Labor Day

Nov 11<sup>th</sup>- Veterans Day

January 14, 2022

Nov 24<sup>th</sup> and Nov 25<sup>th</sup>- Thanksgiving Break

Dec 26<sup>th</sup>- Christmas Day

Jan 2<sup>nd</sup> 2023- New Years

If the legal Holiday falls on a Saturday, we will be closed the Friday prior, if the legal Holiday falls on a Sunday, we will be closed the Monday following. Parents/Guardians are required to pay their normal tuition for childcare even if the holiday falls on your child's normal scheduled day for childcare.

### **Childcare Fees/Tuition**

There will be a rate sheet given to you prior to your enrollment at Stepping Stones Childcare Learning Center, Inc.

There is a one-time, nonrefundable enrollment fee of \$200 along with a 1-week tuition deposit due upon enrollment.

These fees are per child. The tuition deposit is based on the current tuition rates and is nonrefundable and may be used towards your first week tuition. Fees are charged for all scheduled days even if they happen to fall on a Holiday or CEED day, if a child is absent due to an illness, behavioral suspension, or for a casual day off the standard childcare tuition still applies.

Tuition rates are based on a 10 hour/day, if you should exceed the 10 hours, late charges will apply, if this should happen, this will be billed on your statement the week following the service given.

Automatic late fee of \$15 will apply after 6:00pm and \$15 every 15 minutes thereafter.

Additional Charge of \$10 will be applied after 10 hours, hourly thereafter.

Tuition payment is due biweekly. Tuition must be paid in full by 6pm Monday prior to care being given to the child, if not, a \$15 late charge will be applied daily, thereafter.

If a Holiday falls on the Monday that tuition is due, payment must be made prior to that Monday which would be Friday before 6:00pm.

If you should have any concerns regarding tuition payment, please contact PIC "Person In Charge" or Management.

Some Parents/Guardians may be eligible for the Childcare Assistance Program (CCAP); If so, Parents/Guardians must pay their co-payment/rate difference in full by 6pm Monday, before care has been given. If this co-payment is late a \$15 late charge will apply daily thereafter. We have the right to report this to your financial worker at the county, and the Childcare Assistance Program (CCAP) will be interrupted.

January 14, 2022

**If we should have to unexpectedly close due to an Emergency or Pandemic normal tuition rates apply.**

### **Staff**

All our staff members are highly qualified in their positions and provide the ultimate learning experience in the community for Early Childhood Education and Early Child Development.

All the staff members, their role and position in the center are available on the classroom boards. Posted on the outside of the classrooms you will find individual **“Get to Know Me”** posters.

The number of staff employed at our center is following the State of MN license requirements listed below. In this format: Teacher, Aide, Assistant Teacher, and Aide

<b><u>Room</u></b>	<b><u>Staff/Child Ratio</u></b>
Infants	1/4
Toddler	1/7
Preschool	1/10
School Age	1/15

### **Arrival and Departure of Children**

Our primary concern is your child’s safety.

We understand that you are leaving us to care for your most prized possessions, your children.

We ask that you please follow the simple rules to ensure we are all satisfied with the care that is given.

### **Arrival**

Upon arrival, each day authorized personnel should bring child to the designated classroom to meet and greet. It is important that you verbalize “Hello/Goodbye” to the child and teacher present, at this time the staff will time the child into the system, this reinforces both parties involved that your child is now in our care, along with the child knowing that you will not “sneak off” when they are not looking.

### **Departure**

Please again ensure that the teacher present is aware of your presence and verbalize “Hello/Goodbye” to assure the child is in good hands to leave the building. At this time, the staff will clock out your child which removes them from our care.

Unless notified in writing by the Parents/Guardians, your child will not be allowed to leave the center with anyone except the authorized personnel named on the enrollment form. We will also be asking for some sort of picture identification to verify names given from Parents/Guardians for authorized pickup.

### **Bus Procedure**

All children attending a different program that requires pickup or drop off by another transportation source other than the Parents/Guardians at Stepping Stones Childcare will need a

consent form signed and on file for this to take place. Staff will then understand and monitor these transitions for the safety and security of your child coming and going throughout the day.

### **Enrollment Procedure**

Prior to enrolling your child, it is important that you visit the center, observe our program that will be given to your child and be introduced to the Management, teachers, and all other staff available.

When you are offered a spot for your child/children, a tour will be arranged for you to go over the enrollment forms and to answer any questions you may have.

An immunization record is to be present at the time of enrollment, and when children move to another classroom as well as annually thereafter.

The health care summary must be filled out and turned in within the first 30 days of enrollment, preferably at time of enrollment, completed once again when the child moves to another classroom as well as annually thereafter.

### **Settling Children into the Center**

For many children and their Parents/Guardians, starting childcare is the first time they have been separated for any length of time. We recommend that Parents/Guardians plan this time and allow the settling in process to happen gradually.

Initially the Parents/Guardians should visit the center as often as possible. This will enable the child to explore the environment and the Parents/Guardians to observe the structure and routine of the center. This will also give the Parents/Guardians the opportunity to talk to the staff members about their child's needs and develop a trust in the staff.

The following suggestions assist staff to work with Parents/Guardians in the settling in process and present a flexible policy model for all to work under:

### **Stepping Stones Childcare Learning Center, Inc. Transition Policy**

#### **Building Positive Relationships**

At Stepping Stones Childcare, we recognize that children learn best when they are safe, secure and when they have positive relationships with the adults caring for them. We aim to develop caring, respectful, professional relationships with the children and their families. This helps them to be strong and independent.

Stepping Stones Childcare will provide a supporting role regarding all children's transitions and settling in periods and work strongly alongside Parents/Guardians in laying a secure foundation. The setting promotes and believes in parental partnership and that building upon relationships with the Parents/Guardians will establish superior knowledge to give their child the best start in life. We recognize that Parents/Guardians are children's first and most enduring educators and we value the contribution they make.

Transition is like a journey and takes time, preparation, and planning. Adults can help a child's journey into a new territory by supporting them with an understanding of the daily routine before, during and after the transition occurs. Parents/Guardians and staff need to work together, sharing information about the child and what support he or she may need to move forward.

Our program believes in building a strong relationship with Parents/Guardians as well as the child will ensure an easy transition for all.

### **The Meaning of Transition**

There are several transitions that children will encounter within their early years. Change and transitions are a normal part of a child's development and can be unsettling and upsetting to a child when in unfamiliar surroundings, introduced to new faces or routines. As children develop from birth throughout childhood they move, or transition, from one environment to another. They also thrive on routine, so any change is going to have an effect; therefore, it is important for all involved in the process of change or transition to demonstrate an understanding of the importance of a good "Transition Strategy". This will enable them to adapt their thoughts, feelings, and behaviors to meet new expectations. By the time, a child is ready to transition to Kindergarten these normal transition experiences will build a foundation to give your child the confidence for what they need socially and emotionally when entering Kindergarten and their future.

### **Supervision Policy**

These guidelines are policies to ensure the safety and supervision of children at Stepping Stones Childcare Learning Center, Inc.

As teachers of young children, Stepping Stones makes every effort to ensure the basic care and safety of those children. Staff members should know how many children are in their care always, including time spent in any area of the center, as well as outdoors. All children are to be fully accounted for always. Stepping Stones staff initiate this process every 15 minutes. All staff supervise by sight and sound always.

### **Door Procedure**

Stepping Stones Childcare facilities will use a secure door system that requires a door code to be entered. Parents/Guardians are provided this code during enrollment. Since safety and security of the children are critically important as well as a priority here at Stepping Stones, we ask the following to take place when entering.

### **Parents/Guardians**

When entering with your door code please do not allow others to enter without using their door code. Everyone that is authorized to be in our building has a door code to use. This is for the safety and security of your child.

### **Visitors**

If you do not have an authorized door code to enter, we ask that you do not enter without using the buzzer, please be seated and a Stepping Stones staff will be with you shortly! All visitors must sign in and be escorted always!

### **Visiting Procedure**

Stepping Stones Child Care Learning Center has an open-door policy, meaning that Parents/Guardians may come into the center at any time during our hours of operation.

If you have someone that would like to visit your child while they are at the center, we will need a written note from the Parents/Guardians in advance along with photo identification.

### **Parents/Guardians Participation**

Parents/Guardians participation is especially important to a child's development. We ask all Parents/Guardians to be active in any events we may have. We would also recommend community interaction with other Parents/Guardians and children in which are enrolled here at Stepping Stones.

### **Behavior Guidance**

The age and developmental level of each child is considered when managing behavior. However, all staff is committed to the following practice:

- We will ensure that each child is provided with a positive model of acceptable behavior.
- The developmental levels of children we serve are Infant, Toddler, Preschool and School Age (depending on center enrollments).
- Encouraging children to be responsible for their own behavior and set their limits
- Using appropriate language and positive reinforcement
- We will redirect children away from problems and lean them towards constructive activities in order to reduce conflict
- We will teach children to use acceptable alternatives to problem behavior in order to reduce conflict
- We will protect the safety of the children and staff persons
- We will provide immediate and directly related consequences for a child's unacceptable behavior.

### **Communication between Parents/Guardians and staff**

Good and effective communication is essential to a positive childcare experience.

The three C's method is what we encourage for managing behavior:

- **Consistency:** Following daily routine and teaching proper discipline everyday
  - **Communication:** Everyday communication with children and Parents/Guardians
  - **Care:** Providing high quality care to meet the needs of each individual child
- 
- The staff members are available and encourage you to discuss any concerns you may have regarding your child and their progress. It is also important for the staff to be informed of any changes in your child's life that may affect their mood or behavior.
  - If behavioral issues have taken place a Communication Daily Log form will be completed, Parents/Guardians must sign, and copies will be made and saved in their child file. - *Refer to Unacceptable Behavior Form*
  - There will be a Parent/Teacher Conference twice/year or as often as needed. This conference is to notify Parents/Guardians of the child's intellectual, physical, social, and emotional development. These are conducted January and June.

### **Unacceptable behavior**



We consider unacceptable behavior to be behavior that causes harm or damage to other children, teachers, materials, or the environment.

If we have a child with a behavior problem, we will provide immediate and directly related consequences for a child's unacceptable or persistent behavior.

The following procedure will be followed:

- Redirect within the group/activity to reduce conflict
- We will talk to the child and give 2 choices to remain in the group/activity.
- If the child chooses not to be a part of the group/activity staff will use less intrusive methods to get them interested in something else, giving them again 2 choices.
- If child does not choose one of the 2 choices, the teacher will choose for child.
- We will redirect a max of 3 times, always giving the child 2 choices. If results were ineffective the child will then be separated from the group/activity. *Refer below to- Separation from the group*

At any point in time if we feel unacceptable behavior arises or continues an Unacceptable Behavior Form and/or Behavioral Intervention Plan will be completed. - *Refer to Unacceptable Behavior Form and Behavioral Intervention Plan*

**There must be NO cruel, harsh, or unusual treatment towards any child.**

Prohibited Actions:

The following is a list of prohibited actions, subjection of a child to corporal punishment, which includes but is not limited to:

- Rough handling
- Shoving
- Hair pulling
- Ear pulling
- Shaking
- Slapping
- Kicking
- Biting
- Pinching
- Hitting
- Spanking

Subjection of a child to emotional stress, which includes but is not limited to:

- Name calling
- Ostracism
- Shaming
- Making derogatory remarks about a child or child's family
- Using Language that threatens, humiliates, or frightens the child

Also, including, but not limited to:

- Withholding food, light, warmth, clothing, or medical care as a punishment for unacceptable behavior.
- The use of mechanical restraints, such as tying.
- No restraint of any child, we are not trained to do so, and Parents/Guardians will be called immediately for pick up.

## **Separation from the group**

All separations from the group will be noted on the Separation Log located in each Emergency Red Book located in each classroom.

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

- Less intrusive methods of guiding the child's behavior have been tried and were ineffective
- The child's behavior threatens the well-being of the child or other children, including but not limited to biting
- A child who requires separation from the group must:
  - Remain within an unenclosed part of the classroom, where the child can continuously be seen and heard by staff
  - The child's return to the group must be contingent on the child's stopping or bringing under control of the behavior that precipitated the separation.
  - The child must be returned to the group as soon as the behavior that precipitated the separation abates or stops.

The child will be placed in an area where they cannot hurt themselves or anyone else in the room and they will sit there until they have calmed and have gained control of themselves, to then be ready to rejoin the group

The following children *may not* be separated from the group:

- Children 6 weeks-16 months old as means of behavior guidance
- If they have lapses in toilet habits.

All separations must have the following information included:

- Child's name
- Staff name
- Time, date
- Information indicating what less intrusive methods were used to guide child
- How child's behavior continued to threaten the well-being of the child or the other children in care

Immediate grounds for Parents/Guardians pickup:

- Continuously hurting others
- Continuously hurting themselves
- Teachers are unable to gain control of child
- If a child is separated from the group three or more times in one day, the child's Parents/Guardians shall be notified, and the parent notification shall be indicated on the daily log
- If a child is separated five or more times in one week, eight times or more in two weeks, the procedures in Persistent Unacceptable behavior will be followed and/or Parents/Guardians will be notified for pickup. Possible suspension and/or termination may occur.

## **Biting**

January 14, 2022

Biting is a normal stage of development during childhood, but we as childcare providers are required to maintain a safe and healthy environment. Biting can occur for many reasons whether it is teething, lack of language, frustration, a cry for attention or simply trying to get a reaction. Please refer to separation from group.

Biting policy is as follows:

- The bitten area is cleaned with soap and warm water, rubbed firmly and a cool cloth or ice pack is applied to the bitten area
- If at any time the skin is broken due to a bite, both Parents/Guardians of the children involved will be contacted
- If a child continues biting- *Refer to Separation from the Group*

Steps we will take to minimize the biting:

- We will shadow the biter so that he or she is always near the staff or within arm's reach
- Assess the situation after bites occur and make notes of where the biting is taking place
- Provide prompts such as "biting hurts" and "we use our teeth to eat and chew our food"
- Provide frozen teething rings to chew on if needed
- Provide supportive information to Parents/Guardians who are worried about their child biting and offer suggestions of how to eliminate the biting habit
- We will not tell the child they are bad, over-react, or bite a child back!

### **Pets**

Currently the only pets that are allowed at Stepping Stones are Service/Mobility assistances dogs. In case of an animal day allowing pets to attend the center, we will send home a permission slip allowing us to do so.

Please do not bring personal pets in as "Show and Tell".

### **Nap/Rest Time**

Nap time is especially important in the child's busy day.

- Quiet time is from 1230-230 daily all children are required to rest for 30 min.

Confinement limitation refers to:

- A child that has completed a nap or rested quietly for 30 minutes is not required to remain on a cot or in a crib.

Placement of equipment:

- A quiet area is provided that is physically separated from children who are engaged in activity that will disrupt the napping or resting child.
- Cribs and cots are placed so that there is a clean aisle and unimpeded access for both adults and children on at least one side of equipment.
- All cots are placed directly on the floor, not stacked

Bedding:

- Separate bedding is provided for each child
- Bedding is washed weekly, when soiled it is washed as needed

Crib Standards:

- A crib is provided for each infant in care.
- Monthly crib inspections are completed monthly on all cribs.
- No receiving blankets, pillows, quilts, comforters, sheepskin, pillow-like stuffed animals or other soft products are placed in the cribs, pacifiers ONLY!
- The mattresses in all cribs are firm.

Infant sleeping position:

- All infants are placed on their back for nap
- A Physician Directive for Alternative Infant Sleep Position may be signed by Doctor if they prefer an alternate sleep position
- Swaddling Consent for an Infant form signed by parent

### **Toilet Training**

Parents/Guardians and staff will discuss the process when appropriate.  
Toddlers currently get introduced to “potty breaks” routinely

### **Written Permission/Field Trips**

A written permission from the Parents/Guardians is required for children to participate in any field trip, research, experimental experience, or public relations involving a child.

Parents/Guardians are welcome to participate in field trips and are of great assistance. The staff/child ratio will be maintained even on field trips.

The enrollment form has a general permission from the Parents/Guardians regarding photos being taken of their child. Photographs are used for displays within the center, albums and the public. Parents/Guardians may decide not to give this permission if they wish.

### **Walking on the Trail Field Trips**

Before leaving the center and upon returning to the center, all staff that will be supervising the children will do a name to face roll call check. While on the trail, staff will do a number head count every 15 minutes.

### **Birthdays/Holidays**

If you bring a treat to share, these must be store bought and in a sealed package. These will not be given directly to the child but placed in a safe out of reach place for the Parents/Guardians to decide if they wish to take or pass! Please honor our decision in this as we want to assure, we keep our children healthy and safe from any possible SEVERE and life-threatening allergies.

Celebrations for all birthdays will be celebrated daily as needed by singing Happy Birthday and making sure that child has an extra special day.

### **Meals and Snacks**

We provide all snacks and meals on site with the proper meal pattern combinations and nutritional needs of all age groups in our center. A menu is posted on the bulletin board in the front lobby to view (*please note, menu subject to change*).

If your child attends outside of the mealtimes, we ask that you please feed your child prior to attending.

- Mealtimes are: 830-900, 1130-1200, 330-400

We will allow two days a year, when Parents/Guardians may bring STORE bought treats into share with the entire classroom (*Halloween and Valentine’s Day*), please watch for details during this time of year.

January 14, 2022

### **Water Hydration Supply**

Parents may provide a reusable basic water bottle for their child to use while in our care. Water bottles will be labeled with First and Last Name, cleaned and sanitized daily. Water bottles will be used for water only. If a child is not provided with a water bottle, a single use disposable cup will be provided to assure adequate water supply for proper hydration.

### **Health Information**

Our annual health care policy and monthly infant room checks are conducted by an RN.

### **Outside Temperature**

We go outside daily in all our classrooms. We follow an approved Weather Chart which will guide us if it is too cold or too hot to go outside. For our infants 12 mo. and under we follow the guidelines of: 50 degrees and above.

### **Sunscreen and Hats**

We are all aware of the extreme danger of the sun exposure, we will apply sunscreen to your child as needed, if you have given permission by filling out the proper form.

*A great sun blocker is a sun hat and a light long sleeve shirt.*

### **Illness of a Child**

Stepping Stones is unable to care for sick children. If your child is sick, or becomes sick while here at the center, you will be called immediately to pick your child up. Please note that we will take temperatures of all children daily as needed. If the child is found with a temperature of 100 degrees, the child will be placed away from other children in the classroom until the Parents/Guardians arrive. Please refer to our Ill Policy.

Parents/Guardians are required to pay their normal tuition for childcare even if your child is ill.

### **Notification of an Infectious Illness**

If a child becomes ill with an infectious disease such as Measles, Chicken Pox, etc. the Parents/Guardians must notify the center immediately. The center will then ensure that a letter will be posted on the main bulletin, located in the front entry of the symptoms.

The Parents/Guardians must notify the center within 24 hours, exclusive of weekends and holidays, when a child is diagnosed by a medical source or dental source of having a contagious reportable disease. We will also post as needed on the bulletin.

### **Administration of Medicines**

All medication must be in its original container with a prescription label on container.

Medication prescribed by an approved medical source, can only be given by the staff with the Parents/Guardians signed permission to do so. Most medical advisors will allow medicine to be given before or after care, please try to do so prior to arriving at the center.

## **Accident Reporting**

In the event of a child being involved in an accident, the immediate needs of the child will be met. When the child is safe, the Parents/Guardians will be contacted. All accidents are recorded on an Incident/Injury form and the Parents/Guardians are asked to verify they have been informed of the accident by signing the form when they pick up their child. All staff are trained in CPR and first aid.

In case of an accident involving your child, the following actions will be taken

1. If the accident is minor, first aid will be applied at the center. Cuts and scrapes will be washed with soap and water, ice pack used as needed and a bandage applied. An Incident/Injury form will be completed and given to the authorized personnel to sign at pick up time.
2. If the injury is not life threatening, but requires further treatment, we will make every effort to contact the Parents/Guardians first, then the emergency contact in the event we cannot reach the parent. A report of injury will then be completed and sent to the State of MN for review if injury involves medical attention.
3. In case of a life-threatening injury, emergency personnel will be called first. Parents/Guardians will be called second. If Parents/Guardians cannot be reached, calls will be made to the individuals listed on your emergency call list. A staff person who is familiar with your child will accompany your child to the hospital and wait until you or an emergency contact person arrives. A report of injury will then be completed and sent to the State of MN for review if injury involves medical attention, all documentation will be sent within 24 hours of injury.
4. An Incident/Injury form will be completed for all accidents that leave a mark or involve a hard fall. These are located in the Emergency Red Book.

## **Immunization**

It is a state requirement that all childcare centers have a copy of the child's current immunization records. If your child is exempt from immunizations, then we will need a notarized letter stating the exemption.

## **Emergency Evacuation Procedures**

Stepping Stones Childcare Learning Center, Inc. has an evacuation procedure to follow; in the event of an emergency, such as fire, tornado, etc. This procedure is designed to ensure the safe evacuation of all children and staff be taken. The evacuation plan is posted in each classroom of the center.

It is critical for Parents/Guardians to ensure that their child is signed in and out properly by staff, especially in the event of an emergency for proper head counting. This will allow an accurate list of children present in the center for emergency workers and staff members at any given time.

## **Late Pickup/Unacceptable Behavior of Children**

The following procedure has been developed to assist in the day-to-day operations of the center and to ensure proper safety and security of all children at our highest level.

If Parents/Guardians does not pick up their child/children from a phone call or by 6:00pm; then the staff or PIC "Person In Charge" will contact the Parents/Guardians, if there is no answer the next emergency contact will be contacted, if still no answer the 3<sup>rd</sup> then 4<sup>th</sup> emergency contact will be contacted. After all contacts have been exhausted or after 6:15pm if still no answer the local Police Department will be contacted.

As it is necessary for staff members to remain in the center when children are present, the following late fees will be charged to you.

If Parents/Guardians continues to pick children up late (after 6pm):

- Family will automatically be charged a \$15 late charge, \$15 every 15 minutes thereafter
- Family will receive a letter if the situation reoccurs, reminding them of the policy and aiding to find a solution.
- After the letter is received, if further late pick-ups are recorded, a \$50 fee will occur due to the amount of extra time it takes to do the added invoicing along with staff overtime. At that time, the family will also be asked to meet with Management and a possible termination of care may occur, as Parents/Guardians are breaching enrollment contract, by not picking children up on time. If licensing fees apply a family member may be required to pay the amount of fee given by the State of MN licensing department.

### **Ceasing Care/Giving Notice**

Families are required to give a written 2 week notice if they are withdrawing their child or decreasing their hours/days of care.

The 2-week notice period will enable us to fill the vacant place and therefore minimize any possible loss of income. This is one of the ways in which we can reduce our cost and maintain our qualified staff and affordable tuition rates.

### **Grievance Procedure/Complaints**

At Stepping Stones Child Care Learning Center, constructive comments and criticism are welcome.

Stepping Stones Child Care Learning Center, Inc. understands that situations may arise concerning the care of a child. When a Parents/Guardians has a need to resolve an issue we ask that they first talk with the staff in their child's room. If the issue is still not resolved, we will ask that you contact the PIC "Person In Charge" or Management and have a short meeting to assure your issues have been resolved.

### **Drugs and Alcohol**

Any drugs or alcohol use is prohibited including but not limited to the abuse of prescription medication.

All employees, subcontractors, and volunteers, when directly responsible for children are trained on our policy prohibiting the use of drugs or alcohol.

### **Annual Analysis of Center**

Management will look over the policies and make any changes that need to be changed to the policy. We will then check and verify with the State of MN as well, in case there are new policies that need updating.

### **Daily Inspection of Hazards**

Every day staff will check their rooms and the playground for new hazards. They will make sure that all the play equipment is in working order and be sure there are no broken or sharp toys. They will make sure that the inside and outside play areas are safe. They will make sure that the gates are closed properly and that all trash is off the playground. All cleaning supplies will be put away in the "supply room" when they are done using them. If any cleaning supplies are spilled the children will be moved to a different area of the room or outside to the playground until it is safe for them.

### **Mandated Reporter**

All employees of Stepping Stones Child Care Learning Center, Inc. are Mandated Reporters. That means if a child is suspected of being abused or neglected, it is the responsibility of Stepping Stones Child Care Learning Center, Inc. to report it to the proper authorities and/or Crow Wing County Sheriff's Department and Brainerd/Baxter/Pequot City Police Department.

### **Health Care Summary See Health Care Summary**

### **Emergency & Accidental Policies & Records See Health Care Summary**

### **Disaster Procedure See Emergency and Accident policies**

Please refer to the COVID-19 Preparedness plan for up-to-date information.

### **Source of Emergency Care**

#### **Brainerd/Baxter:**

*Essentia Health~ St. Joseph's Medical Center*  
523 N 3<sup>rd</sup> St  
Brainerd, MN 56401  
218-829-2861

#### **Pequot**

*Essentia Health~ St. Joseph's Pequot Lakes Clinic*  
4317 W Woodman St  
Pequot Lakes, MN 56472  
218-568-4416

### **Contact Information**

Department of Human Services, Division of Licensing, licensing violation  
1-651-431-6500

January 14, 2022



Department of Human Services, Division of Licensing maltreatment intake line  
1-651-431-6600

**Department of Human Services, Division of Licensing**

**1-651-431-6500**

**1-651-431-6600**

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- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410
- (2) fax: (202) 690-7442; or (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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