

2025 Parent Handbook



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**Pulse of Life Kids Care is a SD licensed daycare center #018043136
under the State of South Dakota Department of Social Services**

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Vision

Pulse of Life Kids Care is under the mission and outreach of Pulse of Life Church. Pulse of Life Kids Care is a children's ministry focused on caring for and developing a love of learning in a Christian atmosphere that emphasizes social skills, academic preparedness, emotional and spiritual development of the child.

Philosophy

- Children's play is important to their development.
- Children are provided with the opportunity to play, share and learn with other children in a safe, loving Christian environment with an atmosphere of acceptance and warmth.
- Parents are supported in the difficult but rewarding task of child rearing through the teaching staff, the church and parent events (special speakers (in-person and/or virtual), educational readings (online and/or handouts), etc.) throughout the school year.
- Pulse of Life Kids Care responds to the needs of the community for quality care and education of children.

Notice Of Non-Discriminatory Policy

Pulse of Life Church Kids Care Center admits students of any race, color, national and ethnic origin, to enjoy all the rights and privileges, programs, and activities generally accorded or made available to students of the school. It does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, and other school related programs.

Goals

- To provide a healthy, nurturing, and safe environment
- To accept, respect, and appreciate each child and family
- To provide age-appropriate materials and equipment that supports children's learning in a fun and interesting way
- To encourage the physical development of large motor skills through outdoor and indoor play as well as fine motor development through manipulative toys, blocks, and puzzles.
- To encourage creativity by offering experiences in music, art, and literature
- To encourage interest in language through games, stories, and conversation
- To partner with parents in the care and teaching of their children

Curriculum

The daily curriculum is structured so that children learn the skills they need in a Christian environment. The curriculum is based on child development and appropriate practice and

provides for the various ages, ability levels and developmental stages of the children. Children learn from a Bible curriculum as well each week. Prayer takes place before mealtimes and at the beginning of each day. There is daily chapel time at 9 am. Pulse of Life Kids Care has adopted the [ABC Jesus Loves Me](#) pre-school curriculum. We do not teach from secular sources that bring ideas or principles into the child learning environment that contradict core Bible teachings. Outdoor activities are incorporated into the curriculum. Children are encouraged to go outside twice a day for 15 minutes when the wind chill is above 40 degrees. We use the [weather wise chart](#) to guide teachers in appropriate weather conditions for outdoor activities. Pulse of Life Kids Care provides a regular daily program for children differentiated developmentally by age or stage of growth. Activities are selected based on the age and growth of the child. Children are grouped whenever possible with children of their own age, but during times of low enrollment, they may be in a mixed age group for a short period of time such as the beginning and end of the day. Our goal is 5 children to 1 teacher.

Discipline Policy

Children are small, tough, exasperating, interesting, and loveable. To be “good” with children, we watch each face and listen to each voice. We observe what each child is like, how each is feeling, how each child plays and moves around. We get to know the weaknesses and strengths of each child and of the group. This is how good discipline begins.

The word “discipline” is derived from the word “disciple,” someone who follows the teachings of another. Discipline means learning. It does not mean punishment, tears, or humiliation. It means a chance to learn how to live in a social world. Discipline is not something adults do to children. It is something they do with children.

The goals of discipline are self-control, responsibility, and self-discipline. Children need help in controlling their behavior. Most importantly, they need to become responsible for their own behavior and develop self-control.

Parents will be notified of patterns of negative behavior through “Behavior Notice Reports”. These will provide a description of the pattern of behavior we are observing as well as the specific incident that led to notification of the parent. Parents will be asked to sign and acknowledge the report. Teachers will ask parents for their partnership in addressing the issue and redirecting the child. If behavior incidents continue to occur and/or behavior disrupts the routine of the classroom, parents will be asked to come in and meet with the Lead Teacher and the Director. A plan of action will be determined at the time of the meeting.

Teachers are most likely to achieve the goals of discipline when they respond to the cause of behaviors as well as to the behaviors themselves. We ask, “why?” silently before reacting/responding.

Teachers may utilize a variety of discipline techniques to meet the needs of different situations:

- Let children make some decisions and choices – one good way to teach responsibility is to give the child as much responsibility as possible.
- Give reasons for rules – understanding the reasons for rules make it easier to remember and follow them.

- Being consistent in our language and behavioral response to children – consistent behavior by adults facilitates development of inner control through modeling.
- Remove children from situations they can't handle – if a child is too young to understand, or there is no way to change the cause, it may be possible to change the situation.
- Redirect children's behavior – often there is a way to let children do something in a better place or safer way.
- Let children learn the consequences of their actions – experience is the best teacher.

Teachers WILL NOT humiliate or demean a child in any form, verbally or physically. Such actions will be cause for immediate dismissal. No punitive action toward children will be tolerated including yelling, slapping, hitting, and/or spanking. The return of negative behavior, such as biting back, is also not acceptable. Children do not like those moments when they are out of control. They need adults, at those times, to firmly, with gentleness, exert control. Returning negative behavior deepens frustration. Firmly holding and gently verbalizing, calms, and fosters control.

Licensing teacher to student ratios

Pulse of Life Kids Care center is a state licensed childcare facility approved to care for 22 children ages 3 months through age 5. As a state licensed facility, we will always maintain appropriate teacher to child ratios. The South Dakota licensing ratios are:

- Children ages 0-2 years old: 1 teacher to 5 children
- Children ages 3-6 years old: 1 teacher to 10 children

Safety and Emergency Plans of Action

- Children will never be left alone or unsupervised.
- There will be a minimum of 2 staff members present during the hours of operation.
- Each employee is certified in CPR and First Aid.
- Fire evacuation and severe weather plans will be posted in each area that is used by the children.
- Fire drills will be held twice yearly and at varying times. A record of drills is kept in the office.
- Tornado drills will be held during the tornado months.
- Lock-down drills will be held periodically.
- In the event of an emergency when evacuation is necessary, the children of Pulse of Life Kids Care will be taken to Houska Dental next door or if the dental clinic is closed, to the high school by way of walking.
- Parents will then be called and informed of when to pick up their children.

Safe Conditions Policies

Transportation Safety Policy

Pulse of Life Kids Care will not directly provide transportation to field trips. Alternatively, we hire Vermillion public transit bus. We will only transport a child if we have a permission slip signed by a parent or guardian on file. Only qualified adults that area approved bus drivers will transport

children. Drivers will follow all pertinent South Dakota laws and will not use cell phones at any time while in the vehicle. Children will always be in proper seats and seat belts. Children will not be left unattended. Upon returning from each trip, the bus will be inspected to ensure that no child is still on board.

Pulse of Life Church has insurance through Foursquare that covers transportation of children for ministry events.

Safe Conditions Policy

The following steps will be taken to ensure that children are safe while at Pulse of Life Kids Care center. Children will be actively supervised with the required number of qualified adults (adults who have completed a comprehensive criminal history check, drug screen and negative TB test and have completed all required training). Pulse of Life Kids Care will not care for children in areas that are being remodeled, repaired, or painted. The director is responsible for maintaining all interior and exterior surfaces, including walls, floors, ceilings, equipment, toys, grass areas, play yards, and furnishings, in a safe condition, free of sharp points or jagged edges, splinters, protruding nails or wires, loose parts, rusty parts, or materials containing poisonous substances.

The Pulse of Life Kids Care will take the following steps to maintain the facility:

- Clean the facility daily.
- Keep the facility in a sanitary condition always.
- Sanitize toys, furniture, and other equipment used by children, daily, weekly and when they become soiled or contaminated.
- Wash all soiled items prior to sanitization.
- Ensure outdoor areas are free of agricultural pesticide residues that may come in contact with children.

Child Abuse Protection

The Director and Operations Manager of Pulse of Life Kids Care center are mandated by law to receive Child Abuse Detection and Prevention training. The Director and Operations Manager are required by law to immediately notify the local child protection agency if they suspect that a child has been abused or neglected.

Parent/Guardian Communication

- Family conferences will take place for all children once per semester. Topics discussed will include interests, development, strengths, and areas of individual need.
- Parents of children in the program will have daily opportunities at morning drop off and pick up to discuss the events of his/her child's day. Written communication may also be in your child's binder, so please make sure to check it daily.
- Parents may also receive and/or send communication to the director and staff through the communication application Mybrightwheel, which is a free download to a computer and/or smartphone.
- Special conferences may be requested by the director or child's parents as needed.
- To further foster whole family relationships, parents or guardians of children enrolled at Pulse of Life Kids Care are welcome to visit at any time, by scheduling a time that works best for both the teachers and them. Pulse of Life Kids Care Center invites and

encourages parents to visit and share ideas and concerns about your child's daycare experience. Parents are welcome to have lunch with their children. We also invite and encourage your involvement by sharing your gifts and talents with the children. If you are interested in participating in the classroom, please contact your child's teacher or the Director.

Admission/Enrollment/Termination Policies

Eligibility for Enrollment

- Children that are 3 months to 5 years old are eligible to be enrolled at Pulse of Life Kids Care center provided enrollment space exists.
- We will work with the child, and parents, on a potty-training plan.
- We enroll children who are at a stage of growth and development, which enables them to benefit from the educational program.
- The parent is responsible for submitting all enrollment forms for the child's attendance.
- We cannot provide service to any child whose needs cannot be met or whose behavior endangers other children.
- Pulse of Life Kids Care is committed to supporting all children and families but realizes there are children who may be better served through the support of other local agencies. Parents will be notified if concerns arise.

Caring for Children with Special Needs

Childcare programs must comply with the Americans with Disabilities Act. We are committed to meeting the needs of all children, regardless of special health care needs or disabilities.

- Children with special needs will be accepted into our daycare under the guidelines of the Americans with Disabilities Act (ADA).
- All families will be treated with dignity and respect for their individual needs and/or differences.
- Pulse of Life Kids Care will be responsible for ensuring that confidentiality about special needs is maintained for all families in the program.
- Pulse of Life Kids Care will ensure all health forms and other important information regarding the individualized needs of the child will be completed by the health care provider and/or other providers for the child.
- Children with special needs will be educated in the least restrictive environment possible. To accomplish this, Pulse of Life Kids Care may work in coordination with other agencies and/or health care providers as needed. No contact with outside organizations will be made without written parental consent. Inclusion of staff on IEP (Individualized Education Program) and IFSP (Individualized Family Service Plan) meetings is desired to ensure the childcare program provides the most supportive and least restrictive environment.
- It is important that parents keep Pulse of Life Kids Care apprised of any changes or needs that their child may have regarding their special need.

Enrollment Forms

Forms to be completed and submitted to the Director prior to admission include:

1. Registration and Tuition Agreement
2. First Aid Permission / Emergency Info

3. Social Media and Photo Release
4. Child Information Form/Registration Form
5. Medication Consent (if needed)
6. Proof of immunizations
7. Handbook Acknowledgement Signature Form

Waiting List

In cases when enrollment space is unavailable, children will be placed on a waiting list. Enrollment will then take place as space becomes available. Priority will be given to families with currently enrolled children.

Registration Fee

Upon registration, the family must pay the \$100 registration fee. This fee is non-refundable should the family decide to not attend.

Termination of Care

As a registered private, faith-based non-profit organization operating under the legal and religious protections afforded to religious institutions in the state of South Dakota, Pulse of Life Church childcare ministry, Pulse of Life Kids Care Center, reserves the legal right to discontinue services at our discretion in accordance with our policies and procedures.

In accordance with our published Parent Handbook, agreed to upon enrollment, Pulse of Life Kids Care Center reserves the right to terminate childcare services for any of the following reasons—whether committed by one or both parents/guardians, regardless of marital status, including but not limited to:

- Failure to pay invoices as they are due
- Failure to complete forms, as required
- Lack of parental cooperation
- Physical or verbal abuse of any person or property by a child and/or parent that is not corrected by an improvement plan set by the director and the parents
- Lack of compliance with handbook regulations
- False information given by parent either verbally or in writing
- Disciplinary reasons as outlined previously
- Verbal abuse of a teacher, director, or other staff member by a parent
- Not following established childcare policies and procedures

Pulse of Life Kids Care also understands that life circumstances may arise that would require families to remove a child from our care. In that instance, we request the following:

- 2-week advance written notice stating when care will be ending
- Payment for the last week(s) of care
- If the child is pulled without a 2-week notice, payment is to be made immediately for the final week(s)

Operational Policies

Advisory Board

- Pulse of Life Kids Care has an Advisory Board made up of members of the Pulse of Life Church Council and external experts.
- The Board meets monthly to review the Director's report, the financial report, enrollment information, and other information as presented by the Director.
- The Advisory Board assists the Director in areas of policy, budget preparation and management, staffing decisions, and other facility operations.

Hours of Operation

Pulse of Life Kids Care is open from 7:15 a.m. to 5:45 p.m. on Monday – Friday. Doors open at 7:15 a.m. and close at 5:45 p.m. Cleaning, sanitation, mowing, and stocking occurs from 6:00 p.m. to 7:00 p.m. daily, therefore we are unable to accommodate childcare after 6:00 p.m. If you need evening or Saturday childcare, please contact the Director. All programs and hours are approved by the State of SD Department of Social Services licensing division and there is no guarantee that we can have adequate staffing after hours and on the weekends.

Special Holidays

Pulse of Life Kids Care will close for the following special holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If Christmas or Christmas falls on a weekend, the following Monday will be recognized as a holiday. We will close at 1 pm on Christmas Eve and New Year's Eve.

There may be additional days throughout the year when Pulse of Life Kids Care will close (weather related), but notice will be given whenever possible. There will be no charge for the special holiday closings.

School Breaks

The childcare will remain open for all school breaks and parent teacher conferences.

Emergency Policies

Bad Weather

Pulse of Life Kids Care will make every effort to be open in bad weather. We will close when the county or city declares a blizzard, tornado, or severe weather storm warning or when it is otherwise deemed necessary (i.e., extremely low student numbers, power outage, and/or for the safety of staff and families). A decision to close is a difficult one to make and there are occasions when the facility will be open during a severe weather storm or tornado warning if the director feels the roads are safe enough for travel. Parents will be notified through instant notifications through the Brightwheel app and text messaging.

School Delays and Closings

The childcare DOES NOT necessarily follow the city schools' delays and closings. We may be open for the regular hours even if the city schools are delayed or closed.

Relocation of Children in the Event of Building Emergency

- In the event of a major emergency, such as a fire or other event that would make the building unsafe, the children will be relocated to a safe facility.
- The children will be moved to Houska Dental, and if that is not feasible, the secondary backup location is the high school across the street.
- Parents will be notified that they must pick their children up immediately.

Child Attendance, Arrival, and Departure

Arrivals and Departures

- Drop off is between 7:15 and 8 a.m. We ask that children arrive no later than 8:30 a.m., as we start our programming at that time. Breakfast ends at 8:30 am. If your child is to arrive later than 8:45 a.m., please notify the Director before 9 am with the understanding that your child may miss some time. Appointments (i.e., doctor, dentist, etc.) are the exception to this. Parents/guardians are required to sign children in and out each day they are in attendance through the parent communication app.
- For your child's protection, only persons authorized by the parent/guardian are permitted to take the child from the facility.
- Parents/guardians must list the names of anyone allowed to pick up the child as well as the names of anyone denied permission on the Emergency Contact Information Sheet.
- Individuals listed in the child's file may be asked for photo identification to confirm their identity.
- If someone other than the listed individuals will be picking up your child, you must notify the director. Staff will ask for photo identification before the child is handed over to them.
- In the case of court-ordered custody decisions that would affect drop off or pickup, documentation must be on file.
- Under no circumstances will the facility allow a child to leave without these provisions.
- Please notify the Director if, due to some emergency, you are unable to pick up your child on time.
- Overtime charges may apply after the scheduled pick-up time of 5:45 p.m.
- If a child has not been picked up by 20 minutes after their scheduled pick up time, and there has been no contact by the parent/guardian, for another authorized person, the local Department of Social Services will be called with a report of child neglect. If we cannot reach DSS after 30 minutes, we will call 911. The police will then attempt to locate a parent or guardian. If parents/guardians cannot be reached, the child will be placed in the custody of the Department of Social Services and the parents will have to work with DSS for reunification. This policy is established in accordance with the Department of Social Services, local law enforcement and CHILD Services of Sanford Hospital.

Reporting Children's Absences

Pulse of Life Kids Care staff plan the day based upon the number of children expected. We plan staffing based on children's expected attendance. We ask that parents notify the Director as early as possible if their child is going to be absent, late, or if they plan to pick up their child unusually early. If a child is absent for 2 consecutive weeks without communication from the family, the child will be automatically withdrawn from the program. Families receiving child care service payment assistance through the Child Care Assistance Program will be notified to DSS after 10 consecutive missed days.

Tobacco, Alcohol, and Drugs

Pulse of Life Kids Care prohibits the use of tobacco, alcohol, and drugs on the premises. The entire policy may be read at the entrance to the building. A copy of the policy may also be requested at any time.

Payment and Fee Schedule

All tuition payments are due bi-monthly or monthly regardless of your child's attendance. Pulse of Life Kids Care reserves the right to change these fees 30-days in advance of when the new billing rate is invoiced. Tuition fees are due after services are provided, not before.

Childcare Fees

Rates for infants and toddlers (age 3 to 24 months)

- 5 days per week: \$940 per month
- 4 days per week: \$800 per month
- 3 days per week: \$600 per month

Rates for Pre-K (age 3 to 5 years)

- 5 days per week: \$890 per month
- 4 days per week: \$750 per month
- 3 days per week: \$600 per month

Drop-In Rates: \$50/day

Drop-in daycare for currently enrolled families is when space is available. Pre-registration is required. Our drop-in program is designed to help families accommodate unforeseen childcare needs. Once the school year begins, simply check with your teacher or our director to see which days and times we are able to accommodate drop-in times. To use the service, **call 24 hours prior to your desired drop off time** to confirm that we have an opening.

CREDITS: Families enrolled full-time get credit for the 10 holidays the center is closed. In addition, up to 5 sick days and 5 vacation days per year can be used for a total of 10 credit days. When children are absent for illness, an automatic credit will be given for sick days up to 5 missed days. After 5 missed days due to illness, the parent must request to use vacation days for sick day credits.

Fees for Families on Subsidy

Families are responsible for the portion of the fee not covered by the Child Care Services Family Assistance Program subsidy. Families can apply for childcare tuition assistance through the SD Department of Social Services. Preference is given to full-time enrollments for children. The current family subsidy rate is \$4.75/hr for under 2 years old.

Other Fees

- \$5 late payment fee assessed per day with a maximum of \$40 per month

- \$20 returned check fee (subject to change, based on the bank charges)

Billing

- Invoices will be delivered electronically by the 1st and 15th of the month via the myBrightwheel app and will include the fees due for services provided. Payments are due on the 1st and 16th of each month or by other payment date arrangements. We can accept cash, check, credit card, and ACH debit.
- If the bill is unpaid after 5 days late, a late fee of \$5 will be assessed each day there is an outstanding balance, with a maximum of \$40.
- Any late fees will be included on the next invoice, if not paid prior to when it is printed.
- Each family is allotted 10 vacation/sick days per academic year to use without being charged. The academic year runs August 1st to July 31st of each year. Parents must notify the director if they wish to apply a sick day or vacation day to their next invoice. After 10 vacation/sick days used, the family will be charged whether the child is in attendance or not. Vacation weeklong requests must be submitted to the Director at least 5 business days in advance to be credited for the same or following month.
- There will be no charge for the holidays or other events when Pulse of Life Kids Care is closed.
- If the account becomes 7 days overdue, the child's enrollment will be suspended, and not allowed to attend until the bill is paid. Time off credit may not be used during this 7-day timeframe.
- Billing will continue during this time. If the bill is not paid within 5 days of the suspension, the child will be removed from enrollment and their place could be filled with another child.

Vacation Information

- Families will be allotted 10 vacation/sick days per academic year to use at their discretion without being charged for childcare services.
- A Vacation Request Form must be submitted 10 days before you would like to receive the credit for it to be on the next statement.
- You will not be charged for any day in which Pulse of Life Kids Care is closed.
- If a staff member does not report to work, another caregiver will take his/her place as needed.
- Children whose parents are on scheduled days off such as Thanksgiving week, Christmas week, or Spring break must use their vacation days for days not in attendance or be billed at the regular weekly rate.
- Enrollees will receive vacation days prorated for the remainder of the school year. The enrollment year runs from August 1st through July 31st

Late Pick-up Fee

- Failure to pick up your child/children by the end of the day will result in a charge of \$1.00 per minute per child.
- Please make every effort to pick up your child at the specified time.

- It is understood that circumstances may come up to prevent getting to the facility on time. If you are unable to pick up your child on time, please notify the Director.
- If you will be more than 30 minutes late, please make arrangements with someone on your pick-up list to pick up your child to avoid a call to CPS for a child neglect report.

Child Abuse Reporting Procedures

South Dakota state law mandates all licensed childcare providers to immediately report any suspected incident of child abuse and/or neglect to the Department of Social Services. Pulse of Life Kids Care staff may communicate with the Director prior to making a report to DSS but it is not required.

Pulse of Life Kids Care Center staff will follow these procedures:

- Report the incident to the Department of Social Services.
- In the case of suspected in-house abuse/neglect, DSS will determine if the children are safe pending the investigation. If a staff member/volunteer is involved, suspension may occur to protect the children.
- Cooperate with the Department of Social Services and /or law enforcement throughout the investigation.
- Take corrective action as recommended by the DSS and/or law enforcement following the investigation.
- The staff members at Pulse of Life Kids Care Center and Learning are required to read and sign a statement of understanding concerning State and Center policies regarding child abuse and neglect.

Medical Policies

Immunizations and Physical Exam

- Every child must be current on immunizations and verification of a physical exam (well child check-up) prior to their attendance. These records must be provided prior to your child's first day of attendance.
- Without this documentation, your child may not attend.
- If your child receives new immunizations and/or has an updated physical, please update the record on file in the Pulse of Life Kids Care office.
- Immunizations exemptions for medical or religious reasons must have proper documentation on file to be approved.

Medication

- Medication can be administered while in attendance provided a prescription is documented (pharmaceutical container and/or physician's signed instructions).
- Over the counter, non-prescription medication CANNOT and WILL NOT be given without a written physician's order. This order must be updated annually.
- A physician may write an order giving blanket permission for the child to have any over-the-counter medication, but it must state the amount of medication to be given.
- Medication will only be administered if the child's name is written on the medications form with the amount of dosage (including the appropriate measuring device) and time to be given along with the parent's/guardian's signature.

- Notify staff members of all medication, so that it may be locked in the medicine box or refrigerated as needed.

Communicable Diseases

- Staff members are trained in the signs and symptoms of illnesses and in proper hand washing procedures to prevent the spread of communicable disease.
- Every means will be taken to prevent the spread of communicable diseases.
- Please do not send your child if he/she is ill or has been ill in the last 24 hours. If your child is too ill to go outside or participate in activities with their class, they are too ill to attend.
- You will be called to remove your child if any of the following symptoms exist:
 1. vomiting
 2. severe coughing
 3. temperature of 100 or higher
 4. diarrhea
 5. suspicious rash
 6. difficult or rapid breathing
 7. lice (may only return when deemed "nit free")
 8. red, encrusted, or runny eyes
 9. lethargic behavior
- Parents are expected to have the child picked up within 60 minutes of being notified that the child is ill to minimize the spread of illness.
- Every effort will be made to separate a sick child from the rest of the class while they are waiting to be picked up.
- Children should be free of fever and severe symptoms for 24 hours, without medication, or have a note from the doctor stating that return is permissible before returning to Pulse of Life Kids Care center.
- Please do not give your child medication and send them to Pulse of Life Kids Care if they have been ill through the night.
- Parents should have a backup plan of care established if a child is sent home from Pulse of Life Kids Care with an illness.
- If a staff member has a communicable illness, parents will be notified. A substitute caregiver will be assigned in his/her place as needed.

Reoccurring Medical Issues

- If a child has a medical issue that is reoccurring, such as a rash, runny eyes, or an allergy, Pulse of Life Kids Care must have documentation from a physician stating that the issue is not contagious, and that the child may attend when symptoms are present.
- Please refer to the Communicable Disease section for suspicious rashes or conditions.
- If documentation of the medical issue does not exist, the condition will be treated as a potential communicable disease and the child will be excluded until documentation is presented.

Accidents

- Parents/guardians will be notified of accidents as soon as possible.
- The staff member who has observed the accident will fill out the accident report. A copy will be kept for the files and a copy given to the parents/guardians.

- In non-life-threatening instances, the staff will provide on-site first aid.
- If the child requires medical attention, the parent will be called, informed of the injury, and asked to pick up the child.
- Parents are asked to report any instances of the child being treated by a physician, clinic or hospital. Any injury that has been treated at a medical facility must be reported to the state of South Dakota Department of Social Services childcare licensing division. Parents will receive a copy of the accident report that is mailed to the state.
- If the injury requires immediate medical attention, 911 will be called.

Damaged personal items

- The childcare center is not responsible for lost or damaged items belonging to the children, which includes shoes, clothing, blankets, and sleep sacks. Please take children's items home each night. Dress children appropriately for outdoor seasonal play and outdoor activities.

Parental Responsibilities

Meals and Snacks

- Breakfast is served from 7:55 a.m. to 8:30 a.m. daily. If your child will be coming after 8:20 a.m., please have them eat breakfast at home.
- 2 meals and 2 healthy snacks are provided daily
- Please do not bring fast food/breakfast foods from home for your child into the facility.
- Pulse of Life Kids Care will not store breakfast items for individual children unless the child has a special dietary need that the parent provides for.
- A snack is served at approximately 10 a.m. and 2:30 p.m.
- Pulse of Life Kids Care will provide healthy snacks each day.
- Parents are welcome to bring a special snack for their child's birthday, other special events, or just for fun, BUT we require that all foods be commercially prepackaged. No homemade foods are allowed. Items may be purchased at a bakery with the logo and address on the box.
- Hot meals are provided through our meal program. Parents may bring lunches for their children. All lunches must be packed cold, however; warm lunches may be brought that keep foods at 140 degrees or warmer. Parents must heat the food at home before putting it in the insulated container. Please remember that younger children usually eat small portions. All opened and uneaten food must be thrown away at the end of lunch.
- Water will always be available as well throughout the day.
- Juice pouches/boxes that are not 100% fruit juice are not an acceptable substitute for milk or water.
- If your child has food intolerance or allergy, please send a doctor's order stating that the child has the intolerance/allergy and a list of acceptable drink or snack substitutes.

Naps/Rest Period

- Children will participate in a rest period after lunch each day.
- Children are not required to nap but will be asked to stay quietly on a cot to help their bodies rest. Quiet activities will be provided for them after a period of time.
- Please provide a small pillow, blanket, and a security item (stuffed animal), if needed.

- Each Friday, the child's nap items will be sent home to be washed and returned on Monday.

Field Trips/Car Seats

- Car seats are required when we must transport a child on the transit bus for in-town field trips. Car seats must be provided by the parents. You may review the South Dakota state child passenger laws online.
- Permission slips are required for each field trip.
- A separate permission slip will be needed if we will be transporting your child.
- Children who do not have a signed permission slip on file may not participate in the planned field trip.

Files

- Keep all information (addresses, phone numbers, work phone numbers, immunizations, emergency phone numbers, etc.) current.
- If information is requested for the child's file, and is not received, care may be discontinued.

Clothing

- Dress your child in clothing that is comfortable for a variety of active, and sometimes messy, activities as well as outdoor play. We do go outdoors as often as possible.
- Accidents happen. In case of a toileting accident, crafting accident or spill, please provide a complete set of clothing that is appropriate for the season (i.e., no shorts for winter weather).
- Mark your child's name clearly on all articles of clothing.
- If your child is sent home in a change of clothes that belongs to Pulse of Life Kids Care center, please wash and return it as soon as possible.
- Flip-flops or shoes without a heel strap may not be worn (Please have a pair of tennis shoes for outdoor play). Also, dress shoes with heels have been known to cause accidents and are often painful by the end of the day so we ask they not be worn.
- Tennis shoes or some other comfortable shoes are preferred for daily activities and playing, both in and out of doors.
- Please have your female child wear leggings/shorts under her dresses.
- As the weather changes, be sure to send sweaters, jackets, coats, gloves, hats, boots, etc. as warranted.
- Children will be expected to go outside to play (even if just for a short period of time) when the weather permits at the Director's discretion and the Weather Watch charts posted in the classrooms—36 degrees with wind chill in colder weather to 90 degrees in warmer weather).
- Children without proper clothing for outdoor play (i.e., winter coat, jackets), will not be allowed to participate.
- Sunscreen will be provided. Children with allergies, or sensitivities to sunscreen, must bring their own, clearly marked, sunscreen.

Toys & Electronic Devices

- Pulse of Life Kids Care is well stocked with a variety of toys and materials for the children to play with.
- Personal toys are often the cause of arguments among children.

- No toys shall be brought to Pulse of Life Kids Care from home except when permission is given from their teacher (i.e., show and tell) or as a security item for napping.
- If your child brings a toy, they will be asked to put it in their backpack until time for show and tell or the end of the day.
- Electronic devices (phones, gaming systems, tablets, laptops) are not allowed.

Lost and Found

- Items often get misplaced or put in the wrong backpack. Please put your child's name on items that the child may remove (coats, sweatshirts, gloves, hats, etc.).
- Check with your child's teacher if an item comes up missing.
- Pulse of Life Kids Care is not responsible for items that the child has misplaced.

Pulse of Life Church Involvement

On occasion, you will receive information about Pulse of Life Church in your child's binder. This will keep you informed of the church's activities. Please accept our warm welcome to attend any service or program. The Pulse of Life Church has a pastoral staff to serve you. If you are not part of a Pulse of Life Church family, please consider making yourself a part of the family at Pulse of Life Church. Everyone is welcome.

Service times:

- **Sundays at 10:15 am**

As part of the ministry of Pulse of Life Church, chapel is conducted daily for children in our program. Daily lessons teaching Bible stories will also be conducted for the children in our program.

State of South Dakota Daycare Resources

- [South Dakota Department of Social Services Daycare Licensing Information Website](#)
- [South Dakota Child Care Assistance Program](#)
- [South Dakota Early Learning Guidelines](#)
- [South Dakota Childcare Links and Resources](#)

Grievance and Complaint Policy

A. Complaints and Grievance Policy

At Pulse of Life Church, we are committed to providing a safe, nurturing, and supportive environment for addressing all children and their families. We understand that concerns or grievances may arise from time to time, and we are dedicated to hem promptly and effectively. This grievance policy outlines the steps to be taken if a parent/guardian or staff member has a grievance or concern.

1. Informal Resolution

a. Open Communication: We encourage parents/guardians and staff members to address any concerns or grievances directly with the appropriate childcare staff member, such as the child's teacher or the childcare director. Open communication is vital in resolving issues quickly and effectively.

b. Discussion and Resolution: Upon receiving a complaint, the involved parties will engage in a respectful and constructive discussion to understand the issue fully and explore potential solutions. Every effort will be made to resolve the matter informally at this stage.

2. Formal Complaint Procedure

a. Submission of Complaint: If the concern or grievance is not resolved through informal discussions, the aggrieved party may submit a formal complaint in writing to the childcare director. The written complaint should include details of the issue, any relevant documentation, and the desired outcome.

b. Investigation and Resolution: Upon receipt of the formal complaint, the director or a designated staff member will conduct a thorough investigation, which may include gathering additional information, interviewing involved parties, and reviewing relevant policies and procedures.

Note: If the complaint investigation is the result of an action taken by the director as the result of a parent or parents violating policy or procedure of Pulse of Life Church or Child Care Center, the Director reserves the right to terminate childcare services without the option for appeal.

c. Written Response: Once a resolution is reached, the director will provide a written response to the aggrieved party, outlining the findings of the investigation and any actions taken to address the grievance.

d. In the event that a complaint investigation arises from an action taken by the Director in response to a parent or guardian's violation of established policies or procedures of Pulse of Life Church or Pulse of Life Child Care Center, the Director retains the sole and exclusive right to terminate childcare services. Such termination shall be final and not subject to appeal. Furthermore, investigations and law enforcement reports that result from egregious policy violations or acts of school-related violence committed by a parent or guardian may incur financial liability, including but not limited to, reimbursement for the Director's time, attorney's fees, and court costs incurred by the Church or Child Care.

3. Escalation

a. Appeal Process: If the aggrieved party is not satisfied with the outcome of the formal grievance procedure, they may appeal the decision to the church council/board of directors. The appeal should be submitted in writing within a specified timeframe and should include the reasons for the appeal.

b. Final Decision: The governing body or board of directors will review the appeal and make a final decision within a reasonable timeframe. The decision of the church council/board of directors will be communicated to all parties involved and will be considered final.

4. Confidentiality and Non-Retaliation

a. Confidentiality: All information related to a grievance will be treated confidentially, and only individuals directly involved in the resolution process will have access to the information.

b. Non-Retaliation: Pulse of Life Church strictly prohibits any form of retaliation against individuals who, in good faith, report concerns, file grievances, or participate in investigations or proceedings related to the operations of the Church or Pulse of Life Child Care Center. Retaliatory actions include, but are not limited to, verbal threats, intimidation, harassment, defamation, undue interference with services, or any adverse treatment resulting from an individual's protected activity.

c. A parent who has engaged in retaliatory conduct to a staff member may be subject to measures up to and including permanent exclusion from church premises, as well as potential civil or criminal legal action where applicable under state or federal law.

5. Review and Revision

This grievance policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary revisions will be made to improve the grievance resolution process and uphold the highest standards of accountability and transparency.

Contact Information

For inquiries or to submit a formal grievance, please contact:

Rev. Dr. Angela K. Jackson
Pulse of Life Kids Care Center
1330 E. Main Street, Vermillion, SD 57069
605-658-2500
childcare@pulseoflife.org

Report a Concern of Licensing Regulation

Pulse of Life Kids Care is a South Dakota Registered Childcare Facility and operates under the regulation of South Dakota Department of Social Services. We are inspected annually by the SD Health Department and the Department of Social Services. We are required to report any change in circumstance which may affect ability to comply with licensing rules to DSS immediately (e.g., new program location, building renovations/remodeling, suspected in-house abuse or neglect situations, ownership changes, employee felony convictions, etc.) Please direct any questions or concerns to the Daycare management immediately by calling 605-659-4744.

Concerns of non-compliance with licensing regulation: To report a concern about a regulated child care provider, you may contact a [licensing specialist directly](#), call Child Care Services at 800.227.3020, or submit your concern using the DSS [online complaint system](#).

Concerns of child abuse and neglect: All suspicions or concerns related to the abuse or neglect of children in a child care program are to be reported to Child Protection Services at 877.244.0864 or your local law enforcement agency.