



*TowerLight Child Care*  
*An Intergenerational*  
*Program*

**2024 Parent Handbook**

Updated 11/27/2023

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# Welcome!

We would like to take this opportunity to welcome you and your family to TowerLight Child Care Center. At TowerLight, we strive to provide a safe, high-quality educational place for families with children between the ages of 6 weeks to 5 years old.

We understand that leaving your child, in the care of others, can be a difficult decision. Our highly trained and dedicated Educators will nurture and care for your child in a warm environment. TowerLight has 8 classrooms to meet the individual needs of your child. Each classroom takes into consideration the age, maturity, and developmental stage of your child.

This manual outlines what you may expect from TowerLight Child Care Center and what we may expect from you in return. We hope this manual is helpful with all your questions. If after reading this manual, you have added questions, please feel free to contact the Director of Child care.

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We hope your family's time at TowerLight will be an enriching and delightful experience.

Welcome to our TowerLight family!

Michelle Jirik  
Director of Intergenerational Child Care

## TowerLight Child Care Philosophy

Your child is very special to those of us who choose to be Educators. We work to help provide the best environment for your child and the following early childhood factors are considered in our program.

Our education model is aimed at nurturing the whole child. We work to provide activities that include ways to meet the 7 learning styles: visual, verbal, aural, tactile, logical, social, solitary. Thank you for allowing us to be partners with you on this path of childhood. Life is a journey, come celebrate with us!

Here are some of our centers' philosophies about early childhood development:

- 1) **Children who have positive self-images are healthier and happier.**  
Children should see themselves as successful learners. They must also feel free to “risk” failure and be comfortable with mistakes. We plan success-orientated activities, with positive guidance and encouragement. We interact with the children on their level and give positive reinforcement.
- 2) **Children who relate to other children and adults learning to respect the community around them.**  
Children need to be able to relate to each other and adults in a respectful manner. We encourage politeness and manners each and every day. Intergenerational programming encourages building healthy relationships throughout the generations. Children who learn to like and trust adults are beginning to feel part of the community. We will have regular, fun, planned interactions between other children and our Grandfriends.
- 3) **Children who are healthy, both physically and mentally can grow up strong and happy.**  
Children who are not healthy cannot grow and learn at the appropriate level. Good health requires that children have nutritious meals and enough rest time for their small bodies to grow. We provide nutritious meals and adequate rest time for your children. In addition we provide regular exercise both indoors and outdoors.
- 4) **Children who expand their concepts and ideas about the world will accept other's differences.**  
Children who develop an understanding of the community will learn to accept differences, and will celebrate them. We teach understanding and knowledge of many people and their cultures. Only through knowledge about others can we bridge the gap of hate, to love and respect for each other.
- 5) **Children who are curious and want to learn will become creative and well-educated adults.**  
Children will learn to be critical thinkers and learn to problem solve. They are naturally curious and they will learn in very many different ways. They learn by being read to, asking questions, observing others, solving problems and trying new things. We have an exciting curriculum that will encourage positive learning and problem solving.
- 6) **Children must learn to be independent; childhood is a journey to adulthood.**  
Children need the opportunity to make decisions and judgments. This often happens through self-guided, self-directed and self-disciplined. We encourage children to try things by themselves as we support their explorations.

# TowerLight Child Care Programming

## Licenser Status and Staff Ratios

We are licensed by the State of Minnesota, through the Department of Human Services. Therefore, we are required to comply with all state regulations for childcare centers. A copy of the regulations presented in the statutes 9503 and the Rule 3 guidelines can be found in the Director's office. If parents wish to contact the Department of Human Services, the number is 651-431-6015. We are currently licensed for a total capacity of 124 children, as follows:

Infants	36	6 weeks – 18 months	<b>Ratio of 1 teacher to 4 infants</b>
Toddlers	28	18 months – 31/33 months	<b>Ratio of 1 teacher to 7 toddlers</b>
Young Preschool	20	31/33 months- 4 years old	<b>Ratio of 1 teacher to 10 children</b>
Preschool	20	4 years old	<b>Ratio of 1 teacher to 10 children</b>
Pre-Kindergarten	20	4 years to 5 years old	<b>Ratio of 1 teacher to 10 children</b>

## Intergenerational Programming

Our whole-child approach includes a unique intergenerational program that brings young and old together in a stimulating co-learning environment. As children and seniors share memories, play games, and create together, an unmistakable bond forms that transcends generations. Children learn to think beyond their small worlds and Seniors feel a new sense of purpose. For children who do not live near their own grandparents, this connection can be especially poignant and meaningful. Because of our convenient location, TowerLight Childcare offers children and seniors daily opportunities to interact and build friendships through staff-supervised activities.

Activities include Rock a bye baby, Story time, Music time, Playground fun, Gardening, Arts and Crafts, Special events, Games, MacPhail Lifelong music program, Exercise programs, and field trips.

## Conferences and Transitions

Children are placed in classrooms according to age, developmental milestones and space availability in accordance with DHS licensing requirements. When it is time for your child to move on to the next classroom, you will be notified by your child's teacher or your childcare director. TowerLight offers biannual conferences for teachers and parents to meet on the development of the child. Parents can schedule conferences anytime during the year, if needed.

## Outdoor Play

We plan to go outside each day unless the weather prohibits it. Parents are responsible for sending season appropriate clothing such as jacket, hat, mittens, boots, snow pants etc. for winter. Please mark all items with your child's name on them.

## Nap/Rest Time

All children will participate in a rest/nap period each day. Children will be required to rest quietly for 30 minutes on a cot or in a crib, depending on their age. After 30 minutes of quiet rest time, a child that does not sleep, will be offered quiet activities while the rest of the children finish nap.

## **A Sample Schedule of A Child's Day**

7:00 a.m. – 8:30 a.m.	Arrival/Learning center exploration
8:30 a.m. - 9:00 a.m.	Breakfast
9:00 a.m. - 9:30 a.m.	Circle Time
9:30 a.m. - 10:30 a.m.	Learning Centers/Art/Science/small group
10:30 a.m. - 11:00 a.m.	Gym/Outdoor/Indoor
11:00 a.m. - 11:30 a.m.	Story Time/Music
11:30 a.m. - 12:00 p.m.	Lunch Time
12:00 p.m. - 12:30 p.m.	Reading/Quiet Time preparation/Bathroom breaks
12:30 p.m. - 3:00 p.m.	Nap time/Quiet Time
3:00 p.m. - 3:30 p.m.	Snack Time
3:30 p.m. - 4:00 p.m.	Intergenerational Activities
4:00 p.m. - 5:00 p.m.	Outdoor Play
5:00 p.m. – 5:30 p.m.	Going Home/Free Play

*This is a general schedule and activities, and schedule could vary per classroom.  
Infant's schedules are based on their individual needs. Toddler diapers are changed a minimum of three (3) times each day.*

## **Nutrition**

TowerLight provides two meals and one snack each day as part of your tuition. The meals schedule is as follows:

See your child's classroom schedule for exact times for Breakfast, Lunch and Afternoon snack.

Parents are responsible for their children's meals should they arrive after mealtimes.

Parents of infants are asked to discuss your child's individual needs with the teacher in the Infant classroom.

TowerLight will provide rice cereal for infants and infant baby food fruit and vegetables.

Monthly menus are posted in the center. Dietary modification because of special dietary needs should be discussed with your child's teacher. Parents may supplement their child's meals according to our posted menu.

For children with known food allergy, the key to preventing a potentially serious reaction is avoiding exposure to the allergen. TowerLight Child Care is an allergy aware center. Each child, with a known allergy, will need to have on file, an allergy plan from their health consultant, and required medication. These will need to be in place before the child is able to start at TLCC. TowerLight will offer an alternative meal replacement, for lunch. Family will need to provide food, if TLCC menu show known allergen, for breakfast and snack.

## Current Year - 2024`

<u>Age served</u>	<u>Fulltime</u>	<u>4 day</u>	<u>3 day</u>	<u>2 day</u>
<b><u>Infants</u></b>	<b><u>500.00</u></b>	<b><u>400.00</u></b>	<b><u>331.00</u></b>	<b><u>218.00</u></b>
<b><u>Toddlers</u></b>	<b><u>430.00</u></b>	<b><u>342.00</u></b>	<b><u>320.00</u></b>	<b><u>208.00</u></b>
<b><u>Preschool</u></b>	<b><u>380.00</u></b>	<b><u>305.00</u></b>	<b><u>287.00</u></b>	<b><u>196.00</u></b>

Families with a second child enrolled will receive 10% off full-time tuition of the oldest child. Ask for information on discounts for Fairview, Park Nicollet or Ebenezer employees.

### Days and Hours of Operation

The Center is open **Mondays through Fridays: Hours: 7:00-5:30 pm**

### Days Center is Closed

*The below are ALL paid days. You are still required to pay normal fees on the weeks these closed days occur.*

### **Major Holidays which include:**

- **New Year's Day**
- **Good Friday**
- **Memorial Day**
- **Juneteenth Day**
- **July 4<sup>th</sup>**
- **Labor Day**
- **Thanksgiving Day**
- **Day after Thanksgiving**
- **Christmas Eve**
- **Christmas Day**

*(If a holiday falls on the weekend, the center will be closed on the Friday before the holiday or the Monday after the holiday.)*

### **Staff Education Days**

#### **TWO days per calendar year**

The childcare staff are required to obtain a certain percentage of continuing education hours each year. We will be closed TWO days per calendar year to allow staff training.

**2024 Staff Training Closed Dates: Monday, February 19 and Monday, October 14.**

### Enrollment Procedures

Before a child is enrolled in our childcare program, the parent(s) should meet with the Director to visit the facility, meet the teachers, and discuss the needs of both the child and the family.

When the child is accepted into the program a one-time registration fee of \$200.00 per child or \$300.00 per family is paid. These fees are non-refundable and are used to hold a spot for your child in our program.

**These forms must be on file before a child's first day in the childcare center.**

- Enrollment Form – Client information form
- Immunizations Form (must be signed by physician if under 16 months of age)
- Health care Summary (must be signed by physician and returned within 30 days of enrollment)
- Individual Behavior Form
- Emergency Form

**Health Record Information**

**Reexamination:** A new health record/summary is required for children already admitted to the program. At a minimum, an updated report of physical examination signed by your child's source of health care is required at least annually for children under 24 months of age, and whenever a child 24 months or older advances to an older age category. Immunizations- TowerLight requires all children to have immunizations form before the child starts and an updated form every time your children receive new shots.

**Personal Items Brought to Childcare**

We ask that you leave your child's toys at home or in your car. We have many exciting toys to engage with at the center. We cannot be responsible for lost or broken toys brought from home. Toys will only be allowed with permission from the classroom teacher for sharing days or special events.

**TowerLight Policies and Procedures**

**10 Hour Rule**

Upon enrolling your child at TowerLight, you agree that you will not have your child/ren in attendance more than 10 hours per day. This is for the benefit of you and your child's relationship. Due to regulations by the state, if children are here on a consistent bases over 10 hours, a fee of \$1.00 per minute will be applied to the account.

**Fees and Payments**

Childcare fees must be paid in advance for the upcoming week. Payments are due each Friday morning prior to the upcoming week. If you are on childcare assistance the appropriate authorization must be current and any copays due are on the first of each month. A late fee of \$10 per week will be assessed for all accounts not paid on time. If payment is not received within 5 days of due date, your child will be disenrolled until which time all payments and late fees are current. Your child's tuition will not be adjusted should your child not attend on a regularly schedule day. The parent or guardian will pay any legal fees incurred while collecting a debt. There is a \$30.00 returned check fee for all returned checks.



**Late Fees: Our Center closes sharply at 5:30 pm. A late fee of \$2.00 per minute per child will be charged to your account every minute past 5:31 pm a staff has stayed with your child.** If you are late on a continuous basis, we will need to discuss if our center can meet your childcare needs

### **Late and Emergency Pick-up procedures**

We understand that any number of unforeseen things can prevent a timely pick-up. Parents are required to phone the center if they will be delayed picking up their child. Any late fees must be paid immediately and placed in the tuition box.

#### **If prior notification of a late pick-up has not taken place, the following will occur:**

- Ten (10) minutes after scheduled pick-up time, the parent(s) will be called. If they cannot be reached, the emergency contact person will be phoned. The child will remain with a staff person until the child is picked up. Late fees will be assessed upon pick-up.
- If no contact has been made regarding pickup within a Half (1/2) hour after closing time, the police will be notified. A staff member will remain with the child until a Social Services representative arrives to get your child. You must then contact the local authorities to get your child. Staff members are forbidden from taking a child home. In the situation of an abandoned child or one who is chronically late to pick their child up will be cause for termination of childcare services.

A child will not be released to a person not listed on the authorized pick-up list, unless the childcare director receives written authorization from the responsible parent. A driver's license or other form of picture ID must be presented before a child is released to anyone other than a parent or the regular responsible adult.

### **Vacation Credit**

Families may use 1 week of vacation credit towards a full week where the child is out of school. This cannot be split between weeks as we bill Monday-Friday. Please put your vacation request in email form to the Director 2 weeks before the vacation.

### **Transportation and Sign-in**

Transportation to TowerLight is the responsibility of the parents. You must accompany your child to and from the childcare classroom each day. You must sign your child in and out each time you drop off and pick them up. Responsibility of your child transfers to our staff members once your child has been signed in and accompanied to their appropriate classroom. Staff members are never allowed to transport your child in their vehicles.

### **Schedule Change Policy**

Families experiencing a temporary need for a schedule change may dis-enroll their child and will need to reserve a spot back into the Center. To reserve a spot back into the Center Registration Procedure will be followed and the registration fee, first week's tuition and enrollment date is required.

Currently enrolled parents wishing to secure a spot in our infant program, provided we have space, may do so by following the Registration Procedure and paying their newborns registration fee.

### **Insurance Coverage**

TowerLight carries liability insurance for our children and staff while they are in attendance, whether they are in the building or on a field trip.

### **Parent Involvement**

Parental involvement is a very important part of our program. Parents and children working together with Teachers is an important element in a quality childcare program. Visitation is encouraged by parents. A solid relationship with TL employees at the school, built on mutual trust and respect, is key to making your childcare arrangement work well for everyone. Keep these tips in mind as you begin to build your relationship.

- ✓ Keep the lines of communication open at all times. Let your teacher or director know if there is something going on in your child's life that may be affecting the behavior
- ✓ Be aware of program policies and honor them. Respect drop-off and pick up times
- ✓ Get involved with the program. The more you participate, the stronger the relationship will be

There are bound to be certain topics or situations that are difficult to talk about with your child's teacher. Here are a few helpful tips when discussing difficult issues:

- ✓ Raise issues when they first develop
- ✓ Avoid confronting a TL staff in front of other parents or children. Set up phone conference or person conference
- ✓ Think about what you want to discuss ahead of time
- ✓ Be specific about your concerns, give examples
- ✓ Never discuss a problem when you are feeling angry or not in control of your emotions
- ✓ Remember that conflicts are a normal part of a relationship. They usually can be resolved when both parties see the other's view and are willing to compromise.

### **Communication Tools**

#### **ProCare**

TowerLight childcare uses ProCare as their billing and communication application. Families will receive an invitation, once enrolled, for the system. Teachers will use this as a way of communicating daily activities and updates. Each Monday, families will receive a billing email letting them know how much will be withdrawn on the weekly ACH.

Monthly Newsletters/emails go out to families giving information about upcoming events and classroom information,

Parents are responsible to notify the Center regarding absences, schedule changes including drop off or pick up times that is different than their regular schedule.

Telephone calls to your child's classrooms during naptime is a good way to communicate updates/concerns or schedule changes. Call the Center at (952) 920-8112 and ask for your child's classroom. All communication to staff regarding your child should be in person, by email or via Center telephone. Non-work-related communication with staff must be done when staff are off the clock.

E-mail is available to the director. [Michelle.jirik@fairview.org](mailto:Michelle.jirik@fairview.org)

Formal conferences are offered twice each year to discuss your child's development and any concerns that you may have regarding your child. A written assessment will be provided to the parent after 6 months of enrollment at the conference time.

If at any time you wish to discuss concerns regarding your child, please schedule a time to meet with your child's teacher or the center's Director. Drop off times and Pick times are very busy and a difficult time for staff to accommodate questions and concerns.

TowerLight will obtain written parental permission from parent before each occasion of research, experimental procedures or public relations activity involving a child.

## **Open Door Policy**

Parents are welcome and encouraged to visit at any time.

### **Special Needs:**

Parents/guardians have the responsibility to inform the center when their child has any **special medical condition, needs or allergies** so that we can provide appropriate care and support.

If your child has a special need and is (one or more of the following):

- Eligible for case management through the state and has an Individual Service Plan (ISP),
- Receiving services through the local school district and has an Individual Educational Plan (IEP),
- Determined by a licensed physician, psychiatrist, psychologist, or consulting psychologist to have a condition related to physical, social, or emotional development, you will be asked to share the ISP and/or IEP with us. In addition, state licensing regulations require us to develop an Individualized Child Care Plan (ICCP) with you that will assist us in meeting your child's needs.

This plan must be signed by you and your child's source of licensed health care as listed above and be reviewed annually to assure that necessary modifications are made to the plan of care. If the special need requires that our staff be trained to perform a new skill we will ask that you arrange for this training.

### **Child Allergy Policy:**

If your child has a food or environmental allergy, TLCC will work with the family to develop an individualized action plan specific to your child and the severity of the allergy. If your child has an allergy that may require the use of an Epi-pen, TLCC will require their own Epi-pen kept on site provided by the parent. If your child would require the use of an Epi-pen while in attendance the following steps will be taken:

1. The Epi-pen would be injected by a staff member
2. 911 would be called after the injection
3. The parent will be contacted

### **Procedures concerning children: Illness**

TowerLight Child Care follows the health guidelines of the State of Minnesota. For the safety and well-being of all children, the child who has any of the following symptoms must remain at home:

**Fever** - Axillary temperature of 100 degrees or higher

**Respiratory Symptoms** - Difficult or rapid breathing or severe coughing: Child makes a high-pitched croupy cough or whooping sign while coughing.

**COVID**- We will follow the MDH guidelines for childcare for exclusion.

**Diarrhea** - An increased number of abnormally loose stools in the previous 24 hrs., more than 2 loose stools in a 2-hour period, or 3 or more abnormally loose stools since admission that day, abdominal pain, or vomiting.

**Sore Throat** - When fever or swollen glands are present.

**Skin Problems** - Rashes on the skin, which are undiagnosed, itching, weeping, or draining.

**Appearance/Behavior** - If a child looks or acts differently. Or is showing any of the following signs: unusually tired, unexplained lethargy, pale, irritable and not able to participate in regular daily activities or requires more care than the staff can provide without compromising the health and safety of other children in care.

**Vomiting** - If a child vomits while in our care.

**Unusual Color** - Eyes or skin yellow or pale / stool-gray or white urine-dark tea colored.

**These symptoms can mean hepatitis and should be evaluated by a physician.**

Children must be **fever free for a full 24 hours** prior to returning to childcare. Please do not give your child medicine to mask symptoms while at childcare. If they have had any of the above symptoms the evening before your child must remain at home the following day.

Please call the center as soon as possible to let us know your child will not be attending childcare that day. You are still responsible for payment even when your child is ill.

### **Exclusion of Ill Child**

The Department of Human Services requires that we exclude a child with an illness or condition that the Commissioner of Health determines to be contagious, and a licensed health care provider determines has not had sufficient treatment to reduce the health risk to others.

We will follow the exclusion guidelines listed below which are taken from *INFECTIOUS DISEASES IN CHILD CARE SETTINGS AND SCHOOLS: INFORMATION FOR DIRECTORS, CAREGIVERS, AND PARENTS OR GUARDIANS*, prepared by Hennepin County Community Health Department, Epidemiology and Environmental Health. **We must exclude** a child with any of the following conditions:

<u>Chicken pox</u>	Until all the blisters have dried into scabs and no new blisters or sores have started within the last 24 hours; usually by day 6 after the rash began.
Eye drainage	Until 24 hours after treatment begins when purulent (pus) drainage and/or fever or eye pain is present, or a medical exam indicates that a child is not infectious and may return.
Diarrhea	Until diarrhea stops or a medical exam indicates that it is not due to a communicable disease. Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and/or watery, bloody, or mucus-containing stools.
Mouth Sores With Drooling	Until a medical exam indicates the child is not contagious and may return or until sores have healed.
Fever	<u>Axillary</u> (armpit) temperature: 100 <sup>0</sup> F or higher; or Oral temperature: 101° F or higher. <b>Measure temperature before giving medications to reduce fever.</b>
Impetigo	Until treated with antibiotics for 24 hours and sores are drying or improving.
Lice (head)	Until the first treatment is completed and no live lice are seen.
Rash	Until a medical exam indicates these symptoms are not those of a communicable disease that requires exclusion (i.e., chickenpox, measles, roseola, rubella, shingles, strep throat).
Respiratory Infections (Viral)	Until child is without fever <b>for 24 hours</b> and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as child can participate comfortably.
Ringworm (skin & scalp)	Until 24 hours after treatment has been started.
Scabies	Until 24 hours after treatment has been started.
Signs/Symptoms of Possible Severe Illness	Unusually tired, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing, or other unusual signs for the child; should be evaluated by the child's health care provider to rule out severe illness.
Streptococcal Sore Throat	15-minute test results will not be allowed. You must have the 24-hour test results. Until 24 hours after antibiotic treatment begins and child is without fever for 24 hours.
Vomiting	Until vomiting stops for 24 hours. Vomiting is defined as two or more episodes in the previous 24 hours.

- Who is not able to participate in childcare program activities with reasonable comfort, including outdoor play.
- Who requires more care than staff can provide without compromising the health and safety of other children in care.

When a child in our care has been medically diagnosed with a communicable disease, we will follow the appropriate health authorities' recommendations to provide information to parents/guardians of all exposed children. The childcare program will notify the parents/guardians of exposed children on the same day or within 24 hours by posting a written notice by each classroom.

Parents/guardians are required by State laws and our center policies to inform the center within 24 hours, exclusive of weekends/ holidays, if their child is diagnosed with a communicable disease.

### **First Aid**

In the event of any injury or illness, trained staff will administer first aid. If staff decides this is an emergency situation, 911 will be contacted to provide emergency first aid. If necessary, the emergency medical service will transport your child to a medical facility as designated by emergency services. A parent/guardian or alternate listed on the Emergency Card will be contacted as soon as possible. An attempt to contact your child's source of health care may also be made. **Staff will not transport children in the event of an emergency.**

### **Care of Ill or Injured Children**

If your child becomes ill or injured while in our care, you or your designated alternate will be contacted to pick up your child immediately. Until you arrive, your child will be monitored, and comfort measures provided according to program procedures. If staff thinks it necessary, the child's health care provider will be contacted.

**If your child is sent home for any reason during the day, they automatically cannot return the entire next day. You cannot bring a sick child in for a part day when they appear better. 24 hours means an entire next day, not 1:00 to 1:00.**

Parents are encouraged to secure back-up care for the times when your child will not be allowed at childcare because of illness. If your child becomes sick while at daycare, one parent will be notified to make arrangements for their child to be picked up. Your child will then be provided with a blanket and cot while they wait to be picked up. You will have one hour from the time of the call to pick your child up.

If neither parent can be reached, we will contact the child's emergency contact to pick up the child. If at any time we feel that a child requires medical attention, your child will be transported via ambulance to Methodist Hospital. Parents are responsible for any bills incurred during their child's visit.

In the event of an epidemic, such as the flu or other illness that is becoming hard to manage for our staff and children, we reserve the right to close for a 24-hour period for cleaning, recuperation, and sanitation of the childcare.

### **Notification of Communicable Diseases**

The director will notify all parents regarding any communicable diseases going through the center. A notification will be posted outside the classroom that is affected and all parents will receive an information sheet regarding any communicable disease. The Director will also notify the proper health authorities if any suspected case of reportable diseases.

### **Procedure concerning an Injured Child**

All qualified staff are trained in CPR and First aid. If your child receives a minor injury, the teacher will wash the wound with soap and water and apply a bandage. Any further treatment must be done at home or the doctor's office. All incidents and accidents must be kept in a log for review of the Department of Human Services.

### **Medications**

- **Prescription medications** will only be given with **written authorization** from the child's licensed health care provider (i.e., prescription label) and parent/guardian. Please let your child's teacher know about medication your child is taking at home, too. Staff will help you look for side effects from the medication and let you know if any are seen.
- Please **complete** the Medication Permission Form if your child needs medication while in our care. We suggest keeping a blank copy of this form at home so it can be completed before coming to the center. This will allow you time to speak to your child's teacher about the medication.
- Prescription medications will be given only as prescribed by a licensed health care provider (physician, physician assistant, dentist or certified nurse practitioner). The prescription must be current, in the original container and may be given only to the child whose name appears on the label. This includes over the counter dietary supplements.
- Please ask the pharmacy to **split the medication into 2 containers** -- one for home and one for the center. Bring a copy of the drug information sheet that comes with the medication or write the common side effects on the Medication Permission Form.

**Nebulizer medications** that are in single dose containers must be brought to the center in the original container with a current, clearly written prescription label on the container. The prescription label must indicate the child's name, prescribing licensed health care provider's name, name of the medication, medication strength, amount to be given, how often to give and what it is to be mixed with, if applicable.

**For medications which are to be given long term** we will need an Individual Child Care Plan signed by you and the child's licensed health care provider. This includes as needed over the counter medication such as Tylenol (acetaminophen) and Ibuprofen used for a child with a history of febrile seizures. See the previous section on Special Needs.

### **Over the Counter Medication:**

We will give **over the counter** medications with written parental permission and instructions as long as the child is over 2 years of age and the medication lists the dosage needed for the child's age. If they are under 2 years of age, we will need written permission and instructions from a licensed health care provider and the parent/guardian.

These products must be used according to the manufacturer's instructions. If the dosage or instructions differ from the manufacturer's instructions, written instruction from a licensed health care provider will be needed

Diaper rash products, insect repellents and sunscreens are an exception, and need written parental approval only. Powders and cornstarch preparations will not be used because they may promote or hide infections and can be inhaled.

Containers and ointments must be labeled with child's full first and last name and date. Outdated medications will not be given. All medications must have a legible label on the container. Your medication container will be returned to you when it is completed.

### **Suspected Child Abuse/Neglect – Mandated Reporter**

All childcare staff are required by Minnesota law to report any suspected incidents of child abuse or neglect to authorities. All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at 651-461-6600.

### **Severe Weather Days**

We reserve the right to call a snow day if the neighboring school districts close because of heavy snow and unsafe conditions, TowerLight Child Care will also be closed for the day. The reason is that if the roads are unsafe, the emergency vehicles cannot effectively service our area, thus making unsafe travel conditions for your child and our staff. Please pay close attention on winter storm days if it is announced the schools are closing early. You will be notified through the ProCare app to come to pick up your child so that all families can arrive safe at home before the storm hits. This will not affect your tuition, as these are unavoidable days.

### **Storms**

In the event of a weather emergency such as a tornado or severe storm warning, the staff will follow the evacuation procedures listed below. Severe weather and tornado drills are held once per month from March through October.

All children in the center will be escorted to the inner wall main corridor (This has no windows), all doors to the rooms will be closed and children will remain in a crouched position, protecting their heads until all clear notice is given by the Director or teacher in charge. Instructions will be followed according to the weather instructions given by **830 WCCO A.M.** radio.

### **Fire**

In the event there is a fire at our center the procedure will be as followed. We have a working fire system that will automatically close fire doors as soon as the alarm goes off. Once this happens Infants, Toddlers and Preschoolers will be evacuated out to the far fence of the playground until all clear sign is given. Infants will be placed in evacuation cribs and wheeled out the doors and out the Toddler room doors to the playground.

Fire drills are held unannounced once per month and are logged by the director.



### **Safety and Security**

Parents wishing to enter childcare must have an authorized code to unlock the door; in addition they must also sign their children in and out each day. All fire doors are armed with alarms and are locked from the outside. They will only open in the event there is a fire and must be used as an escape route.

Children will only be released to the parent or guardian listed in the emergency form. All others must present a valid picture ID and have a written note from the parent authorizing this. Children will never be released to anyone appearing under the influence of drugs or alcohol.

### **Public Health Nurse**

The Department of Human Services requires us to have a Public Health Nurse. The nurse will be going over our health procedures and policies and will be available for questions you may have regarding your child's health records.

### **Health Consultation Services**

Our program receives monthly health consultation services from MN Child Care Health Consultants.

### **Food for Celebrations and Parties**

If food is brought from home to share with other children (i.e., for special occasions) it must be commercially prepared and packaged. It is becoming more and more common to have food allergies in our center. In an effort to help our children be safe, please avoid anything that is peanut related when sharing snacks with your child's class.

### **Seat Belts and Transportation**

When planned activities at our program (i.e., field trips) require transportation, the methods used will be in accordance with the Department of Human Services regulations and Minnesota law. Minnesota law requires federally approved age-appropriate car seats and seat belts to be used to transport children, unless they are in a school bus.

### **Field Trips**

Parents will be notified ahead of time and asked to sign a permission slip for their child to go.

### **Guidance and Discipline**

Our goals in guiding young children, are to help children feel good about themselves, to help them develop self-discipline, and to consider the needs and feelings of others. In order to do this, we follow the following guidelines in working with children.

- 1) We prepared our environment so that there are enough choices of activities for all children to do and enough materials available to prevent arguments over materials.
- 2) We state the rules as clearly as possible and in a positive way. If a child acts inappropriately, we will tell the child what they should do, rather than dwelling on

what they should not have done. We also remember to notice children who are playing cooperatively.

- 3) We give clear concise reasons and explanations for why we want a child to do something. Our first action is to redirect the child; if necessary we will remove the child from the situation. We will not hit, threaten, or shame a child for misbehavior.
- 4) We give choices only when real choices exist, but we will encourage the child to make decisions when appropriate.
- 5) We avoid motivating a child by pointing out another child's good behavior. Cooperation will be emphasized, and competition minimized.
- 6) We feel it is important that the children know it is OK to have negative feelings. We help the child put a label on what they are feeling and to deal with those feelings constructively.
- 7) If aggressive behavior does happen, our goal at TowerLight is to provide the safest environment for all children involved. Aggressive behavior is categorized as causing injury to another child, Teacher, or self. Hitting, pinching, or biting are some aggressive behaviors that Teachers will work to prevent in the classroom while understanding that some of this behavior is within development. If a child does cause an injury that does result in an open wound to another person, TowerLight reserves the right to send the child home to provide a safe environment to all children in the classroom.

Although separation from the group is the last resort, it may happen sometimes. If your child is separated from the group because of aggressive behavior, a sheet will be sent home to notify the parent. All separations must be logged in a book kept in each classroom. If a child is separated from the group from more than five times in one week the teacher will contact the parent to set up a meeting to discuss behavior problems, and ways to correct the problem.

### **Biting Policy**

A child biting another child is one of the most common and most difficult behaviors in group childcare. It can occur without warning, is difficult to defend against, and provokes strong emotional responses in the biter, the victim, the parents, and the caregivers involved.

For many toddlers, the biting stage is just a passing problem. Toddlers try it out as a way to get what they want from another toddler. They are in the process of learning what is socially acceptable and what is not. They discover that biting is a sure-fire way to cause the other child to drop what they are holding so the biter can pick it up. However, they experience the disapproval of the adults nearby and eventually learn other ways of gaining possession of objects or expressing difficult feelings.

For other children, biting is a persistent and chronic problem. They may bite for a variety of reasons: teething, frustration, boredom, inadequate language skills, stress or change in the environment, feeling threatened, or to feel a sense of power.

No matter what the cause, biting in a group situation causes strong feelings with all involved. It does help, however, to be aware of the potential problem before it happens, and to form a plan of

action if it does occur. The staff of the Center, after consulting childcare experts and manuals, has developed the following plan of action to be used if and when biting occurs in any of our rooms.

Before biting occurs:

1. Discuss the issue of biting with all parents at the time of enrollment.
2. Distribute written policy to all families and include the written policy in the enrollment packet.

When a child is bitten:

For the biter:

1. The biter is immediately removed with no emotion, using words such as "biting is not okay – it hurts." Avoid any immediate response that reinforces the biting or calls attention to the biter. The caring attention is focused on the victim.
2. The biter is not allowed to return to the play and is talked to on a level that the child can understand. "I can see that you want that truck, but I can't let you hurt him. We don't put our teeth on people.

Or "That hurts Johnny when you bite him, he is sad."

3. Redirect the child to other play.
4. Write an accident report and notify the parents of the biter.

For the victim:

1. Separate the victim from the biter.
2. Comfort the child.
3. Administer first aid.
4. Write an accident report and notify parents of the victim

If biting continues:

1. Room staff meet with the director on a routine basis for advice, support and strategy planning.
2. Chart every occurrence, including attempted bites, and indicate location, time, participants, behaviors, staff present, and circumstances.
3. Let all parents know that there is a problem and the procedures that will be followed to deal with it.
4. "Shadow" children who indicate a tendency to bite:
  - Head off biting situations before they occur.
  - Teach non-biting responses to situations and reinforce appropriate behavior.
  - Adapt the program to better fit the individual child's needs.
5. "Shadow" children who tend to be bitten:
  - Head off biting situations.
  - Teach responses to potential biting situations: "No" or "" Don't hurt me!"
6. Work together as partners with the parents of both biting children and frequent victims to keep all informed and develop a joint strategy for change.
7. Hold a conference with the parents of the biting child to develop a plan of action. Have follow-up meetings or telephone conversations as needed.
8. Consider early transition of a child "stuck" in a biting behavior pattern for a change of environment, if developmentally appropriate.
9. Prepare the parents of the biting child for the possibility that the child may have to be removed from the Center and help them to make contingency plans. Removal for the day will happen if biting has caused an open wound to another child or Teacher, or 3 biting incidents in one day. Parents will be called to pick up the child and the child may return the following day.
10. If it is deemed in the best interest of the child, center, and other children, termination of the child from Center enrollment for the duration of the biting stage may occur. Written warning will be given to the parents before this action is taken.

### **Confidentiality**

A child's records are available to the parents at any time. If for any reason, an organization or individual requests access to the children's file for statistical or research purposes, parents will be notified first and asked to sign a release.

We may at times take pictures of your children for art projects and display within the center, if you do not want pictures of your children displayed, please let the Director know.

### **Toilet Training and Diapers**

If your child is still in diapers, we ask that you, the parent, provide them. The easiest way is to send a pack with your child's name on them the first day of care. We will let you know a couple days before we need a new supply.

When a child is ready to start toilet training the parent should discuss a plan with the child's teacher. Any questions regarding your child's readiness should be addressed to the child's teacher.

When it is determined that your child should begin, please do not send them in pull-ups, although this is easier, it sends the wrong message to the child and ultimately leads to regression. We recommend that the parents try it over a weekend, and if they are fairly successful the parent should bring lots of extra pairs of clothing and a note regarding methods used at home. Children are never punished or shamed when accidents occur, we will focus on your child's successes.

### **Presence of Pets**

We would like to reserve the option of having classroom pets. Loving and caring for these pets are a good life-learning lesson. We will limit our pets to fish or other small animals. A notice will go out to parents when pets are obtained in our classrooms.

We may at times bring in educational programs that may include animals such as farm animals, zoo animals etc., parents will be notified of these programs ahead of time.

### **Grievance Procedure for Parents**

If for any reason a parent wishes to file a complaint, he/she is to present it in writing to the Director explaining the nature of the complaint. The Director will act upon the complaint within one week and return a written reply to the parent. A copy will also be placed in the child's file. You may talk with the Director at any time regarding issues you may have.

If the parent disagrees with the outcome, he/she may then submit the complaint in writing to TowerLight Executive Campus Administrator, who will then investigate the issue and work towards a resolve for all parties. The parent will be given a written reply within a month. All communication will be placed in the child's file.

### **Termination of Care**

Two (2) weeks written notice must be given to the Director when parents wish to terminate care. Failure to comply will result in the assessment of a fee equal to two (2) weeks of their child's current tuition. Should a position be terminated by the center, the parents will be provided with a written notice of two (2) weeks before center terminates care. The two weeks' notice may be waived at TowerLight option if abandonment or chronic dangerous behavior is a concern.

## **Infant Sleep Positions**

The National Institute of Child Health and Human Development and the Minnesota SID Center at Children's Hospitals and Clinics of Minnesota recommend back sleeping for babies.

Licensed providers must place an infant in a crib to sleep. Minnesota law requires that licensed providers place infants to sleep in a crib, directly on a firm mattress, and must position the infant on his/her back for sleep unless the provider has a signed directive from a parent or legal guardian for an alternate sleep position. Car seats, swings, couches, the floor on a blanket, etc. are not acceptable as an alternative sleep position. **Placing babies on their back to sleep is the No. 1 way to reduce the risk of SUIDS.**

## **Supply Policy**

### **Infants:**

- Diapers
- Bottles (3 labeled with first/last name)- if receiving formula
- Breast Milk in ready serve bottles (labeled first/last name and date expressed)
- 3 changes of clothes (please no hoods on clothing)
- Diaper ointment
- Sleep Sack

### **Toddlers:**

- Diapers
- Blanket for nap time
- 3 changes of clothes
- Outside clothing
- Family photo

### **Preschool:**

- Blanket for nap
- 2 changes of clothes
- Outside clothing
- Family photo

It is important that you label all of your child's belongings that come to the center. A notice will be sent home when your child's supplies are low.

Blankets and pillows will be sent home weekly (usually Friday) for cleaning and should be brought back the next attendance day for your child.

Children who wear diapers must have diapers covered by clothing (i.e. shorts cover diapers if in a dress)

## **Research Opportunities**

TowerLight will have written parental permission before any research, experimental procedure, or public relations activity involving children happens at TowerLight or TowerLight Senior Campus.

## TowerLight Child Care Emergency Plan

TowerLight has develop an emergency plan for the following situations:

1. In an event of an Intruder, our teachers have been trained to Shelter in place as the initial safety process. Teachers access, as needed, during the situation to provide the safest environment for the children and themselves. Drills on these safety measures take place throughout the year and under the category of “Safety Drills” to prevent any concern with our children.
2. Evacuation and Relocation: If for any reasons, TowerLight childcare needed to evacuate and relocate, our new location would be building at 3801 Wooddale Ave St. Louis Park. Once children are safety placed at new location, families will be communicated by Email and Phone on the situation and when/how to pick up their child. Assessment will be made, and families will be informed, if TowerLight childcare services will continue during the “Continuing Operating” process.

Peace time Emergency situations:

TowerLight will follow any federal or state peace time emergency orders put into place. We are a service offered to Tier 1 employees and will remain open for these families as long as it remains safe. TowerLight will work with the Health Consultant, MDH, and DHS to implement in new policies and procedures needed during this time periods. Families will be communicated, by written notification, of any changes in procedures or policies.

Notes: