



Parent Handbook

Our East Location

Address: 621 & 625 North Creek Road,
Rapid City, 57703

Telephone Numbers: 605-791-1855;
605-791-1870

Email: east@everychildisspecial.org

Facebook Page: @ECS.East

Website: <https://everychildisspecial.org/>

Our West Location

Address: 4703 South Canyon Road.,
Rapid City, 57702

Telephone Number: 605-721-3770

Email: leargrowdo.sd@gmail

Facebook Page: @EveryChild2020

Greetings! Who we are, and what we offer.



Welcome!

Childcare facilities are essential services in our community. While it is true that affordability, quality of service, and safety of their children are among the top reason for selecting a childcare facility, individual needs that foster productivity, social skills, and the value of community service must be imparted to children as well. Therefore, our goal is to create a program and a facility that encompass these goals.

We are happy that you entrust your childcare needs to us. - Alfred and Ryan




Our Vision: To be the model childcare facility in the state.

Our Mission: Provide equal opportunities for every child to learn, grow, and do.

Our Core Values: Care, Commitment, and Community involvement

Our services:

Our East Location







-  Infant Care
-  Toddler Child
-  Academic Preschool

Our West Location



-  Infant Care
-  Toddler Child Care
-  Academic Preschool
-  Before School Care
-  After School Program
-  Drop-in care
-  Non-Contagious sick care
-  Summer Camp

Enrollment, Waitlists, and Withdrawing Information








Admission Policy

-  We do not discriminate based on sex, race, color, religion, disability, social-economic status, and political beliefs.
-  A registration fee must be paid in full before enrollment.
-  A secure deposit equivalent to 2 weeks of care must be paid in full. This payment will be consumed should the parents decide to withdraw the child(ren) from the program or when the child(ren) graduates from the program.
-  Forms for admission will be filled out correctly by the parent or guardian.
-  A copy of the child(ren) immunization record must be provided upon enrollment. Updated records must be provided as the child(ren) receives future immunizations.
-  A discount rate of 5% shall be applied to the 2nd and succeeding child if siblings are enrolled in the program.



Withdrawal from the Program


-  A two-week written notice must be provided to the director expressing intent to withdraw from the program.
-  The secured deposit will be consumed after receiving the letter of withdrawal.

Termination and Dismissal


-  Non-payment of care.
-  Parent(s) unable to comply and participate in the center's policies and procedures that may endanger the staff and the child(ren).
-  Consistent late picking-up of the child(ren) past closing times without informing the staff about the reason for late pick-up.
-  Any form of abuse from the parents towards the staff.
-  Lack of cooperation from the parent(s) regarding the child(ren) learning plan.
-  Failure of the child to adjust and function within our program.
-  The child will be dismissed with two weeks' notice. In extreme circumstances, immediate dismissal will be given at the director's discretion.

Payment Policies





-  We are a weekly billing facility. All charges are made every Monday for the previous week of care. If a Monday is a holiday or our center is closed, we bill the following day(s).
-  Options for automatic payments are available. If you choose auto-debit on your account, you will fill up an authorization form.

-  Check payments will incur a handling fee of \$30.00 for processing Nonsufficient Fund Checks. We reserve the right to request a money order or cash payments for future charges after two occurrences of NSF checks given.


Tuition Fee Increase

-  Our goal as an organization is to ensure we are not increasing fees for the benefit of profit but to ensure we can continue to support program enhancement, children enrichment, and staff development while being financially viable. If there is an increase in our tuition fees, a written memo or an email will be sent out to all our families.




Waitlist

-  Each program has a different waitlist. Communicate with our director by providing the following details: A good callback number, the parent's last name, and the child's date of birth (unborn children may be added to the infant care list with the expected month and year of birth), and the expected start month.
-  Once space is available, our staff will give you a call daily for a week. If our call is not returned or no response is heard from you within that week, you lose your spot.
-  Update us if there's a change in your contact information.
-  If you found care elsewhere. Please be courteous to call back the center to remove you from our waitlist.

Part-time care and Drop-in care change of status



-  We give priority to families currently enrolled on a part-time basis to enroll in full-time care. A new care contract must be signed.

Consents


-  Parental permissions are obtained before any information can be discussed about a child. This includes consent for Every Child is Special staff to discuss a child's development with outside agencies directly involved in the child's welfare. For example, Childcare services, IEP, behavior intervention plans, etc.
-  We take pictures of children for art projects, wall displays, and our Facebook page. Please let us know if you do not want your child's photo taken at the center. This is added to our care contract, and you may choose yes or no by ticking (✓) the box of your option.
-  Consents on field trips or educational tours are obtained prior to the child's participation.

Operations Information



Hours of Operation

-  Our west location is open Monday to Friday from 06:00 to 18:00.
-  Our east location is open Monday to Friday from 06:30 to 18:00.



Daily Program

-  The vast majority of our day is spent in child-led free play or engaging teacher-planned learning opportunities. Children learn differently than adults. Our daily schedule is designed to make the most of these differences and meet your child's needs by providing a flexible, balanced routine that maximizes learning. Each program is different for each age group. The classroom teachers design daily schedules. A copy of the daily schedule is available on our Facebook page.


Calendar (Holidays and School Closures)








-  A written memo will always be posted on our reminder boards and Facebook page at least a week prior to our closed dates. We are closed on the following days:
 - ❖ New Year's Day
 - ❖ Thanksgiving and the day before and after thanksgiving
 - ❖ Independence Day
 - ❖ December 23, 24, 25
 - ❖ Labor Day
 - ❖ Spring and Easter Break
 - ❖ Memorial Day
 - ❖ 2 days after the end of school in May (class reset)
-  There will be days we are closed for mandatory training from the state or professional development services for our staff.

Inclement Weather



-  We are likely closed when schools in our area are closed due to inclement weather. Likewise, our hours of openings change should hours delay are set up by schools. For example, for a 2-hour delay start, we open our west location at 08:00 and our east location at 08:30.
-  Please call the center or visit our Facebook page for updates on openings and closures due to weather conditions

Meals

-  Our East Location provides breakfast, AM snacks, Lunch, and PM snacks. We comply with USDA food recommendations.

-  Teachers sit down with their children during meals. This fosters an atmosphere of socialization, manners, and the development of fine motor skills.
-  We respect cultural and food preferences. If you opt-out of our meal program and would like to pack lunches and snacks for your kid(s), you are more than welcome to do so. Label your kids' lunch boxes with their names and communicate with the classroom teacher for proper food storage and preparation.
-  If your child is lactose intolerant, please provide lactose-free milk or snacks for your child.
-  We are a **peanut and shellfish-free** facility. All served snacks and meals, and the packed snacks you prepare for your kids should not contain nuts and shellfish.
-  We DO NOT serve soda or high sugary foods. Avoid packing these for your kid's meals.
-  For birthdays, please coordinate with the director if you want to send a special treat for the class. The food allergies of some kids need to be considered.
-  For infants specifically:
 - ❖ Please provide at least 3 feeding bottles labeled with your child's name.
 - ❖ Provide infant formulas if the infant is on formula feedings.
 - ❖ For breastfeeding mothers, communicate with staff in breastfeeding rooms when you visit the center to breastfeed your child.
 - ❖ We follow proper handling and storage of frozen breast milk. Pls. Use a permanent marker or ballpoint pen to label the milk storage bag with the date expressed, the quantity in ounces, and your child's name.
 - ❖ All special foods (baby or junior food, cereal, etc.) must also be provided until your child can eat all foods as we prepare them.
 - ❖ Pacifiers are cleaned between each use. We check for tears and may ask parents to provide replacements regularly.

Nap Time / Rest Time

-  Nap and rest times are consistent with the children's developmental level.
 - ❖ Infant: Naptime is determined by each individual infant. The multiple naps throughout the day will progress down to two naps per day. NO pillows, oversized stuffed animals, toys, or bumper pads will be placed in an infant's crib during nap time to reduce the incidence of SIDS.
 - ❖ Toddler: One-afternoon nap after lunch
-  We allow children's favorite toy or blanket if it helps them to sleep.

- 🌈 We send home nap mats every Friday or when wet and soiled for washing. Please return them every Monday

Supply List

- 🌈 Kindly provide the following supplies:

Toddlers and Infant

Preschool and School-age

- ✓ 3 boxes of face wipes
- ✓ Hand sanitizers
- ✓ Water Bottles
- ✓ Extra set of clothing appropriate for the season
- ✓ Sunscreen during summers

- 🌈 Please make sure everything is labeled with the child's first name and the initial of the last name.
- 🌈 We will remind parents when supplies need to be replenished or replaced.

Toilet Training

- 🌈 We will work with parents to ensure this developmental milestone is positive and successful.
- 🌈 We do not believe that every child should be toilet trained at a specific age but rather when they are physically and psychologically ready.
- 🌈 Once started, please dress your child in "user-friendly" dressing. Communicate with our staff and be consistent with the training at home.




Outdoor play

- 🌈 Outdoor play and activities are encouraged as much as possible. We ask that you bring your child with the appropriate clothing suited for the weather.
- 🌈 During the summer months, we spend a lot of time outdoors. We apply sunscreens for UV protection. Therefore, we recommend you provide sunscreens with SPF 30 or higher.




Field trip Transportation/ Outings

- 🌈 Transportation is included in the tuition fee parents pay. If parents are uncomfortable with the transportation method, we offer parents may transport their kids to and from the field trip destination.
- 🌈 Please provide boosters or car seats when your kid(s) need to be in them.




Behavior management

-  We do not believe in corporal punishment in disciplining a child.
-  Our staff will use redirection, reasoning, clear-cut limits, and remove the child from the area or activity when needed if the child is at risk of harming others.
-  We acknowledge the child's feelings while using logical consequences.





Care for children with special needs

-  We accommodate children with special needs. However, if our staff lacks the training or our facility is not equipped with the child's needs, we might turn down the enrollment application. Otherwise, we may help with scouting for community support or referral.
-  Our director will act as the liaison for the child with special needs.
-  The parents, teachers, and specialists who work with the child with a disability are all equally involved in communicating the disabled child's needs. Communication is the key to successfully supporting the child's needs.










Open Door Policy

-  Please feel free to come and go to visit your child throughout the day.
-  Parent participation is strongly encouraged unless limited by court order.
-  If an extended time for a visit is needed and visits from any other part of your family, i.e. (grandparents, etc.), we recommend taking the child out of the center, to places such as your home, a park, or on a walk, etc., after which, feel free to bring the child back to daycare.

Biting Policy





-  Biting is typical behavior for children. Studies show that this is especially among 1-3 years of age. Children bite for various reasons such as teething discomfort, expressing frustration when unable to communicate their needs, etc. For whatever reason, we try to find out why they are biting to respond effectively.
-  When a child bites another child. We separate the biter. While firmly and calmly stating, "No biting." We point out to the biter-affected another person, "You hurt him, and now he/she is crying."
-  We offer comfort and first aid to the bitten child. We make an accident report **WITHOUT** mentioning the biter's name or giving clues to who the biter was.
-  We will inform the biter's parents of the incident **WITHOUT** mentioning who got bitten.

Our Staff




-  We strive for our staff's continuous learning and growth. Most of our teaching staff have their child development associate (CDA), and we recommend and shoulder the expenses for others to work towards their CDA's.
-  All our hired staff complete a training module provided by the state and complete orientation hours in our facilities to convey job expectations and accustom them to our children and parents.
-  We adhere to the state standards of providing a minimum of 20 hours of yearly in-service training for our staff.
-  All our staff have undergone a criminal background check, drug screens, child abuse record checks, and references check before being accepted for employment.
-  We require all our staff to be first aid and CPR certified. Likewise, child abuse and neglect training are compulsory.
-  Our staff are mandatory reporters.
-  We conduct quarterly fire, tornado, and earthquake drills.
-  Our kitchen staff have a serve safe certification.
-  We adhere to the staffing to ratio implemented by the state:
 - ❖ **Four weeks to 2 years**- 1 staff for every five children.
 - ❖ **3 years old to 5 years** -1 staff for every ten children.
 - ❖ **5 years old to 13 years** -1 staff for every 15 children.

Health and Safety Information



Security System

-  Our center is a secured facility. All doors must always be locked. Moreover, all front doors have a keypad with specific combination numbers for patrons once their child(ren) is enrolled in the program. Guests may use the doorbell when seeking enrollment or program inquiries.
-  Cameras are installed in the lobby, play area, classrooms, waiting rooms, building entrance, and exits that continue to record during hours of operation.
-  Our staff **have the right to I.D.** any individual picking up the child(ren).
-  Our staff will **ONLY** release the child(ren) when that person is included in the pick-up authorization.




Emergency Preparedness

-  All our rooms are equipped with first aid pack bags. These first aid supplies are brought should the program be on field trips. Likewise, we work with the parent(s) if special emergency medical equipment must be added for your child's need. For example, insulin pens, asthma inhalers, epi-pens, etc.
-  We have an emergency preparedness binder as well as emergency plans. For instance, emergency exit guides are placed in each classroom, dining area, and indoor play area. Our staff is aware of where the emergency exits are.
-  Our enrollment forms contain emergency contacts. Please indicate whom to call first should an emergency happens.



Accidents and emergency care


-  For all emergencies requiring an immediate attention, our staff will call 911 and call the 1st emergency contact. Those on the emergency call lists will be contacted if we cannot reach the 1st emergency contact.
-  For minor bumps, scrapes, simple cuts, and abrasions, the necessary treatment will be given. Also, our staff will provide accident report sheets during pick up.

Weapons and Violent play





-  We have a strict policy against weapons in our facilities. If a child brings a weapon to the center, the weapon will be confiscated, parents will be called, and the child will be sent home the same day.
-  Do not allow your child to bring electronic devices that contain violent games.
-  Bullying is not tolerated in our program. We find ways to work with children on how to interact with each other appropriately.

Illness Policy

-  A child will be sent home as possible if any of the following is experienced:
- ❖ **Fever of unknown origin:** If Temp is 100F or greater. If fever is related to teething, the child is considered a part of our non-contagious care.
 - ❖ **Lethargy, irritability, and behavior changes.** If sudden and unexpected.
 - ❖ **Diarrhea and/or Vomiting:** If not associated with food or medications
 - ❖ **Head lice:** after treatment and no live nits/lice are found when combed. We will check for
 - ❖ **Generalized Rash:** If accompanied by fever, chills and child is ill-looking.
 - ❖ **Pink eye:** only after treatment has been initiated for 24hours.
 - ❖ **Blood in the Stools:** If not associated with diet or medication
 - ❖ **Scabies:** until treatment has been completed.
 - ❖ **Tuberculosis:** Until cleared by the SD department of health.
 - ❖ **Strep throat:** until 24 hours after initial antibiotic therapy and fever are resolved without the help of fever-reducing medications.
 - ❖ **Chickenpox** usually takes 10-14 days for the blisters to scab over, and the child is no longer considered contagious.
 - ❖ **Hand Foot and Mouth:** until sores have dried and crusted and no fever.
 - ❖ **Pertussis:** after 5 days of antibiotic therapy or until appropriate antibiotic treatment has been completed
 - ❖ **Mumps:** until 9 days after onset of symptoms
 - ❖ **Hepatitis A:** until 1 week after onset of illness
 - ❖ **Measles:** until 4 days after onset of rash
 - ❖ **Rubella:** until 6 days after onset of rash
 - ❖ **Persistent abdominal pain:** associated with other signs/ symptoms of illness.
 - ❖ **Impetigo:** until 24 hours after treatment has been initiated
 - ❖ **Flu-like symptoms**
 - ❖ **Covid-19; Covid.** Until cleared by the SD DOH.
 - ❖ **Shortness of Breath** - may warrant an emergency response, unrelieved by asthma inhalers if the child is asthmatic.
 - ❖ **Other signs of respiratory illness** are accompanied by other signs and symptoms of other illnesses.
-  A child with the above condition will be removed from the classroom to limit exposure to other children. Please make an effort to pick up the child.



-  We will inform parents if the child(ren) has been exposed to a communicable disease.

Medication Management



-  Sign a medication authorization form for all medications administered to your child.
-  Lip balms, diaper creams, and sunscreens DO NOT need authorization forms. However, prescribed topical medications still need an authorization form.
-  Staff cannot administer medication unless prescribed by a doctor and must be in the original container with the child's name, time, dosage, name of medicine, and doctor clearly labeled. Kindly talk to our director about our medication policy.
-  If possible, if your child is taking stimulants for ADHD, please give the medication at home prior to dropping the child at the center.

Parent's responsibilities


Signing in and out of your kid(s)

-  You are responsible for signing in your kid(s) during drop-off and signing them out during pick-up. Scan sheets are placed on the main door entrance for your convenience. If, for any reason, your My ProCare app won't allow you, the staff will sign in/ sign out your kid(s) for you.
-  Don't hesitate to ask the staff to guide you through the My ProCare app when needed.




Late Arrival

-  Notify the center if your child will be late. Preschoolers start their classes at 8:00 AM. A child arriving late may distract the flow of learning.
-  Please, if possible, DO NOT drop off your kids during NAP times. 11:30 - 2 PM.



Late Pick-up

-  Any time after closing time is considered late pick-up. Please call the center should an emergency arise and let the staff know that you are on your way or have arranged for someone on the emergency form to pick up your child. We charge a late fee for any child not picked up by 18:00. The late fee is \$5.00 for every minute (per child). Please understand we charge this fee to discourage any late pick-ups.




Child's Absences and Vacations

-  Inform us when your child is not attending daycare due to illness, dental-medical appointments, vacation, or personal and family time.
-  No discounts will be given for your child's absences due to illness or vacations.
-  Please note that you must pay on time reserved, NOT on time spent.


Program Forms

-  Once your child(ren) is accepted to the program, kindly fill up the enrollment forms wholly and legibly, especially emergency contact and pick-up authorization forms. Please keep your emergency and pick-up list updated. Should any changes occur, inform the staff. We recommend that in addition to the parents on the emergency list, at least two authorized adults should be added if you cannot be reached during an emergency.
-  Care contracts are different for each program. Once your child has moved to another program, you must sign another contract form specific to that program.




Smoking, Alcohol, and Illicit substances

-  We are a smoke-free and drug-free facility.
-  If our staff suspects the person picking up the child is under the influence of a substance. It is our responsibility to call the next Emergency contact on your list.
-  If you suspect any of our employees is under the influence of any substance, Kindly report to the director this is grounds for termination.



Parking

-  Please utilize proper parking spaces. Do not park in ADA parking spots if you are not disabled.



Respect and Courtesy

-  Children model behaviors from adults. Good manners and proper conduct are also taught at home.
-  When dealing with difficult situations concerning your child(ren), please remember that yelling and talking to staff in a derogatory manner **WILL NOT SOLVE** anything. Swearing to staff and around children will not be tolerated. Please remain calm and help us resolve all conflicts professionally. Intimidation and derogatory comments are **NOT** effective means of communication.
-  Please Do NOT jeopardize your child's (ren) placement with unethical behavior.


Zero tolerance policy

-  As stated in our admission policy, we do not discriminate based on sex, race, color, religion, disability, social-economic status, and political beliefs. We expect you to do the same. Respect begets respect!
-  Any behaviors that may cause danger or harm to our staff, clients, other patrons, and children are NEVER acceptable. Likewise, damage to the school property is not tolerated. We reserve the right to take legal actions when necessary.

Lost belongings

-  We are not responsible for lost items. We advise parents to mark all clothes, blankets, gloves, hats, coats, toys, etc.
-  Check with your child's teacher or look for missing items in the lost and found items bin.

Complaints

 When filing complaints against staff. Please follow the chain of command. Talk to the staff's immediate supervisor (Director) prior to contacting the owners.

 Our directors:


Eastside Location

- ❖ Caitlin Hild
- ❖ Gina Ortemier


Westside Location

- ❖ Jesse Engel

Donations

 Donations of gently used toys, craft supplies, unused diapers, or unopened snacks are always appreciated.

Suggestions:

 We are all about improving our services. Please fill up suggestion slips for your input. A suggestion box is available on our front desks.

 Suggestions are different from complaints.