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| **KidsPoint Family Handbook** |
| *A Guide to Policies and Procedures* |
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| 318 5th Street SE • Cedar Rapids, IA 52401  Phone: 319.365.1458 • Fax: 319.365.2263  www.kidspointchildcare.org |

*This handbook is provided to all KidsPoint families upon enrollment.**If you need assistance with reading or interpreting the handbook, please feel free to contact our Family Support Specialist at 319.731.6179.*

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**Section 1: Introduction**

Welcome

Welcome to KidsPoint! We are glad to have your child in our program. We are committed to helping your child and family make an easy and comfortable transition into our program. Therefore, we have put together this guide to outline the philosophy, practices, policies, and procedures of our child care services. We hope that our Family Handbook will help with your initial orientation to the program and serve as a convenient reference while your child is enrolled. As stated in our philosophy, we value our partnership with families, so we encourage your feedback and participation in helping us provide the very best care for your child. Our doors are always open!

KidsPoint Philosophy

KidsPoint’s programs are dedicated to providing a high quality, nurturing environment where children are encouraged to reach their full potential in all areas of development.

We carry out our philosophy by providing…

* A curriculum that encourages physical growth, fosters cognitive learning, and enhances social-emotional development,
* An environment where each child’s health and safety is of utmost importance,
* The opportunity for staff to grow as teachers, as well as learners, bringing the latest knowledge in child care and development to the classroom,
* A partnership that values the family as each child’s first teacher,
* And an inclusive program that embraces every child and family, regardless of ethnicity, culture, religion, ability, socio-economic status or family structure.

State Licensing

Our child care programs are licensed and regulated by Iowa’s Department of Human Services. Maintaining a license in good status indicates that a program meets or exceeds guidelines in a variety of areas including personnel, health and safety, nutrition, environment, and administration. If you ever have serious concerns about the care your child is being provided, please contact:

Linn County Department of Human Services Office

411 3rd Street SE, Suite 400, Cedar Rapids, IA 52401

319. 892.6827.

Our Staff

Children thrive when their teachers are nurturing and committed. Our teachers enjoy working with children and parents to create a warm, consistent learning environment. All of our teachers are qualified early childhood professionals who have met strictly enforced state standards. They have been selected not only because of their knowledge and experience, but also because their educational philosophy and teaching style are compatible with KidsPoint’s approach.

Each staff member must pass a thorough check of personal references, criminal and child abuse record checks, and a health examination. Because health and safety is of the utmost importance to us, each staff member is first-aid and CPR certified and trained in Universal Precautions and Mandatory Child Abuse Reporting. In addition, each staff member is required and encouraged to participate in ongoing professional development opportunities related to child development and education.

Each new staff member is fully oriented to the philosophy, policies, and procedures of KidsPoint and their designated classroom/site. Ongoing observation and evaluation occurs for each individual and recommendations or techniques on how to better care for your children are provided.

Staff members are expected to maintain professionalism, including, but not limited to, the following tasks:

* Having good communication and listening skills
* Being honest and fair with everyone, especially children
* Knowing why things are done and being able to clearly articulate the reasons
* Being patient
* Looking at the sunny side of things
* Keeping all things in the proper perspective
* Facing conflict constructively
* Respecting and accepting all clients
* Conducting oneself in a professional manner
* Smiling often, being helpful and supportive

KidsPoint is fortunate to have additional support in the classroom from students and community members. Students from local colleges and university are often placed in a KidsPoint Child Care Program for work-study, service learning, field placement, or volunteer experiences. These students come from a variety of programs and add a unique dimension to our programs. Community members also have the opportunity to support KidsPoint Child Care Programs. These individuals are not included in the room ratio and are under constant supervision of a KidsPoint staff member. All individuals participating in classroom activities are subject to passing a criminal and child abuse background check.

### Field Experience Students

College students may be required to complete a field experience to apply and practice theory as well as begin to formulate their own educational philosophy. The students can also plan and implement activities with the children under the guidance of the Lead Teacher.

### Service Learning Students

Several college programs and classes require students to complete a service learning experience. Students may support KidsPoint in a variety of way, such as reading to the children (Children’s Literature) or interacting with the teachers and children in the classroom (Marriage and Family). The purpose of service learning is for students to integrate what they are learning in their classes by participating in an organized activity that meets a community need while earning academic credit.

Early Childhood Programs

KidsPoint manages KidsPoint C Street and KidsPoint Downtown Learning Center and Preschools. KidsPoint C Street has the capacity to serve 224 children and KidsPoint Downtown has the capacity to serve 313 children. Both centers serve ages six weeks to five years-old and are open to anyone in the community needing child care.

Creative Curriculum®

Creative Curriculum® supports KidsPoint’s multi-cultural and anti-bias education philosophy. We recognize, appreciate, and respect the uniqueness of each child and their family. We expose children to many cultural experiences, including:

* Preparing and tasting foods from other cultures
* Dressing dolls to match different cultures
* Playing with puppets that represent different family types
* Trying on clothes from other countries
* Playing with block people of varied races, genders, and ages
* Experiencing music from other cultures
* Reading books about other cultures and types of people
* Getting to know people from other parts of the world

We also expose the children to many different types of people through literature, posters, toys, music, dramatic play and actual contact. We have visitors come to share their uniqueness with the children, and we welcome families to share their cultures with the center.

As a part of this curriculum, goals for children will include:

* Physical Development
* Social-Emotional Development
* Cognitive Development
* Language Development

A Parent Guide indicating specific developmental levels which will be observed is available for parents at any time. Teachers will keep an individualized portfolio for each child that will be used to plan appropriate activities and discuss the child’s development at parent-teacher conferences.

#### Infants and Toddlers (birth to age 2 ½)

The term “curriculum” may seem too formal to use in reference to infants and toddlers. The Creative Curriculum for Infants, Toddlers, and Twos®, however, simply creates a framework for how we: 1) learn from and interact with each child and family, 2) create a warm, nurturing, and stimulating environment, 3) promote health and safety, and 4) plan and evaluate our program. This framework allows us to foster the social, emotional, physical, cognitive, and language skills in every child.

#### Preschoolers (age 2 ½ to 5)

At this age, a child’s abilities may become a bit more sophisticated, but their basic needs remain the same. The Creative Curriculum® grows with them, while maintaining a focus on developing social, emotional, cognitive, physical, and language skills. Weekly themes are used to expand the children’s learning on a variety of topics. These themes are incorporated into the classrooms and focus on the core concepts of literacy, mathematics, science, social studies, the arts, and technology.

Jolly Phonics

Jolly Phonics is a multi-sensory, interactive program that is specifically designed for young children. We use this program to introduce letters, letter sounds, and letter formation.

Key advantages of Jolly Phonics:

* Recognize all main letter sounds
* Teaches how to relate sounds to symbols
* Letter formation
* Discover letter sounds in words
* Blending sounds together
* Builds pre-reading skills

We focus on introducing the letter/letter sound of the week by:

* Reading a story that focuses on the letter sound
* Introducing a corresponding song for each letter/letter sound
* Introducing the actions that correspond to each letter
* Plan an activity that helps with letter recognition
* Practice writing the correct letter formation

2nd Step

2nd Step is a program that promotes success and early learning in the classroom, school readiness, and social and life success. It can also prevent problem behaviors, peer rejection, impulsivity, antisocial behavior, and aggression. The program works by directly teaching children the skills that strengthen their ability to:

* Learn
* Have empathy
* Manage emotions
* Make friends
* Solve problems
* Self-regulate
* Be socially and emotionally competent

The children are introduced to 2nd Step through large group discussions, activities called “Brain Builders,” songs, parent letters, and “Home Links,” which provide information and activities to parents for home support.

**Section 2: Enrollment and Registration**

Enrollment Procedures

1. Obtain, complete, and return the following forms two weeks prior to child’s first day of care:

* Registration/Contract for Services/Automatic Check Authorization form
* Enrollment form
* Parental Emergency Medical Consent form
* Pick-up and Emergency Contact Authorization form
* Child’s Physical (must be no more than 12 months old and signed by doctor)
* Iowa Immunization Certificate (signed and dated by the child’s physician – no photocopies)
* Child and Adult Care Food Program (CACFP) form

1. Meet with the Child Care Leadership Team to address financial responsibility and sign contract

Waiting List

The waiting list maintained for each site is only used when:

1. We do not currently have openings at the site or in the room of your choice,
2. Or you anticipate needing to enroll your child in the future, but do not currently need care.

If you are offered a spot at your site/room of choice and you do not enroll, your child’s name will move down to the bottom of the waiting list and the next family on the list will be contacted. We cannot maintain your place on the waiting list if you choose not to enroll your child when a spot becomes available. The sibling discount does not apply until both children are enrolled in their respective programs.

Children Requiring Special Accommodations

#### Family Support

The Managing Director of Child Care Services is available to help your family if you require assistance beyond the scope of the classroom environment. They can assist with family concerns and can connect you with community resources to help with your needs.

KidsPoint will make every effort to accommodate children with special needs in accordance with the terms described in the Americans with Disabilities Act. It is imperative that if you have a child with special needs, these needs be communicated to the KidsPoint Leadership Team. The KidsPoint Leadership Team will then be able to discuss these needs with your family and make the necessary program accommodations so that your child may make a smooth transition into the program.

Registration and Record Retention

Registration is completed annually. As children transition from room to room during annual registration, the previously completed enrollment paperwork is shredded and the newly completed enrollment paperwork is maintained. If changes are made during the course of the year, the outdated forms will be removed and shredded. Any items left after your child’s last day of care will be shredded.

In support of Creative Curriculum®, each child also has a portfolio that is updated regularly to support the child’s growth and development. This portfolio follows your child through the program and is available upon withdrawal or graduation.

Section 3: Early Childhood Daily Routines

Arrival and Departure

For the safety of the children in our care, we require that a person physically sign your child in and out of the program each day. This person must be listed on your child’s Pick-up and Emergency Contact Authorization form and be 18 years old or older. To ensure the safety of the children in our care, photo identification may be required to be shown by the parent or designated pick-up person before the child is released. We cannot allow a child to walk home, unless an authorized person comes into the building to sign your child out. Children may not sign themselves in or out at any time. Parents are required to drop off their oldest child in his or her room prior to dropping off younger children. Following these procedures will not only keep us in compliance with state regulations, but also will help to ensure the safety of all the children in our programs.

Classroom Accommodations

We reserve the right to move children within our individual site programs to accommodate both the needs of the child and the center (within DHS guidelines). This includes a temporary visit to an adjacent room to ensure staffing is at the proper ratio or moving a child to the next room if a spot is available to better meet the needs of the child’s development. Parents will be notified when this occurs.

Large Motor Play

All classrooms have scheduled time in the gym and the outdoor playground/courtyard for at least one hour each day. Please be sure your child has weather appropriate clothing, shoes, and other necessary items. Closed toe, closed heel shoes are recommended, but not required.

Parent Communication

Because we strive to be partners in your child’s care and development, we encourage daily communication between families and staff. Drop-off and pick-up times are wonderful times to talk about your child’s day, communicate a concern, or just say hello. We also utilize more formal methods of communication including daily grams, bulletin boards, newsletters, phone calls, and semi-annual conferences, depending on the age of your child. We maintain an open-door policy, so families are welcome and encouraged to call or visit the center at any time.

On occasion, you may need to speak with your child’s teacher in a private setting or for a considerable length of time. To accommodate this, please discuss with the teacher and schedule the time away from the classroom.

Meals

KidsPoint participates in the Child and Adult Care Food Program (CACFP) administered by the United States Department of Agriculture. Standards set by the government are followed for all meals and snacks given to children participating in a KidsPoint Child Care Program. Every family is required to fill out an application for free and reduced child care meals and snacks. In order to comply with CACFP requirements, an application must be completed even if you know that you do not qualify.

The meals and snacks that are served are carefully selected to ensure that they meet the governmental guidelines for the basic food groups, vitamins and other nutrients, and portion size according to your child’s age. The food service staff prepares and provides a diverse menu, comprised of a variety of foods, presenting the children with an opportunity to experience and enjoy a varied diet. KidsPoint will have formula, baby cereal, and baby food available for parents who wish to select that option for their infants.

KidsPoint will provide an iron-fortified formula and rice cereal to infants less than one year of age. If you choose a different product or food selection than what KidsPoint is offering, it is expected that you provide this product at your expense. Table foods are provided to infants/toddlers when they are ready.

Children in the Before School Program are able to participate in the breakfast program at their site, but no morning snack will be provided. Children enrolled in the After School Program are provided an afternoon snack. The price for the snack is included in the weekly rate and follows the CACFP guidelines. Children may bring in food to eat; however, they must sit at a designated snack table and the snack must be healthy. Soda, candy, or other junk food will not be allowed.

Children enrolled in the early childhood programs are served breakfast, lunch, and an afternoon snack daily. The price for meals/snacks is included in the weekly tuition rate. As required by CACFP, food brought from home for children under five years of age who are not enrolled in school will be monitored and supplemented, if necessary, to ensure CACFP guidelines are maintained. Food brought from home will be approved by the classroom teacher and covered and stored in an appropriate location (refrigerator or cabinet) until it is time to be served. Exceptions and/or substitutions to the menu will be made for allergies, medical conditions, or religious preferences. An allergy/exception statement (available in the appendix) must be signed by your child’s physician and be kept on file at the center or site in order to provide a food substitution. Menus are planned one month in advance and are posted on the parent bulletin board in each classroom.

Allergy Policy

In an effort to maintain the quality of care we provide, we have developed a plan to address how we manage food allergies in our programs.

KidsPoint Child Care Programs requires our teachers to receive training on food allergies, anaphylaxis, and the use of an epi-pen. This training includes the video “It Only Takes One Bite” by the Food Allergy and Anaphylaxis Network, learning the proper use/administration of an epi-pen from the video “Preparing Ahead – How to Use your Epi-pen Auto Injector,” and then demonstrating the correct administration an epi-pen shot by use of the Epi-Pen trainer.

A “Food Allergy Action Plan” is included in each family’s registration packet. If/when this is completed by a parent, the KidsPoint Leadership team will provide a copy to the Food Service Director and will provide the “Allergy/Food Exception Statement” to the parent to be completed by the physician. When the Food Service Director has the required documentation, they will be able to ensure the proper steps are taken regarding menu planning, food preparation, and delivery.

If the allergic reaction is anaphylaxis, the classroom will be designated as an “allergen free zone.” The Food Service Director will place a laminated poster on the door which will be posted until the child either changes rooms or a parent notifies us that the allergy no longer exists. In addition, the child’s meals and snacks will be placed in a red lunch bag for daily use. This lunch bag will have the child’s food allergies listed with the child’s photo and will be labeled/color coded for the correct classroom.

If you are interested in viewing the training materials, you may do so onsite by contacting the KidsPoint Leadership Team to schedule an appointment.

Personal Belongings

Depending on the age of your child, several items are required for us to care for your child each day (*If these items are not provided or we run out, you will be required to pick up your child)*

* Infants (age six weeks through 12 months) are required to have several extra outfits, enough bottles for each meal, appropriate meals, formula and/or breast milk (if you choose not to utilize those provided by KidsPoint), and diapers and wipes.
* Toddlers (12 months through age 2) are required to have at least one extra outfit, enough bottles for each meal (until they have transitioned to training cups), diapers or pull-ups, and wipes.
* It is recommended that preschool children keep at least one extra outfit on-hand for accidents or messy projects/play.
* All extra clothing must be weather appropriate. In addition, children’s daily apparel must be appropriate for the respective season. Weather permitting, the children will be outside year-round, making hats, gloves, boots, and winter jackets necessary in the winter and cool clothing and sneakers necessary in the summer.
* All belongings must be labeled with your child’s name.

It is up to the discretion of the teachers as to whether they permit toys or other personal items from home. Please keep in mind, however, that KidsPoint is not responsible for lost, damaged, or stolen items. Toys that are valuable, such as electronics, should be left at home. Any toys that are brought in should be labeled with your child’s name.

Inclement Weather

Severe weather conditions or emergencies may merit sudden or early closing for the safety of the children, parents, and staff. KidsPoint reserves the right to close at any time, requiring children to be picked up during or in anticipation of severe weather.

The Early Childhood Programs will be open and remain open until notice is received from the KidsPoint Leadership Team. In the event that KidsPoint does decide to close, the KidsPoint Leadership Team will announce the time of the closing and all parents will be contacted to pick up their children.

For the School Age Kids Program, care is offered at select locations for unscheduled, emergency day out or early release days. In the case of an early release day, you must pick up your child from school and transport them to the designated site for care (if the site is not at their school). If there is a late start due to weather conditions, all sites will open at the regular time and will remain open until school begins. In the event of extreme conditions, the Waypoint CEO may close all KidsPoint programming and parents will be contacted to pick up their children. To inquire about whether KidsPoint will close due to inclement weather:

* Call 319.365.1458 and listen to the main voice message
* Go to our web site: [www.kidspointchildcare.org](http://www.kidspointchildcare.org)
* Stay tuned to local radio and/or television stations

Transportation

Routing transportation to and from school is not offered by KidsPoint. The Cedar Rapids School District, College Community School District, and the Cedar Rapids City Transportation System does provide transportation to and from selected School Age Child Care sites. Arrangements must be made directly with the district.

In the event of a medical emergency, 9-1-1 will be called and an ambulance will transport the injured child to the emergency room if deemed necessary by medical personnel.

Field Trips

Occasionally, field trips are part of the KidsPoint Child Care Program experience. Parents will be notified at least one week prior to the date of the scheduled trip and will be required to fill out an authorization form before their child can participate. If a parent chooses not to have their child participate, alternative care arrangements must be made by the parent and communicated to the KidsPoint Leadership Team in advance.

For Summer Camp, field trips are offered weekly. There will be a single permission slip for all field trips that summer. If a parent chooses not to have their child participate, alternate care will not be provided.

The transportation for field trips will vary depending on the number of children attending a particular trip the destination, but will either be a school bus or charter bus.

Guidance and Discipline

Children are always learning through play activities and interactions with adults and other children around them. The word “discipline” means to learn. It is to be expected that children will misbehave and test limits as they are learning about their environment. We have a proactive discipline policy, meaning that we try to anticipate problems before they occur and act.

In each classroom, the environment is set up so that each child will experience success. Our program promotes a positive approach to managing the behavior of all children and uses the teaching pyramid as developed by *Positive Behavioral Supports* to develop interventions based on the child’s development.

#### Positive Programming

Positive Programming refers to building trusting relationships; teaching appropriate social skills; teaching children to self-evaluate and self-monitor their behavior; and teaching specific communicative alternatives to challenging behaviors.

We strive to develop a positive relationship between the teacher and the child as an individual. Setting clear, appropriate, and consistent limits provides children with information about what behaviors are expected. We also believe that if an interesting and challenging program is offered to children, then discipline problems will be kept to a minimum.

The KidsPoint Leadership Team is available to observe in the classroom as well as meet with classroom staff, program directors, and parents to determine which social emotional teaching strategies would best support the classroom and child. The KidsPoint Leadership Team will also determine if an intensive individualized intervention is necessary.

#### Conflict Resolution

KidsPoint provides an environment where positive behavior and conflict resolution are encouraged. Conflicts are a way of life, and they come up in every classroom. Because children get frustrated easily, it’s tempting for adults to solve the problem quickly by offering a solution. Yet a quick solution from an adult doesn’t teach children how to solve problems on their own. Rather, it ensures that children will depend on adults continually to solve their problems.

Conflict resolution is introduced to children at KidsPoint around the age of 3. At this age, children are better able to tell the person they are having a conflict with how they are feeling. Teachers help the children verbally express their feelings and desires and come to an agreement together.

#### Specific strategies we use:

* Praise positive behavior
* Establish and follow rituals/classroom routines without long waiting periods
* Use face, voice, touch, motion, and language to help children respond to stimulation and manage emotions
* Use physical proximity between teachers and children to listen, talk, and assist with conflicts
* Replace the word “no” with positive language, such as “walking feet in the classroom”
* Provide opportunities to move around, be active, and play throughout the day
* Give older toddlers, preschoolers, and school age kids the time and attention to work it out themselves as long as no one will be hurt
* Use language with infants and young toddlers to talk through the solution as the intervention occurs
* Time out/time away – this will be limited and will not exceed the child’s age; with a child under the age of 3, a toy may be removed for an amount of time not to exceed five minutes; a teacher may also make use of a distraction/moving the child to another area
* Time in, which requires 4 steps:

1. Ask the child

* + Use questions to stimulate independent thinking
  + Use questions to allow them the opportunity to be “right”
  + Ask rhetorical questions to children who are younger and also provide a verbal solution

2. Attend to the classroom and the children

* + Verbally recognize changes being made – on their own and with your help
  + Learn about the emotions and help teach the child about the connection between thoughts, feelings, and behaviors
  + Discover alternatives that you want to teach and then introduce them to the child

3. Take action early

* + Stop incorrect or unsafe behavior
  + Repeat behavior the correct way
  + Allow a teachable moment by introducing the correct behavior and expecting the child to use the correct behavior without consequence

4. Teach children how to make amends

* + Teach how to resolve conflict
  + Teach how to make it right with the person wronged
  + Teach how to think about others’ thoughts and feelings
  + Do not force apologies

Developing self-regulation, which is the ability to control one’s own feelings and behavior, is a primary task of early childhood, and it takes time. Infants, toddlers, preschoolers, and school age kids have immediate and intense feelings of joy and excitement as well as feelings of anger and frustration. They are learning how to stop and think about what they are feeling, why they are feeling it, and what to do about it and they may not have the verbal language to express their feelings. Learning to self-regulate is a slow process that requires patience and understanding of what each child is able to do at their specific stage of development.

Physical aggression, temper tantrums, and biting are among the most challenging behaviors. Many caring teachers struggle to deal with these behaviors every day. The first step is to determine the cause of the behavior as challenging behaviors are often cries for help. Children who use these behaviors may not know how to express their feelings in other ways. Trying to imagine what the child might say if they could and focusing attention on what a child may need rather than what the child is doing can be helpful. Common needs to consider include: connection/nurturance, protection, independence/control, quiet/alone time, or stimulating activity.

When dealing with challenging behaviors of any kind, keep in mind that there is an underlying reason behind all behavior. Children who misbehave may not feel safe or connected to others. They may lack the foundation of trust necessary to experiment with constructive activities on their own, so they seek adults to form a relationship with and rebuild trust. They need opportunities to express their fears and anger appropriately – through creative art, dramatic play, storytelling, and talking with caring adults – only then will they be ready to learn.

#### We will never discipline by:

* Striking, slapping, or any other form of punishment that causes physical discomfort
* Punishing the whole group for the misbehavior of one child
* Denying food or drink
* Humiliating the child verbally or physically
* Yelling
* Forcing a child to sit for long periods of time (The “time away” procedure will be used for short durations not to exceed the child’s age for children who age 3 and older and only repeated when the child’s behavior dictates additional separation time may be of benefit)
* Using anger or scare tactics to frighten a child into appropriate behavior

#### Leaving the Classroom/Program Space

The following procedure will be followed when a child runs from or leaves the program space without permission. Please be aware that circumstances may warrant the child’s parent(s) to be immediately called and/or the child may be immediately subject to suspension or permanent removal from the program.

STEP 1: The child will be warned verbally to return to the room. A written incident report will be given to the family when the child is picked up.

STEP 2: The parent and KidsPoint Leadership Team/designee will be called to notify them of the incident. The staff will keep child within their sight and hearing to the best of their ability. If off-site, staff may be notified that a child is missing. The KidsPoint Leadership Team/designee will develop a plan to maintain ratios while also contacting the Center Director and Managing Director of Child Care.

STEP 3: If 10 minutes pass or if the staff feels the child may be in danger, the authorities will be contacted under the direction of the Child Care Leadership Team/designee. Parents will be contacted and must come to the program location immediately.

#### Biting

Even in the best child care programs, periodic outbreaks of biting occur among infants, toddlers, and sometimes even preschoolers. This is an unavoidable consequence of grouping young children together. When it happens, it can be frustrating and very stressful for children, parents, and teachers. However unfortunate, biting is a natural occurrence among children under age 3 and is not something to blame on children, parents, or teachers. There are also no quick or easy solutions.

In keeping with the Creative Curriculum®, biting will be dealt with in a way that promotes relationships of mutual trust and respect with adults and peers, yet still allows for positive exploration.

Reasons Why Children Sometimes Bite

* Teething – pain in the mouth may cause the infant or young child to relieve the pain by putting pressure on the area of the pain, causing a bite to occur
* Experimentation – an infant or young child may take an experimental bite to touch and/or taste other people and learn more about them
* Exploration – when infants and young children are exploring cause and effect, they are learning about how to make things happen and why things occur; young children like to have an impact on their world
* Interaction – infants and young children may be trying to approach or interact with another child
* Expression – infants and young children experience the same variety of emotions as others, and biting is often a manifestation of the frustration, stress, or anger that occur, when they cannot verbally express their feelings
* Stress – often when an infant or young child is overwhelmed by too much noise, confusion, or excitement or when too much is going on around them, this intense emotion can cause children to feel powerless or helpless, resulting in a bite
* Connection – biting may occur if a child is in want or need of additional attention; biting guarantees a connection and attention
* Imitation – infants and young children are constantly learning and may repeat biting behavior when it is observed.
* Protection – if an infant or young child is feeling threatened, feeling that their possessions are being threatened, or feeling they are in danger, they may protect themselves or their property (toys in most cases) by biting
* Tension – infants and young children can sense when their environment is unpredictable or tense; as tension increases for adults in the room, the adult becomes less emotionally available to the children, potentially resulting in a bite

Ongoing Prevention and Intervention Biting Plan and Resources

Our goal at KidsPoint is to focus on preventative measures. We maintain observations so we can anticipate when a child may bite, and we intervene accordingly. However, if a biting incident occurs in a classroom, we will create and carry out an ongoing prevention and intervention plan. This plan may include some or many of the following:

* Offer cool teething toys or pain reliever – based on parent and/or MD discussions/recommendations
* Provide a variety of sensorimotor experiences to satisfy curiosity such as finger painting, preparing and eating food, or engaging in sand and water play
* Give infants and young children more opportunities to interact with one another while simultaneously guiding their behavior, encouraging positive interactions, and playing alongside them to support them during play
* Watch for signs of increasing emotions such as frustration, monitor for potential conflict, and guide the situation using strategies developed through Positive Behavioral Supports and by providing language for the situation
* Reinforce positive social behavior – provide infants and young children with additional physical contact through nurturance, holding, and positive language and increased play support
* Model loving, supportive behavior, offer language to address conflict, and offer positive alternatives to address negative behaviors
* Provide support and assurance so children recognize their safety and the safety of their personal items
* Work with teachers/other relevant adults to address their personal or classroom tensions and stress management techniques
* Talk with the teachers in the classroom
* Hold a team meeting with teachers, parents, and the KidsPoint Leadership Team
* Invite a specialist from Grant Wood Area Education Agency to observe and help explore interventions

When a Biting Incident Occurs

When a biting incident occurs, KidsPoint Programs employees will manage the incident in the following manner:

* The biter
  + Immediately assess the situation and provide an intervention listed above.
  + State clearly and calmly that biting is not all right while avoiding being overly dramatic to ensure the response does not make the act of biting more interesting or appealing and the tone of voice does not act to punish the child through shame or guilt.
  + When appropriate, the child may be invited to help care for the bitten child to learn how to help and leave the role of the aggressor while developing caring behaviors.
  + Notify the parent verbally (either in person or by phone call) and in writing through the use of an incident report.
    - To maintain confidentiality, the discussion will occur away from other parents.
    - The written incident report will be secured in the child’s cubby away from the view of other parents.
    - Additionally, we may recommend that parents notify their pediatrician to discuss options to address the biting.
  + If several incidences occur over a short period of time, the parent of the child may be contacted immediately.
* The bitten
  + Respond to the situation promptly, treating and comforting the child.
  + Assess any injuries and apply first aid, which may include washing the area with soap and water, application of an ice pack to reduce swelling and bruising, and application of a band-aid.
  + Notify the parent verbally (either in person or by phone call) and in writing through the use of the incident report.
    - To maintain confidentiality, the discussion will occur away from other parents.
    - The written incident report will be secured in the child’s cubby away from the view of other parents.
    - Additionally, we may recommend that parents notify their pediatrician to discuss options to address the biting.

Confidentiality Related to the Biting Policy

KidsPoint’s confidentiality policy applies to all biting incidents. We will not discuss the affairs of one family with another family without prior mutual consent, nor will we release family information to parties outside the center or to the general public. We ask that you trust that there are strategies being implemented to decrease incidences and provide safety and security to all the children entrusted in our care. Please feel free to discuss these concerns with the KidsPoint Leadership Team

**Extreme Physical Aggression**

The following procedure will be used for a child who exhibits physical aggression which puts themselves or others around them in danger of being injured. These behaviors may include, but are not limited to, throwing objects, tipping chairs, tables or other pieces of furniture, biting staff members, or physical contact which is intended to cause harm or threats with objects such as a scissors or other object which may inflict injury

* STEP ONE: The child will be kept away from other children. If this is not possible, the other children will be moved to an alternate space until the child no longer poses a risk.
* STEP TWO: If aggression continues and staff is unable to use verbal cues to stop the behaviors, the child will be warned and parents will be notified to pick up their child immediately.
* STEP THREE: If the staff member feels that their safety, the child’s safety, or the safety of the other children are at risk, they may contact local authorities.

Any child who behaves in a manner which poses a safety risk to themselves, other children, or staff may be asked to leave the program for the day, several days, or permanently. In addition, families will be required to pay for items damaged by children during an outbreak.

**Section 4: School Age Programs**

School Age Kids

KidsPoint operates before and after school programming for children in kindergarten through fifth grade at our KidsPoint C Street location for College Community. We strive to provide a safe and fun environment for children to engage in academic support, recreational activities, arts and crafts, and games. The School Age Kids Program also provides care on scheduled early release and all-day-out days as well as emergency school closings, delays, and early releases.

We believe that children learn through experiences with their environment, so we have set up a theme-based curriculum with activities supporting the different curricular areas (art/sensory, large/small motor, language development, music and movement, dramatic play, and math and science).

A variety of activities are offered within the framework of a predictable daily schedule. Our curriculum is designed to meet the needs, interests, and abilities of each child and is based on developmentally appropriate activities. The classroom has a posted daily schedule that tells the basic structure of the day. In addition, each classroom also has a lesson plan posted to let you know the activities that your child will be involved in each day.

Literature is an important part of our curriculum in the classroom. It is offered through both group activities and individually as books are always accessible to the children. Activities will often be based on a story that has been read to the group as exposure to literature helps develop language skills, thought processes, listening skills, and creativity.

School Age Kids Program – Early Dismissals and No School Days

**Teacher In-Service Days**

Parents must sign up for care on scheduled teacher in-service days. There will be a sign-up sheet at your child’s site approximately two weeks prior to these days. There is a deadline after which NO MORE SIGN-UPS WILL BE ACCEPTED. Children will need to bring a peanut-free sack lunch with a drink on these days.

**Scheduled Early Dismissals/Late Starts**

Children enrolled on a full-time or part-time basis will have early dismissals and late starts included in their weekly fee. All students are able to attend scheduled early dismissals or unscheduled late starts.

**School Age Kids Program** – **Winter Weather Policy**

College Community School District:

In the event of a late start, care will be provided at KidsPoint C Street until school begins. In the event of an early dismissal due to weather, care will be provided at KidsPoint C Street (children will be transported to the KidsPoint C Street location via College Community School District bus). In the event of a school cancellation due to weather, care will be provided at KidsPoint C Street. Children must bring a sack lunch to eat on these days.

In the event that the weather is too bad for even our emergency care at KidsPoint C Street will be open, the Waypoint CEO may close all KidsPoint programming and parents will be called to pick up their children.

To inquire about whether KidsPoint will close due to inclement weather:

* Call 319.365.1458 and listen to the main voice message
* Go to our web site: [www.kidspointchildcare.org](http://www.kidspointchildcare.org)

Summer Adventure Day Camp

KidsPoint offers day camp programming at select sites during the summer for children who have completed kindergarten through fifth grade. Registration begins in late winter/early spring and is open to the community. We offer a variety of fun and engaging activities to move toward curriculum goals for children including swimming, museum trips, ice and roller-skating, guest speakers, and more.

School Age Curriculum

The School Age Kids and Summer Adventure Day Camp Programs utilize a curriculum called Developmental Assets®. The Developmental Assets® are forty common sense, positive experiences and qualities that help influence choices young people make and help them become caring, responsible adults.

Because of its basis in youth development, resiliency, and prevention research and its proven effectiveness, Developmental Assets® framework has become one of the most widely used approaches for positive youth development in the United States. It allows our teachers to become “intentional” teachers in games, arts and crafts, and daily conversations with the youth we serve.

Researchers have learned a great deal in the past several decades about elements in human experience which have long-term positive consequences for young people. Factors such as family dynamics, support from community adults, school effectiveness, peer influence, values development, and social skills have all been identified as contributing to healthy development; however, these different areas of study are typically disconnected from each other. The framework of Developmental Assets® steps back to look at the whole child, pulling many pieces together into a comprehensive vision of what young people need to thrive.

The forty Developmental Assets® represent everyday wisdom about positive experiences and characteristics for young people. In addition, Search Institute research has found that these assets are powerful influences on adolescent behavior – both protecting young people from many different problem behaviors and promoting positive attitudes and behaviors. This power is evident across all cultural and socioeconomic groups of youth. There is also evidence from other research that the assets have a similar effect on younger children.

**Section 5: Health and Safety**

Safe Infant Sleep

Providing infants with a safe place to grow and learn is very important. For this reason, KidsPoint’s programs follow the safe sleep practices for infants up to one year-old by providing a safe sleep environment to reduce the risk of sudden infant death syndrome (SIDS) as recommended by the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission. SIDS is the sudden death of an infant under 1 year of age which remains unexplained after a thorough investigation.

#### Sleep Position

* Infants will only be placed flat on their backs to sleep.
* Infants with special health care needs may need a sleep position waiver signed by the infant’s primary care physician.
* Devices such as wedges or infant positioners will not be used as such devices are not proven to reduce the risk of SIDS and may actually increase the risk of SIDS.
* Infants will not be left to sleep in infant carriers, car seats, strollers, infant swings, etc.
* Infants who use pacifiers will be offered their pacifier when they are placed to sleep; the pacifier will not be put back in should it fall out once the infant is asleep.
* Pacifiers will be cleaned after each use, checked for tears, and will not be coated in any solution, sweet or otherwise.
* While infants will always be placed on their backs to sleep, when an infant can easily turn over from back to front and front to back, they can remain in whatever position they prefer to sleep.
* Infants will not be placed on the floor to sleep.
* Only one infant will be placed in a crib to sleep. Siblings, including twins and triplets, will be placed in separate cribs.
* The crib will have a firm, tight fitting mattress covered by a fitted sheet and will be free from all loose bedding, toys, and other soft objects (e.g., blankets, pillows, quilts, comforters, sheepskins, stuffed toys, etc.)

#### Sleep Environment

* To avoid overheating, the temperature of the rooms where infants sleep will be checked and will be kept at a level that is comfortable for a lightly clothed adult.
* Sleep clothing, such as sleep sacks, can be used as alternatives to blankets.
* Bibs and pacifiers will not be tied around an infant’s neck or clipped onto an infant’s clothing during sleep.
* Smoking is not allowed in Iowa child care businesses.

#### Supervision

* When infants are in their cribs, they will be within sight and hearing of staff at all times.
* A staff member will maintain constant monitoring of sleeping infants.
* When an infant wakes, the infant will be removed from the crib and placed on their tummy for supervised “tummy time.” This will help babies strengthen their muscles and develop normally.
* Infants will spend the majority of their awake time in child care in nonrestrictive environments. Infants will not be placed in swings or bouncer/infant seats for more than 15 minutes a day while they are awake.
* Infants will not be placed in car seats by our teachers while under our care for any reason.

Illness

One of the primary goals of KidsPoint Programs is to provide a safe and healthy environment for all children enrolled. Although teachers take precautions to prevent the spread of illness, children in child care settings are sometimes exposed to germs and may catch an illness that prevents them from attending care. We highly recommend that parents arrange back-up child care arrangements for their children in advance so when such an instance arises, stress for your family is minimized and the comfort and health of your child and the other children enrolled in the program are considered.

Children should be kept home or will be sent home if any of the following symptoms have occurred within the last 24 hours:

* Fever of 101 degrees or higher a lower fever may be of concern if it occurs in conjunction with one or more other symptoms
* Vomiting
* Diarrhea (three or more occurrences within a 1-hour time period)
* Thick nasal discharge
* Pronounced or persistent coughing
* Rash without fever or behavior change unless professional determines it is not a communicable disease
* Pink eye (until 24 hours after treatment has been started)
* Mouth sores with drooling
* Impetigo (until 24 hours after treatment has been started)
* Strep throat (until 24 hours after treatment has been started)
* Chicken Pox (until all sores have dried and crusted, typically 6-7 days)
* Pertussis (until 5 days or more after treatment has started)
* Mumps (until 9 days after onset)
* Hepatitis A, Measles, Rubella (once cleared by a health care professional)
* Lice and scabies (may return after first treatment)
* Hand, Foot, and Mouth (48 hours or until blisters are crusted)

If your child becomes ill while under our care, the child must be picked up *within 1 hour* of notification. If we cannot reach you or response has not occurred within 15 minutes of the initial notification, we will begin trying to reach the individual(s) you have listed on the *Pick-up and Emergency Contact Authorization* form. While waiting to be picked up, your child will wait in a “quiet area” provided in the classroom or with a member of the KidsPoint Leadership Team.

When sick children are kept at home, all of the children and their families benefit from better health. Please remember that all symptoms must have disappeared for at least 24 hours before a child can return to care. In some instances, a physician’s note of good health may be required before a child will be allowed to return.

In the event that there is a communicable disease identified, KidsPoint will post a notice of that illness, including the classroom in which it was identified and signs and symptoms to look for, at the affected location. Further information regarding each specific illness can be found in the offices of the KidsPoint Leadership Team.

Medication

#### Prescription Medication

Prescription medication will only be administered when delivered to your child’s Lead Teacher in its original container, labeled by the pharmacist with the child’s name, physician’s name, and name of medication and dosage instructions. Families must also fill out a medication consent form in order for staff to administer the medication. If a child is placed on an antibiotic, the child needs to be on the antibiotic for at least 24 hours before returning to care. Reminder: even if your child is on an antibiotic, they may not return to the program until they are fever-free for at least 24 hours without the use of a fever-reducing medication such as Tylenol.

#### Allergy Medication

If your child is diagnosed with an allergy that requires the use of an epi-pen, one must be provided to the program to be kept on-site.

#### Over-the-Counter Medication

According to DHS License Standard 109.10 (3) and the National Health and Safety Performance Standards 3.081, centers are cautioned against contributing to the overmedicating of children, especially with the use of over-the-counter medication solely based on the desire of parents. Children under age 5 are especially prone to inappropriate medication treatment for respiratory illnesses.

For commonly used over-the-counter medications such as acetaminophen, KidsPoint may secure a standing written authorization order from a parent or guardian that specifies exactly what type of medication and under what circumstances medication may be administered to their child (form provided in Appendix). However, we cannot dispense over-the-counter medications on an “as needed” or “PRN” basis without written authorization by a physician. In addition, medications will only be given according to the dosage on the package unless otherwise directed by a physician.

If a physician orders an over-the-counter medication, make sure the amount administered is consistent with the physician’s order as that may differ from the directions on the package.

All medications being requested for administration at KidsPoint will require proper documentation. If any information is omitted or unclear, the medication will not be administered. Parents are expected to complete the form, and questions are to be directed to the KidsPoint Leadership Team. The following information is required:

* Parent’s name and signature
* Child’s name
* Child’s date of birth
* Medical condition
* Signs and symptoms
* Medication name
* Dose of medication
* Route of medication
* When it’s to be given
* Possible side effects
* Any program adaptations
* When to call parents or health care provider
* When to consider the condition for reassessment
* Name, address, and phone number of doctor

Any medication remaining after the authorization to dispense has ended or the child no longer requires the medication will be returned to the parent.

#### Topical Non-Prescription Medication

Topical medications may be administered to a child only with the written permission of a parent. If staff notices an adverse reaction to the medication, we reserve the right to request a physician’s note to continue use of the medication. Medications will only be given according to the dosage on the package unless otherwise directed by a physician. This policy applies to all topical medications. Additional items which require a consent form include diaper rash cream, sunscreen, and chapstick.

Children shall be protected from the sun by using shade, sun-protective clothing, and sunscreen with UVB-ray and UVA-ray protection of SPF-15 or higher during outdoor play. Parents are expected to provide sunscreen for their children.

Accidents and Incidents

Accident and Incident Reports will be completed any time a child is injured while in our care, there is a behavior concern, or there is a change in the child’s health status. The staff member who observed the incident/accident will complete the report to be signed by a parent or guardian at the end of the day. One copy will be given to the parent and one copy will be maintained in the child’s file. Depending on the severity of the accident, illness, or incident, families may be contacted immediately.

Emergency Evacuations

In the event of an emergency that requires an evacuation, locations have been designated as “safe spots” at each site where staff and children will remain until the proper authorities give permission to re-enter the area. Such emergencies would include fire, power failure, bomb threat, and others. If we are unable to re-enter the program area, staff will contact families who will then be able to pick up their children from the designated locations.

Mandatory Child Abuse Reporting

KidsPoint Child Care staff are considered Mandatory Reporters of Child Abuse and are required by law to report any signs or suspicions related to any physical or emotional abuse of a child or any situation where they reasonably believe neglect or denial of critical care may have occurred. This would include leaving a child unattended in a vehicle, not using proper child restraints in a vehicle as required by Iowa law for the child’s age/weight, and concern that the pick-up person is under the influence of any substance that would impair their ability to transport and/or care for the child.

Teachers will consult with their supervisors and communicate any reports to the Department of Human Services or the Cedar Rapids Police Department as deemed necessary. Teachers are not required to tell a parent about a report. Trained professionals will determine whether abuse/neglect has occurred. All children get bumps, bruises and scrapes as part of growing up, so it is important to tell your child’s teacher when any unusual injuries occur.

Keypad Entry and Keypad Code Changes

KidsPoint Child Care Programs utilize a keypad entry system to ensure the safety of all children and staff. The keypad code will be changed in any of the following instances:

* A minimum of three times per year – August, January and June – to coincide with the start of the school year (end of camp season), the start of the calendar year, and the start of the summer (end of the school year)
* When protective orders have been filed - in addition to the keypad code change, a copy of the paperwork and a picture of the alleged adult will be placed in the child’s classroom, in the child’s file, and if the child is enrolled at the Waypoint main site, with the receptionist
* When a child is removed from home - in addition to the keypad code change, paperwork is shared as in the case of protective orders (see above)
* When terminations are initiated by KidsPoint for either an employee or an enrolled family
* Any other special circumstances warranting an immediate code change under the discretion of the Chief Executive Officer or designee

Visitor – Unauthorized Access

DHS Code 109.4(2)h – Develop a policy to ensure that people do not have unauthorized access to children at the center. The policy shall include, but is not limited to, the following:

* A description of the center’s criteria for allowing people to be on the property of the facility when children are present
* A description of how center staff will supervise and monitor people who are permitted on the property of the center when children are present, but who have not been cleared for involvement in child care through the formal record check process as outlined in subrule 109.6(6); the description should include definitions of “supervision” and “monitoring”
* A description of how responsibility for supervision and monitoring of people in the center will be delegated to center staff, to include provisions that address conflicts of interest
* A description of how the policy will be shared with parents, guardians, and custodians of all children who are enrolled at the center

#### Waypoint Definitions as They Relate to Visitors

Waypoint is a public building and serves many members of the community. For this reason, KidsPoint Downtown Learning Center and Preschool and School Age Program internal entrances are secured with a key pad. Visitors are required to remain under the supervision of a Waypoint/KidsPoint staff member at all times while they conduct business at Waypoint and/or KidsPoint Learning Center and Preschool. All persons other than staff entering the Waypoint building should sign in at the front desk. The Receptionist will call the employee(s) being visited. The employee must then come to the front lobby to meet their guest(s). When possible, the employee should let the receptionist know in advance when they are expecting a visitor. It is imperative that employees meet with visitors in designated locations. Such locations are the reception area, meeting rooms, the employee’s office, or staff lounge.

For off-site locations, all persons other than staff or registered parents/authorized adults to drop off or pick up children will be greeted at the entry way and not allowed to enter until the Site Director or designee greets the visitor. The Site Director or designee will meet with the visitor in a designated location such as an office, the teacher resource room, or another space designated for meetings. Additionally, these visitors will remain under the supervision of the Site Director or designee during the time the visitor is conducting their business.

The off-site childhood programs operate their business under separate companies’ building ownership and the facilities, management, or IT personnel may be on-site to conduct requested business, maintenance, or other support. Waypoint should notify the Site Director in advance of their arrival. The Site Director will then communicate their presence to the Lead Teachers, who will then monitor their class for separation between these workers and the children.

“Supervision” – designee must be able to see and hear visitor at all times to monitor for safety, answer questions, and address concerns while the visitor is present

“Monitoring” – the regular observation and/or recording of activities taking place during the length of the access

**Section 6: Families’ Rights**

Confidentiality

KidsPoint believes in protecting the confidentiality of all families who choose to use our services. We will not discuss the affairs of one family with another family or school professional without prior mutual consent, nor will we release family information to parties outside the center or to the general public. It is also against program policy for staff members to discuss the affairs of families in casual conversation within the program or in an inappropriate way at any time. We expect all families to follow the same principles of confidentiality with respect to all other families and staff members. In addition, information contained in a child’s file is privileged and confidential. The program will not release any information within a child’s file without prior written consent of the child’s parent or guardian.

**Equal Opportunity Employment/Anti Discrimination Policy**

The Affirmative Action Program of the agency is a legal and social necessity to comply with the Civil Rights Act of 1964, Executive Order 11246 and Revised under No. 4 and Sections 503 and 504 of the Rehabilitation Act of 1977. Equal employment opportunity and affirmative action will be applied in recruitment, hiring, compensation, fringe benefits, staff development and training, promotion, any other condition of employment practices, programs and activities regardless of race, color, religion, gender, national origin, age, disability, citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation, gender (except where gender is a valid qualification for the position) gender identity, veteran status, or any other characteristic protected by federal, state, or local laws. If you have questions or grievances related to compliance with this policy, please contact:

Iowa Civil Rights Commission, Grimes State Office Building

400 E. 14th Street, Des Moines, IA 50319-1004

515-281-4121, 800-457-4416

<https://icrc.iowa.gov/>

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint> and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (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).

USDA is an equal opportunity provider, employer, and lender.

Open Door Policy

KidsPoint Child Care Programs have an open door policy for all parents who have children enrolled in a child care program. This means that parents have unlimited access to their children and to the provider caring for the children. We encourage parents to drop in or visit any time the program is in operation. Classroom phones are available if parents would like to call. If parental contact is prohibited or restricted by a court order, KidsPoint must have a copy of the order on file. We ask that parents keep us informed of any changes which may occur during the time their child is in our care.

Family Volunteers

A component of our curriculum consists of keeping families involved in our day-to-day activities. We are often look for parent accompaniment on field trips or to help with special projects. This is a great time to see how our program operates, get to know your child’s friends, and have fun! Your child’s teacher will keep you informed of upcoming opportunities to help in the classroom. If you want to become a volunteer in a classroom, you will be required to complete the State and National background checks as well as a FBI fingerprinting check.

Parent-Teacher Conferences

Teachers complete observations each week on the children. As each child continues to learn and grow, the teacher will complete an assessment and will review it with you during a parent-teacher conference.

Conferences will be held once or twice per year to give you the opportunity to talk with your child’s teacher one-on-one about your child’s development and classroom experiences. If you need to schedule a meeting outside of conferences, please let us know.

Extended Absences

Families with a child currently enrolled who are under doctor’s orders to be excused from the child care program for an extended absence are eligible to hold their classroom spot at a reduced fee. The extended absence must be longer than 2 weeks and should not exceed 6 weeks in order to qualify for the reduced fee. If the extended illness is anticipated to last more than 6 weeks, the child’s name will be removed from the hold list until a new start date can be determined.

To initiate a hold spot, a parent must:

* Contact the KidsPoint Leadership Team to confirm that the child will be absent from the program
* Provide a written statement from the doctor with an anticipated start and end date of the absence
* Pay half of the weekly tuition for each week the spot is being held; the spot may be held up to 6 weeks (some exceptions may apply) and no rebate will be given
* Contact the KidsPoint Leadership Team one week prior to the first day the child will return for care

All other requests for extended absence from care at a discounted rate will not be considered and full weekly tuition will be required in order for the child to remain enrolled.

Termination of Enrollment

Failure to comply with any policy outlined within this handbook can cause a child’s enrollment to be terminated. Some examples include: not handing in required paperwork, failure to pay tuition, habitual late pick-ups, inability to manage a child’s behavior, and other reasons at the KidsPoint Leadership Team’s discretion. Any problem that arises with a child’s enrollment will be handled in the following manner:

1. Concern is raised by the classroom teacher and communicated to the child’s parents as well as the KidsPoint Leadership Team. An initial plan will be developed and shared with the Director.
2. If there continues to be challenges after the initial concern is raised, the KidsPoint Leadership Team will request that the Education Coordinator contact the parent to problem solve and see if KidsPoint can be of assistance in resolving the challenge.
3. The Education Coordinator may request a team meeting with the child’s parents, child care staff, the KidsPoint Leadership Team, and/or other concerned professionals as deemed appropriate. Our goal is to cooperatively work with parents and community professionals to develop a plan that is based on the ideas in Creative Curriculum® and Positive Behavior Supports. This plan will be implemented for a trial period of up to 3 weeks.
4. If concerns continue after the trial period, an alternative plan, alternative care, or a recommendation for dismissal may be made.
5. An appeal may be made within 10 days in writing to the Managing Director of Child Care. Response to the appeal will be made within 10 days from receipt of the written communication and will be considered final. The child will remain in care during the appeal process.

**Section 7: Tuition and Attendance Policies**

Payment

Prior to the first week of care, registration paperwork is due and payable with the registration fee. Registration fees are non-refundable. Thereafter, payments are due weekly on the Friday for the week of care. Child care fees will still be charged unless a 2 week written notice is given prior to removing the child from the program. Additional fees may occur for field trips or other activities.

Child care payments must be paid through our automatic service. They can be deducted from a checking or savings account or paid through a debit or credit card. Bank account information must be kept up to date. Continued NSF’s or declined charges may result in termination from the program.

Financial Assistance

#### Department of Human Services Financial Assistance

The Department of Human Services (DHS) provides funding for child care to families with qualified income. Families should contact the Managing Director of Child Care Services before applying for this funding to be pre-screened for eligibility. This funding reimburses KidsPoint for child care costs equal to the number of hours and days the child attended the program, plus up to four absence days.

**KidsPoint requires the family to notify the Managing Director of Child Care Services if your child needs special accommodations for extended illnesses or extenuating circumstances. If a child is absent for more than the four DHS excused absences and you do not have prior approval from the Family Support Specialist, the child will be placed on attendance probation.**

At times, there may be a waiting list for this type of funding. DHS assistance recipients need to contact the Managing Director of Child Care Services before care is provided so that all necessary documentation can be completed.

#### Sliding Fee Scale

KidsPoint also offers a sliding fee program for families that do not qualify for DHS funding and are income eligible. This program is available due to funding from United Way of East Central Iowa and other donors. See the Managing Director of Child Care Services for eligibility prior to enrollment.

Attendance

It is imperative that you notify child care staff within 1 hour of scheduled drop off if your child will not be attending care. For children in the School Age Kids Program who are not attending in the afternoon, we ask that staff be notified during the morning program time so teachers are aware of the attendance change.

Early Childhood Lead Teachers will initiate a phone call to the listed parent/guardian when any child has not arrived to their classroom by 9:15 a.m. or within one hour of typical arrival time.

School Age Lead Teachers are not responsible for this phone call (except during break weeks or summer programming) because the elementary school office is responsible for notifying the parent. However, School Age Lead Teachers are responsible for checking their school mailboxes daily; if a child is not listed as absent on this report but does not arrive for scheduled after-school programming, the Lead Teacher is responsible for initiating a call to the listed parent/guardian within 15 minutes of the after-school program start time.

Late Pick-Ups

KidsPoint Child Care Programs closes at 6:00 p.m. Families are expected to be in their child’s room and signing them out before that time. If a parent knows they will be late picking up their child, we ask that the teacher be notified via a phone call. A late fee of $5.00 per child for the first 5 minutes and $10.00 per child for every 15 minutes or portion thereof applies to each child not picked up by 6:00 p.m. The late fee will be taken out of the following week’s tuition payment unless paid in cash ahead of time. Child care may be terminated for non-payment as well as repeated late pick-ups.

Holidays and Closings

KidsPoint Child Care Programs have two annual Professional Development Days, one in August and one in February. This allows for staff training and workshops. Child care services will not be provided on these two days, and families will be notified well in advance when these have been scheduled.

KidsPoint Child Care observes the following holidays and will not provide child care on these days: Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day, Christmas Day, New Year’s Eve Day, New Year’s Day, Martin Luther King Jr. Day, Memorial Day, and Independence Day. If a holiday listed above falls on a Saturday or Sunday, the previous Friday or the following Monday may be granted as a holiday.

Severe weather conditions or emergencies may merit sudden or early closing for the safety of the children, parents, and staff. KidsPoint reserves the right to close, requiring children to be picked up during or in anticipation of severe weather. Please review the previous information in this handbook regarding inclement weather.

Families are still responsible for paying for the entire week in the event that a holiday, training day, or emergency closing occurs. Weeks in which these events occur will not be prorated. KidsPoint has the discretion to close without benefit of refund with 30 days notice.

Vacations

If your family is planning a vacation that will cause an absence for your child, you must notify the KidsPoint Leadership Team at least 1 week in advance. In order to maintain your child’s enrollment in their respective classroom, weekly tuition is expected.

**Vacation Credit:** Waypoint offers a vacation policy for children who attend a Learning Center & Preschool or Summer Camp. No vacation credits are given to children who attend Before/After School care since they have vacation options around the holidays and spring break. This policy will allow each family to receive a one-time, 50% discount on weekly child care tuition for a vacation that can be used once per 12 month calendar year. More detailed information can be found below:

* Parents must give a minimum 2-week notice to the Center Director or School Age Kids Director if they plan on using the vacation credit
* Credit must be used in a 5 consecutive day period (Monday-Friday)
* Limit 1-week per child, per 12 month calendar year.
* 50% discount will be applied to your weekly child care tuition bill during your vacation
* Children cannot attend child care/summer camp program anytime during their requested credit vacation time
* Parent/families on DHS Child Care Assistance need to get approval from the Family Support Specialist for the vacation credit due to attendance requirements set forth by Waypoint
* Credit renews each 12 month calendar year and becomes valid after 6 months of enrollment

Withdrawal

If at any time you decide to withdraw your child from any of our child care programs, KidsPoint requires a 2-week written notice provided to the KidsPoint Leadership Team. If a 2-week notice is not given, families will be charged for two weeks of care.