

Northeastern Academy and Early Learning
Center Family Handbook
3340 Utica Ridge Rd | Bettendorf, IA 52722
P: (563) 551-6299 | F: (563) 551-6297



Section 1: Welcome

- 1.1 Philosophy, Mission, Goals
- 1.2 Family Involvement, Operational Hours, Holidays, Supplies, Personal Items
- 1.3 Communication, Parent Mailbox, Fundraisers
- 1.4 Arrival and Departure, Drop Off/Pick Up Policy, Absences

Section 2: Enrollment

- 2.1 Enrollment
- 2.2 Discharge of Children
- 2.3 Fees, Financial Agreements, Field Trips/Non-Center Activities
- 2.4 Religious Instruction and Practice

Section 3: Curriculum, Schedules, and Program Recommendations

- 3.1 Curriculum
- 3.2 Program Recommendations
- 3.3 Meal Schedules and Room Schedules
- 3.4 Outdoor Play
- 3.5 Sleeping Policy

Section 4: Discipline and Biting Policies

- 4.1 Discipline Policy
- 4.2 Biting Policy

Section 5: Confidentiality of Children

- 5.1 Confidentiality
- 5.2 Court Orders
- 5.3 Use of Photography

Section 6: Access to the Building

Section 7: Special Accommodations

Section 8: Health and Safety

- 8.1 Illness
- 8.2 Medications
- 8.3 Universal Precautions and Soiled Diapers
- 8.4 Head Lice
- 8.5 Allergies
- 8.6 Health Forms and Reports
- 8.7 Child and Staff Handwashing
- 8.8 Special Health Needs

Section 9: Incidents

- 9.1 Minor Incidents
- 9.2 Serious Incidents
- 9.3 Incident Reports
- 9.4 Medical and Dental Emergencies

Section 10: Emergency Plans

Section 11: Nutrition

- 11.1 Food Program
- 11.2 Food Brought from Home

Section 12: Smoking

Section 13: Northeastern Academy Staff

- 13.1 Staff Orientation
- 13.2 Staff Training and Development

Section 14: Mandatory Reporter

Section 15: Transportation

Section 16: Inclement Weather Policy

*Changes in Policies are at the discretion of Northeastern Academy and Early Learning Center and Iowa DHS.

Section 1: Welcome

1.1 Philosophy, Mission, Goals

Welcome to Northeastern Academy and Early Learning Center! We are delighted that you have chosen our center to provide your child's educational and care needs. You and your family are encouraged and welcomed to visit the center prior to your first day. It is our goal to make your transition to our facility seamless and smooth, while giving our teachers and staff members time to be better acquainted with your family.

The Family Handbook Has been created to describe our program and facility, philosophy, policies, and many other details that will help you through this journey. Please read through the material carefully and be sure to ask questions should you have any. Communication is key to our success! After all, we are a team and strive to work with each of you to make your child's journey a happy and successful one. Please keep this handbook for future reference. Once again, welcome to our center. We are pleased to have you as a member of our little community.

Our Philosophy

We believe...

- That children deserve the opportunity to learn and grow in a safe, enriching environment.
- That learning happens through positive relationships, exploration, experiences, and a sense of belonging that enables children to become productive contributors to the world in which they live in.
- We view family as children's first and most influential teachers and value building warm, respectful relationships so that we may work collaboratively with families to

provide the best outcomes for our children.

- We value developing the strengths of our educators and working as a team to achieve the common goal of providing quality care and education for our children.

Our Mission

Our mission is to provide top quality childcare in a loving, safe environment. It is our belief that learning never stops at any age, so we continually challenge not only the children at Northeastern Academy but our staff as well to be the best they can be.

Our Goals

- To strengthen each child's own identity, while instilling respect for others.
- To provide all children with developmentally appropriate activities that emphasizes on all areas of children's development.
- To support families by maintaining open communication and encourage parental involvement in our program and activities.

1.2 Family Involvement, Operational Hours, Holidays, Supplies, Personal Items

Family Involvement

Northeastern Academy and Early Learning Center embraces and supports family involvement and engagement. Families are encouraged to be a part of their child's journey through these tender years. It is the belief of the center that everyone has something to contribute to our community of learners. You will find a variety of ways to be involved your little learner's education here at Northeastern Academy.

Hours of Operation

Northeastern Academy and Early Learning Center serves ages six weeks through five years old (Pre-K). We are open from 5:30

AM through 6:00 PM, Monday through Friday.

Holidays

Northeastern Academy and Early Learning Center will be closed for the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas Eve
- Christmas Day
- Closing at 4:00 PM on New Year's Eve

Please note, if any of these days fall on a weekend day, the Holiday will be recognized on the preceding Friday or the following Monday. Regular tuition is expected as these are paid holidays for our teachers. In addition, Northeastern Academy will close for an additional two days per year for career enrichment for staff members. These trainings help our center ensure that your child will continue to receive the best care and education possible. These dates shall be available to families within 90 days of their occurrence.

Supply List

Northeastern Academy and Early Learning Center provides supplies needed within the classroom. There may be times that teachers will ask for supplies that are used frequently such as glue sticks, crayons, markers, etc. If certain items are needed within the classroom, it will be posted outside the classroom next to the lesson plan calendar.

You will be required to provide extra clothes for your children. We ask that you put them in a Ziploc style bag clearly labeled with your child's name. Please keep in mind that children in diapers/pull ups and those who are potty training will

need several pairs of clothes as backups. If your child does not have clothes to be changed into, they may be placed into clothes provided by Northeastern Academy. These clothes will need to be laundered and returned the next day. If a family neglects to bring in clothing for their child and clothes provided by Northeastern Academy are not returned, you may be called to bring clothes in for your child.

If your child is in diapers and/or drinks a specific form of formula not provided by the center, you are responsible for bringing in those supplies (diapers/pull ups, wipes, creams, powders, and/or formula). Should you forget to bring items in, your account will be charged for those items. Please see Section 2.3 for any fees associated with these items.

Personal Items

Northeastern Academy and Early Learning Center shall not be responsible for any lost, misplaced, or broken items from home. Items from home are prohibited with the exception of the following: Sleep Sack for infants, non-infant blanket (must be of reasonable size and be able to be stowed in cubby), stuffed animal or "softy" used for comfort at rest time, personal items such as bottles, pacifiers, personal toileting or diapering items such as wipes, diapers, powders, creams, etc., or personal changes of clothing or items from home for special occasions, such as a show and tell event. During such events, items brought from home must receive prior permission from staff. No items such as valuables, money, electronics, food items, sweets, soda pop, items depicting violence/drugs/alcohol/profanity of any sort may be brought into the facility.

All items that are brought from home should be labeled with the child's name. If your child is of diapering/potty training

age, please be certain to maintain adequate supplies within your child's cubby. If you fail to provide adequate supplies, the facility will provide them for you and bill accordingly. Price sheets for individual items are available upon request.

** Please note, each time supplies are brought in, please fill out a form. Forms are found within the lobby.**

Communication

Proper and ongoing communication between families and teachers/staff members is extremely important. We can best serve your child if we engage in good communication on a regular basis. Teachers will regularly send home information about what is happening in the classroom. We will also use our Procure system to relay messages, so be sure to have that app!

Remember, you are always welcome to schedule a meeting with your child's teacher. Concerns about the program or your child's care can be expressed to the center Director. Each child will be assigned a cubby or box. Please check that each day for information. In addition, each classroom will have posted a daily schedule, menus and other important information on the parent board located outside each room. Remember to communicate any changes in your child's schedule. We must be informed in writing regarding any changes in the person picking up your child.

Please stop by the office to update your child's records anytime:

- Your phone number changes
- Your address changes
- Changes in parent/guardian employment
- Health/immunization updates

- Changes in email address
- Any other pertinent information regarding your child

Northeastern Academy and Early Learning Center can be reached by the direct phone number (563) 551-6299. In addition to calling, families can message teachers through our Procure system. We request that absences or concerns be called in. The center can also be reached by email at info@neaelc.com

Parent Mailbox

Please be sure to check the parent mailbox once each day. The parent mailboxes are located in the lobby. This is the primary means in which you will receive important information regarding financial information, records that may need updated, etc. It is your responsibility to know where this is located and how to utilize this information.

Fundraisers

Three times per year, Northeastern Academy and Early Learning Center participates in fundraisers. These may take the form of a carnival/family night, raffles or selling products. As we are a privately funded organization, we kindly ask that all families participate in some respect. This allows us to purchase and/or update materials within the center and classrooms so that we may best serve each of you.

1.4 Arrival/Departure, Drop Off/Pick Up Policy, Absences.

Arrival/Departure

All parents shall enter through the main entrance and sign in with the Procure System. Parents shall bring their child/children to the classrooms and make contact with staff members. A brief health check shall be performed. All injuries, marks, scratches, illnesses, bruising etc. shall be noted at this time. This shall be signed by both staff and parent and dated.

If fever is suspected, it shall be determined by thermometer while parent is present.

Children with contagious illness shall not be permitted and illness shall be documented and reported to the Director. Upon pickup of the child, parents shall seek out a staff member for checkout routine. Routine shall consist of: A brief summary of the child's day and any documentation of the day made available for the parent's review. The parent must sign out with the current time, and document either, "No injury or illness noted" or "Injury or Illness noted" along with a description of.

Please note if a child has not been picked up on time the Director shall be notified. If all attempts at contacting an emergency contact fails, the proper authorities and/or social services shall be notified within 30 minutes. If you feel you will be running late, please ask your emergency contact to pick up for you.

Please notify us right away if you are running behind and communicate how long you will be. A late payment of \$5 per minute shall be assessed for each minute you are tardy and shall be payable prior to the next attendance day.

Parents/Guardians will have unrestricted access to their child at any point in time. Access is restricted to those who are not families or employees of Northeastern Academy and Early Learning Center. Any workers or anyone who needs to be on the premises will be supervised by a member of our office staff at all times ensuring the safety of the children and staff at all times.

Drop Off/Pick Up

Please note, Northeastern Academy and Early Learning Center will not, under any

circumstances, release a child to a person who is not on your pickup list. A telephone call will not be accepted to add someone to your pickup list. Please be certain that all persons authorized to pick up your child is on the contact list. If the person on your contact list is someone staff members are not familiar with, they will be asked to present a photo ID. If they cannot present a PHOTO ID, the child will not be permitted to leave with that person. It would be best practice to ask all persons picking up to have a current and valid state issued Photo ID on them at the time of pickup to prevent any upsets. Also, please be aware that all persons authorized to pick up must be in our Procure system via fingerprint.

Northeastern Academy and Early Learning Center takes great pride in providing the utmost safety procedures. Northeastern Academy and Early Learning Center asks that drop offs do not occur during nap time (12:00 PM-2:00 PM) as this may be disruptive to the classroom as well as possibly difficult for your child.

Families are expected to assume full responsibility of their child during pickup and drop-off times. For your child's safety, please do not let them enter areas not intended for children. Please do not let them touch the exit door handles or open the doors and/or play yard gates. Please exercise safety while walking through the parking lot area.

Absences

If your child will be absent, please call the center by 9:00 AM. This allows for teachers and staff to better plan their day. We may reach out after 9:00 AM to check on your child if a call is not made to the center informing us of their absence.

Section 2: Enrollment

2.1 Enrollment

The following documents must be completed and filed prior to your child's first day and updated annually:

- Child Enrollment Form
- Procare paperwork
- Physical Form (current)
- Immunization Form
- Consent Form
- Medical Release Form
- Contract
- Food Program Paperwork
- Any food allergy or special meal accommodations form(s).
- Special and/or additional instructions form.
- Paperwork filled out before first day and annually
- Enrollment Orientation

*Please note, forms can be found within the entryway of the center or in the office.

Full Time Enrollment

Full time enrollment is defined as those students that attend more than five hours per day, but less than ten hours per day. Please note, if your child must attend more than 10 hours in a day, your account will be charged an additional ½ day charge. Anything over a ten-hour day, is considered 1.5 days of care. We are not able to accept part time enrollment.

2.2 Discharge of Children

A two-week written notice is required before withdrawing a child from our center. Your account must be paid in full before withdrawing- including the tuition for the final two weeks. If a two-week notice is not given, your payment arrangement on file will be charged for the two weeks after. Northeastern Academy and Early Learning Center reserves the right to terminate a child's enrollment without warning.

Northeastern Academy and Early Learning Center reserves the right to cancel an enrollment of a child at their discretion, or for the following reasons:

- Non-payment or excessive late payment of tuition
- Not observing the rules of the center as outlined in the handbook/contract.
- If it is determined that a child has needs outside of which the center can accommodate.
- Physical and/or verbal abuse of staff or children by parents/families or child.
- Expired physicals and/or physicals without up-to-date immunizations. These need to be updated annually. (Religious and medical exemptions are valid until the date of the notary stamp.)
- Any child who, after attempts have been made to meet the child's individual needs, demonstrates inability to benefit from the type of care offered by Northeastern Academy and Early Learning Center, or whose presence is detrimental to the group, shall be discharged from the facility.
- In all instances, when Northeastern Academy and Early Learning Center decides that it is in the best interest of the child to terminate enrollment, the needs of the parent shall be considered by planning with the parents to meet the child's needs when he or she leaves the facility, including referrals to other agencies or facilities.

2.3 Fees, Financial Agreements, Field Trips, Non-Center Activities

Fees and Financial Agreement

Weekly rates are as followed and charged according to age:

- Age 6 weeks to 23 months \$300
- Age 24 months to 36 months \$280
- Age 37 months to 48 months \$260
- 4yrs and up \$220

*An annual registration fee is due at the time of enrollment for each child and every year thereafter. This registration fee secures your slot and is non-refundable.

*Please note, if your child is withdrawn and later re-enrolled, another \$100 enrollment fee will be expected.

Tuition fees shall be made prior to the child's attendance week and can be made weekly, bi-weekly, monthly, quarterly, or annually. The easiest and most preferred method of payment is through automatic check withdrawal. If payments are made in this form, and in monthly increments or larger, the center will excuse the processing fee. Automatic check withdrawal forms are filled out during enrollment and found in the front office. All accounts require an automatic check withdrawal form to be on file. Payments can also be made via check, cash, cashier's check, money order, or via credit/debit card with our Procure system. Please note that a 4% processing fee will be assessed if you pay by a credit card.

Late payments will result in a \$20 fee per day, including holidays and weekends, payable prior to your child's next attendance day.

A \$40 fee will be applied to any bounced checks. Once an insufficient has been made, Northeastern Academy and Early Learning Center will no longer accept checks from that party. The bounced check fee will be applied immediately and must be paid prior to the child attending their next scheduled day.

You are paying for a position as well as a service, should a payment not be made,

the payment arrangement on file will be charged accordingly.

Please note that payment is due regardless of your child's attendance. No refunds will be given for late arrivals or early departures.

All childcare and preschool services are contracted. Northeastern Academy and Early Learning Center does not trade a scheduled day for another day.

We ask that you set a realistic schedule for your child's attendance allowing for commuting delays, last minute work assignments, etc. We expect your child be dropped off no earlier than, and no later than, the times confirmed with your enrollment. Parents may request an added day or extended hours to a day. Upon availability, we will try to accommodate your request.

Please observe our closing times and plan accordingly. A late fee of \$5 per minute will be assessed and must be paid prior to the child's next attendance day, for each minute you are late.

If a parent does not bring in needed supplies for their child, the account will be charged the following fees per item:

- \$2 per diaper or pull-up
- \$5 for wipes
- Formula will be charged the purchased price plus a \$3 fee.

Occasional field trips will be offered for ages 3 through 5. These fees vary depending on the field trip. Families will be given 60-day notice as to what the fees will be so they can plan accordingly.

Field Trips/Non-Center Activities

Northeastern Academy and Early Learning Center periodically engages in offsite field trips and/or excursions, such as trips to the Zoo or Children's Museum, for children ages 3-5. In such situations a parent

consent form must be signed and dated prior to the trip. If the consent form is not signed, the child will be prohibited from attending the trip. The consent form will contain all pertinent information including, but not limited to: where the class is going, when they will be leaving, when they will be returning, what activities the children will engage in while there, what money will be needed, what to send, how your child should be dressed, and any other vital information such as how they will be transported to and from the trip/excursion. At such times, Northeastern Academy and Early Learning Center will obtain transportation through Johannes Bus Service or Tots to Teens Transportation Service. Both companies are licensed and insured in accordance with all laws and policies set into place by both state and city levels of authority. Additionally, correct ratios will be always observed. Staff members will have on their person a complete and correct roster of children in attendance, along with all important and/or vital information for the child including parents' names, emergency contact phone numbers and any medical needs the child has. Staff members will also always carry a fully stocked and complete first aid kit and all safety measures will be addressed and strictly adhered to. Should a parent/guardian not wish to send their child on the field trip, they will need to find alternative care for that day due to staff members attending the field trip with other students.

2.4 Religious Instruction and Practice

Northeastern Academy and Early Learning Center takes a diverse and neutral stance regarding religious practice. No person shall be turned away based on religion or personal beliefs. It is the philosophy of Northeastern Academy and Early Learning Center that religious practices and customs are individual and personal to everyone, and respect of diversity shall be

practiced. Northeastern Academy and Early Center does celebrate and recognize the Christmas Holiday, individual birthdays, Easter, Thanksgiving, Halloween and other various holidays. If any of these Holidays contradicts your personal beliefs, please discuss this with the Director and classroom staff members so that we may respect your personal beliefs.

Furthermore, the center embraces and respects the diversity of the community and encourages diverse experiences within the classroom. The company further expands its policies on diversity to encompass those of disability. It is the belief of Northeastern Academy and Early Learning Center that all people born of this world have acceptance and opportunity. Therefore, the center will make every effort to include those individuals of disability and they shall be welcomed into our environment and granted equitable opportunity when possible.

Section 3: Curriculum, Program Recommendations, and Schedules

3.1 Curriculum

Our curriculum at Northeastern Academy and Early Learning Center meets Iowa Early Childhood Standards. Children will be treated as individuals with the understanding that everyone learns at their own rate.

We also use Ages and Stages Questionnaires to make sure children are meeting specific milestones in their development. Curriculum will include both play and academic based learning as well as art projects and music added in for optimal learning and fun. Teachers are required to show their lesson plans to the Director for approval prior to being implemented. Lesson plan calendars will be provided outside of each classroom so

parents/guardians can see what their child will be learning each day. Should you have any questions concerning our curriculum, please speak with the Director.

Children enrolled in the program shall be involved in developmentally appropriate activities and have access to materials of such. Activities within the program shall encompass those that support learning and development of children in a variety of ways including problem solving, exploring, large and small motor activities, activities to support STEM, music and movement, fitness, Earth conservation, self-help skills, conflict resolution, literary awareness, school readiness, language support and development, and life skill enrichment.

The program shall focus on the whole child and support and respect children as the individuals they are.

3.2 Program Recommendations

Please be aware that learning can be messy. While we strive to keep children's clothing as clean as possible, there may be times where clothing gets messy. We suggest children wear clothes they feel comfortable in and can move freely in. We will provide art smocks for messy projects to limit any clothing being stained. Northeastern Academy and Early Learning Center is not responsible for any damaged clothing. For safety purposes, we recommend children wear closed-toed shoes, if possible, especially when on the playground. Crocs and sandals can sometimes hinder running and can cause falls.

3.3 Meal Schedules and Room Schedules

Meals will take place at the following times:

- Breakfast 6:30 AM-7:00 AM
- AM Snack 9:00 AM-9:30 AM
- Lunch 11:30 AM-12:00 PM

- PM Snack 2:30 PM-3:00 PM

Each individual classroom has their own set schedule depending on their scheduled outside and learning times. The schedule set below is for our early morning as well as our mealtimes. Please check outside your child's classroom for their daily schedule for the day as well as menus for snacks and meals.

- 5:30 AM-6:30 AM: Quiet Time (cots for those who want to sleep and quiet activities for those who are ready to be up)
- 6:30AM-7:00 AM: Breakfast/Free Play
- 9:00 AM-9:30 AM: Morning Snack
- 11:30 AM-12:00 PM: Lunch
- 12:00 PM-2:00 PM: Nap/Rest Period
- 2:30 PM-3:00 PM: Afternoon Snack

3.4 Outdoor Play

Weather permitting, children will be sent outside to play. Posted outside of each classroom and in our lobby is the Child Care Weather Watch poster. We will follow this poster to decide if the weather is safe enough to go outside. Please make sure your child is dressed appropriately for the weather and has the appropriate outdoor gear for the conditions. We do not have the ability to keep children inside unless otherwise stated by a doctor's note. Outside time is an essential part of a child's development and will never be used as punishment.

3.5 Sleep Policy

Infants shall sleep alone in a crib on their back with only a fitted sheet on their mattress, sleep sacks are permitted in lieu of a blanket. Pacifiers are allowed without any attachments such as clips or animals. No other items will be allowed in the cribs. Children who are 15 months through 5 years will be provided an assigned cot.

Each cot will be provided with a cot sheet and blanket for napping purposes. Cot sheets, blankets, and cots will be washed at least once a week (more washing will occur if illness is spreading in the classroom). Any items needed for nap time must have prior authorization (please see Section 1.5 regarding personal items) and will be kept in the child's cubby until nap time occurs and placed back into the cubby following nap time. Cots will be placed three feet apart based on DHS Licensing Standards and Procedures.

Section 4: Discipline and Biting Policies

4.1 Discipline Policy

No child will be hit, spanked, belittled, or otherwise intimidated. No corporal punishment will be used. Children shall be treated with courtesy, respect, and patience. Guidance will be in accordance with age and the developmental level of each individual child. Challenging behaviors will be seen for what they are: teachable moments. Staff members will begin with redirection and guidance to teach the child how to handle the situation in a more positive manner. As a last resort, a teacher will use a time in to sit with a child for a period of time (one minute per age of the child) and then discuss how the situation could be handled. Alternative methods and coping skills will modeled and taught. Children will be given the words needed to help them define what transpired and how they felt during the incident. Staff members will guide and coach your child to proper social behaviors. It is the philosophy of Northeastern Academy and Early Learning Center that staff and families and children work together as a team to teaching and learning life's lessons. All incidents will be discussed with families with hopes that positive behaviors will be reinforced at home. If a child exhibits a persistent behavior problem that staff

members cannot successfully change a conference will be arranged for families to discuss alternative solutions. No child will be punished for toilet accidents.

4.2 Biting Policy

Biting within the early years can be a typical behavior. Children bite for various reasons. However, it is our responsibility to keep all children safe. Should your child be bitten, or bite another child, staff will take all necessary steps to work with them and families will be notified. We use a variety of techniques to guide the biting child to use better behaviors such as:

- Redirection of the child
- Modifying the environment
- Assessing the child to determine unmet needs
- Conferencing with the family to develop supports and strategies
- Removing the child to a different room if possible

Oftentimes these techniques are effective, and the behavior passes quickly enough. The child who is bit will have the area washed thoroughly and iced. Notification will be given over Procure along with an accident report for the child who was bitten. The child who is the biter will have an incident report written and will be presented to the parents and kept on file. Copies of both incident and accident reports will be given if requested. Confidentiality will be followed, and the name of the biter will not be shared with anyone other than the Director. All bites will be washed with soap and water and ice will be applied. Should a bite break the skin, soap/water and ice will be used and a band aid will be applied to keep the area clean.

What if the child persists in biting?

As a childcare facility, our priority is to keep children safe. If all attempts have been made to eliminate the biting

behavior, and still it persists, Northeastern Academy and Early Learning Center shall conference with the family to consider other options outside of the program. We do not take expulsion lightly, yet we have a duty and responsibility to keep all children safe. Therefore, after the steps have been taken, with no success, the child shall be expelled from care.

Section 5: Confidentiality of Children

5.1 Confidentiality

At no time will Northeastern Academy and Early Learning Center share private information such as medical information, progress reports, accident/incident reports and/or any documentation with individuals that are not authorized to view such documents. These documents will remain in a private file where only authorized individuals can have contact. It is our policy to help protect our families and help keep this information safe. We have also installed cameras in all classrooms to ensure the utmost safety for the children and staff here at Northeastern Academy. Parent access to recordings will be denied as it does not allow for confidentiality. Cameras and any recordings will only be shown to approved agencies when required by DHS. Staff are trained to always maintain confidentiality. This not only pertains to documentation, but by anything shared verbally. We also ask that families maintain confidentiality for other families and our staff as well. Sharing of information without permission by any staff member and/or family could result in immediate termination and/or withdraw from care. Any information released, either visual, verbal, or written, requires written consent from the parent/guardian in the child's file or a court order allowing the release of the information.

5.2 Court Orders

If there is a court order keeping one parent or the guardian away from the child, the facility must have a written note from the custodial parent or guardian AND correct court documentation thereby showing correct wording, language, and documentation from a legal standpoint for our files. Otherwise, we cannot legally prevent the non-custodial parent from picking up the child.

5.3 Use of Photography

Northeastern Academy and Early Learning Center will occasionally take pictures of your child(ren) to be used for art projects and also used on Procare to show you what your child is doing each day. Your child may occasionally be photographed for our social media pages. You have the option to opt out of this in our contract should you not wish for your child not to be photographed.

Section 6: Access to Building

The safety of the children and staff here at Northeastern Academy and Early Learning Center is one of our top priorities. All parent/guardians will always have immediate access to their children. Anyone added to a child's pick-up list will be given access via authorization by the parent/guardian (please refer to our pickup policy). Everyone entering the building will have access to our vestibule. Once in the vestibule, everyone will be required to scan their finger to gain access to the entryway. Once in the entryway, a member of our office staff will buzz you in to allow access to the rest of the building. Parents/Guardians are encouraged to speak to their child's teachers daily and will never be denied the right to speak to their child's teachers.

There will be times where maintenance will need to be done on the building. We will try our best to schedule this outside of business hours, but there may be times

where work will need to be done while children are present. In this instance, parents/guardians will be notified via Procure. Workers entering the building will be given a visitor's pass and will be monitored by a member of our office staff. This also applies to any visitor coming to do a tour, an observation, or volunteer.

Section 7: Special Accommodations

Here at Northeastern Academy and Early Learning Center, we pride ourselves in making sure, all of our students have any and all accommodations needed for their safety and well-being. Reasonable accommodations based on the needs of the child shall be made in providing care to a child with a disability. Accommodation can be specific treatment prescribed by a professional or a parent, or modification of equipment, or removal of physical barriers. All accommodations shall be noted in the child's file and shared with the child's teacher.

Section 8: Health and Safety

8.1 Illnesses

Each day upon arrival, your child will receive a brief examination to determine they are well enough to attend care. They will not be admitted to care if they have any of the following symptoms:

- Fever over 100 degrees for children over 2 months with a behavior change
- Unexplained rash
- Eye drainage or Crusting
- Diarrhea
- Vomiting
- Communicable Diseases

If your child has any of these or has had any of these in the last 24 hours, they may not be permitted to care. If a child has diarrhea three or more times in a 24-hour period, they will be excluded from care for 24 hours after symptoms have ceased.

A list of communicable diseases commonly seen in childcare settings can be found in our entryway. Should you have any questions, please refer to the Iowa Department of Public Health at www.idph.iowa.gov

If your child develops any of these symptoms while at care, he/she will be isolated, and the parent called for immediate pickup. The child may not return to care until the symptoms have been gone for a minimum of 24 hours without the benefit of a fever reducer such as Tylenol/Ibuprofen.

Children who are ill will be isolated from all other children under supervision in the office until they are picked up by a parent/guardian or someone on the approved pickup list.

We urge everyone to keep children who are sick home. Not only can sick children infect other children, but they can also infect our staff. Keeping sick children home not only protects other children from becoming sick but helps to prevent our staff from calling off due to illness.

If a child has a communicable disease, notices will be posted in the lobby as well as by the door of the room in which the child is enrolled. Information may also be sent home, so parents/guardians know what signs to look for.

8.2 Medications

All over the counter medications must have a signed slip stating that the medication can be given to the child with authorization from a parent/guardian. Tylenol and Ibuprofen must have doctor's note to be given to a child along with the correct dosage based on their child's weight. Sunscreen may only be used if a sunscreen application form is filled out by

a parent/guardian. Any medications prescribed by a doctor must be clearly labeled in the original container with the child's name and the prescribing doctor along with guidance on administering the medication to the child. A form must also be filled out by the parent and given to the child's teacher along with the medication. A medication log will be filled out by the staff member administering the medication and signed by the parent at pickup. Medication must be appropriate to age as defined within the dosage and age instructions outlined by the manufacturer of the medication. Northeastern Academy and Early Learning Center will not give the first dose of medication due to possible reactions. Expiration dates must be clearly visible and must not be expired. Phone call requests to medicate a child will not suffice. A written letter with the current date must be given to the front office staff by a parent or legal guardian. Should a child finish a medication at the center, the empty bottle will be sent home with the parent/guardian to dispose of.

Should a parent bring in any over-the-counter medications (including, but not limited to Tylenol, Ibuprofen, diaper cream, sunscreen, insect repellent, etc.) must be clearly labeled in the original container with the child's name written on the container and clearly shows an expiration date. They will also be asked to sign a form giving staff permission to give/apply said medication. If any cream or ointment is being prescribed by a doctor, the above-mentioned terms will apply.

Emergency medications (inhalers, EpiPens, etc.) will not be locked up. Each classroom will have an open container out of reach of all children where emergency medication can be accessed by all staff.

Prescription medication that needs to be dispensed twice daily or less shall be

distributed outside of daycare hours. Medication that needs to be distributed three times or more, can be distributed here once per day.

Medication will only be distributed by the front office staff. Everyone in the front office have completed the Medication Administration Training and Skills test. All medications shall be kept in a locked box within the office. A log of all administered medication will be kept on file. This shall include, the name of the child, the name of the medication, the dosage of the medication, the name/signature of the person who dispensed the medication and signature of the parent/guardian.

Any and all over the counter creams and lotions may only be applied with a doctor's note.

8.3 Universal Precautions and Soiled Diapers

All staff have been trained using Universal Precautions. All blood and bodily fluids will be cleaned and disposed of properly following the guidelines set in place by Iowa Licensing Standards and Procedures.

All diapers will be disposed of in a separate container than normal waste. Gloves will be worn when helping any child who is sick or injured to protect the safety of the child and the staff member seeing to the child.

8.4 Head Lice Policy

In the event your child is found to have head lice or nits, the parent/guardian will be notified immediately. Children may return the next day after the first treatment is given. Please make sure to notify the center if your child is found to have nits or head lice so notifications can be given to the other families in the room.

8.5 Allergies

Please tell the office staff if your child has allergies or need special accommodations. A form must be filled out. It is imperative that you convey all allergies to staff. Milk and eggs are regularly served here at the center. If your child cannot have these products, please inform the Director or family specialist upon enrollment. Additionally, a form must be filled out by your child's physician, as we participate in the CACFP Food Program. Allergies will be shared with all staff and noted both outside and inside the classroom. Please refer to Section 8.2 regarding medications for allergies should a medication be required for a food allergy or other such allergies.

8.6 Health Forms and Reports

Children are required to have a physical and immunization record filled out by their doctor prior to their first day at Northeastern Academy and Early Learning Center (religious exemptions may apply). A physical must be turned in within 30 days of a child's enrollment and must be updated annually. Immunization forms need to be updated as new immunizations are given. Both the physical and immunization forms can be found in the lobby as needed. Medical exemptions may also apply, but a certificate of immunization exemption will need to be filled out by the child's doctor. Please reference all forms to determine who can sign each form so the form is considered valid.

8.7 Child and Staff Hand Washing

Children and staff will be washing their hands many times through the day to ensure personal hygiene and to prevent the transmission of illnesses and diseases. Children will be asked to wash their hands before and after eating, after using the restroom or being diapered, after blowing their nose, after playing in water or sand, when coming in from outside, and when

coming into the classroom (exception will be made from 5:30 AM-6:30 AM when children are being placed onto a cot to continue sleep). Staff are required to wash their hands when entering a classroom, before and after eating, after diapering, after using the restroom, after blowing their nose, when coming in from outside, and before and after administering first aid to a child.

8.8 Special Health Needs

Should a child have specific health needs, Northeastern Academy and Early Learning Center will sit down with the parents/guardian of the child to develop a specific plan for that child. This plan will include any and all medications needing to be given during childcare hours, what would happen in the event of an emergency, and come up with a detailed plan for steps needed for their care. Special health care needs can include, but are not limited to: Asthma, Seizures, Diabetes, etc. The special needs plan will be shared with employees to make sure everyone is able to care for the child with needs. Additional training will be provided to employees as needed depending on the health care plan set up by the family and the center.

Section 9: Incidents

9.1 Minor Incidents

Minor incidents taking place while under the care of Northeastern Academy and Early Learning Center will be communicated via Procure as well as by means of an incident report. Any injury above the shoulders will result in a phone call made to the parent/guardian by the office staff. This is including, but not limited to: minor cuts, scrapes, bumps, bites, etc. An incident report will be filled out by the staff member who witnessed the incident. This report will be signed by the staff member and presented to the

parent/guardian at pickup. The parent/guardian will then sign the report and may ask for a copy if they wish. Reports will be kept in the child's file.

9.2 Serious Incidents

Major incidents taking place while under the care of Northeastern Academy and Early Learning Center will result in a phone call to the parent/guardian, notification of the Director, and notification of DHS within 24 hours. An incident report will be filled out by the staff member who witnessed the incident. This report will be signed by the staff member and presented to the parent/guardian. Parents/Guardians will be given a copy of this report and a copy will be kept in the child's file.

9.3 Incident Reports

Any and all incidents will have a report written by the staff member who witnessed the incident. Parents/Guardians will be asked to sign the report. A copy of the report may be given if requested. The report will then be signed by the Director and placed in the child's file. These reports include accidents that happen to a child or incidents that occur while at the center.

9.4 Medical and Dental Emergencies

Should a student need urgent emergency care, they will be transported via ambulance to Unity Point/Trinity (4500 Utica Ridge Rd, Bettendorf). A staff member will stay with the child until a parent or emergency contact person arrives. A parent/guardian will be immediately contacted and informed of the situation. DHS will also be notified of the medical emergency within 24 hours.

Should a dental emergency take place, the emergency will be handled by following the Iowa Department of Public Health Dental Emergencies protocol. This protocol is found in each classroom and within the entryway for reference.

Section 10: Emergency Plans

Emergency Preparedness Plans are located in each classroom, in the office, and in the entryway. All staff are trained annually and when changes are made to react to any emergency situation. Please refer to our emergency preparedness plan should you have any questions.

Section 11: Nutrition

11.1 Food Program

Northeastern Academy and Early Learning Center provides Breakfast, Lunch, and two snacks daily for the students. We participate in the CACFP Program so our meals and snacks follow their specific guidelines to make sure children are served delicious meals with high nutritional value. Lunch is catered by a local company and served by our kitchen staff. If a child has food allergies, medical conditions that restrict certain foods, have a religious reason to not consume certain foods, etc., we will need paperwork filled out for the child's file. All food considerations for allergies, medical conditions, and religious reasons will be posted inside the classroom so all staff are aware of these exceptions. Menus will be posted outside each classroom so parents can see what the children are eating for meals and snacks each day. Each classroom will be provided with forms for the staff to fill out which meals/snacks the children eat each day.

11.2 Food Brought from Home

Families may bring food from home if a doctor requires a specific diet. Forms will need to be filled out by both the parent and doctor for our files. Because we follow the CACFP Program, we may need to supplement food to make sure we follow the CACFP guidelines, keeping in mind any allergies.

Should a child wish to celebrate their birthday or a holiday, they may bring food from outside of the center to be served during our afternoon snack. Food needs to be store bought and sealed. No homemade treats may be brought in. We ask that you please mind any allergies in the classroom and make sure it is a snack that everyone may enjoy.

Section 12: Smoking/Vaping/Firearm Policy

No smoking or vaping is allowed on the Northeastern Academy and Early Learning Center campus. This includes the parking lot. No firearms are allowed on the campus property as well.

Section 13: Northeastern Academy Staff

13.1 Staff Orientation

All staff at Northeastern Academy and Early Learning Center have a full orientation that includes all our center policies as well as Iowa Licensing Standards. All staff show competence in working with children and have a background clearance before starting.

13.2 Staff Training and Development

Staff at Northeastern Academy and Early Learning Center have completed trainings in compliance with Iowa Licensing Standards and Procedures. All staff are required to take ten hours of ongoing training during their first year and six hours of ongoing training each year after.

Section 14: Mandatory Reporter

All staff working at Northeastern Academy and Early Learning Center are mandatory reporters. Staff are trained to see and report any signs of abuse or neglect immediately to the Hotline. Information on Mandatory Reporting can be found in each classroom, in the office, and in our

entryway should you wish to view it for reference.

Section 15: Transportation

Should transportation be required for field trips outside of the center, we will use Johannes Bus Service and/or Tots to Teens. Both services are independent contractors and are fully licensed and insured. Transportation will not be provided by any staff member. In the event of a medical emergency, an ambulance will be called to transport a child or staff member to the hospital.

Section 16: Inclement Weather Policy

Northeastern Academy and Early Learning Center understands that our decision to be open, closed, or delayed impacts our families. However, we passionately believe that safety for our families and staff must be a priority. The decision to close or delay opening does not come easy and involves a complex decision-making process by management.

*How We Make This Decision?

When making the decision to delay opening or to close, we use a variety of sources and carefully analyze many factors, which include:

- Storm timing and its trajectory and projection
- The temperature and wind chill factors
- The amount of snow/ice that has accumulated
- Information from our local law enforcement and road crews
- If the precipitation will continue throughout the day
- Weather predictions and forecasts from news channels and the weather alert service
- Building and property conditions which may include disruption of

- electricity, water and/or heating and cooling systems
- A good predictor of center closings is when our local school districts close and/or other local businesses.

However, it is always best to call us directly or check our social media page for updates. We can be reached directly at (563) 551-6299

*Who Makes This Decision?

The decision to remain open or close or to delay opening is ultimately left to the discretion of the Owners and Director. This decision is based upon the before mentioned factors.

*When Will This Decision Be Made?

We try to inform families no later than 4:30 AM or earlier so that families can be notified and make alternate arrangements for their children. Our phone system will relay a message in the event of closing or delays, along with our Facebook page. Furthermore, we will contact WQAD/KWQC so that they may add our closing to their bulletins. However, certain conditions might prevent us from doing so this early. Please rest assured we strive to make this decision as quickly as possible with safety in mind.

*Will The Center Close During the Day in The Event of Worsening Conditions?

Once we make the decision to remain open, we will not reverse this decision. However, in the event of severe worsening weather, we may need to make the decision to close early. In this situation, we will give families ample notice through the before mentioned methods of notification. It is essential that families have back up plans for their children. Please keep the

road conditions in mind when making the decision to transport your child(ren) on these days.

Changes in Policies

The fees, procedures, and policies stated within this handbook are subject to change at the discretion of the Director and/or Owners and Iowa DHS. A current copy of this document will be kept within the entryway to the center so that families may review it as they like.