

Nurturing Dreams Parent Handbook

Handbook last updated in November 2022.

Attention parents: Licensing requires all parents to be given a copy of our program parent handbook.

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Introduction to Nurturing Dreams Childcare Center

Mission Statement

Nurturing Dreams will provide nurturing, quality, reliable and safe childcare while igniting children’s imagination and dreams.

How We Started

Nurturing Dreams started because of one person. Annie Romero spent 17 years working at a childcare center. She worked her way up from lead teacher in the infant room to become the assistant director. During and after the COVID pandemic, she noticed a great need in the Fargo-Moorhead area for daycares. She decided to open a daycare that would be able to help children to reach their developmental and social goals while also being able to foster their creativity and independence. She truly wanted to nurture these children’s dreams.

Mandated Reporter

All staff members are mandated reporters, and they will report any suspected child abuse or neglect as required by North Dakota Century Code 50-25.1-03.

Liability Insurance

Nurturing Dreams Childcare Center has liability insurance per our licensing requirement.

Hours of Operation

Monday: 6:30 AM – 5:30 PM

Tuesday: 6:30 AM – 5:30 PM

Wednesday: 6:30 AM – 5:30 PM

Thursday: 6:30 AM – 5:30 PM

Friday: 6:30 AM – 5:30 PM

Holidays Observed

New Year’s Day

Monday after Easter

Memorial Day

Fourth of July

Labor Day

Thanksgiving Day

Friday after Thanksgiving

Christmas Eve

Christmas Day

Hiring Policies

Staff must have a GED or high school diploma. They must be working to obtain one if they do not have one at the time of hire. Employees must complete between 9 and 13 credits of continuing education a year, depending on the number of hours worked. All staff are required to be CPR and First Aid certified, and they must pass a background check. Staff are fingerprinted by the state of ND. Staff under the age of 18 will not be left alone with children and will always be supervised by an adult. Staff performance evaluations are conducted semiannually.

Grievance Procedure

If you have any concerns or complaints about the program, please address them with the director, Annie Romero, as soon as possible. If you have a complaint that you feel is not being addressed, you can contact the licensing specialist, Kristin Nelson, at kranelson@nd.gov or 701-353-9694.

Media Release

Your initials here _____ as well as your signature on this handbook signify that you have read and agree to our media release policy. Any pictures that are taken of your child will only be used within the childcare center. These images may be used for reasons such as room display, bulletin boards, or craft projects. All records and information with respect to children, families, and staff are kept confidential. We will not post images of your child to our social media pages or share them with anyone outside of daycare staff.

Visitors

All visitors to the building must check in with office staff. If someone other than a parent or guardian is picking up your child, a signed release form must be received by office staff. The individual that is picking up your child must also show a picture I.D. at the time of pick-up.

Enrollment

Eligibility

Nurturing Dreams accepts children from the ages of 6 weeks to 12 years of age. We do not deny enrollment based on race, creed, color, national origin, gender, age, or disability.

Enrollment Requirements

A pre-admission visit will be provided to all parent(s)/guardian(s) prior to enrollment to allow them to view the facility and discuss policies. There are required forms that must be completed prior to attendance. These forms will also be updated on an annual basis and are listed below:

- Enrollment Form (only on admission)
- Birth Certificate/Passport (only on admission)
- Immunization records
- Child Information Sheet
- Parent Statement of Health
- Field Trip Permission Form
- Infant Sleep Permission Form (as applicable)
- Medication Form (as needed)

All records and information with respect to children, families, and staff are always kept confidential.

Responsibilities of Parent(s)/Guardian(s)

The following sections will discuss the responsibilities of parents and guardians with respect to Nurturing Dreams Childcare Center.

Children's Arrival and Parent/Guardian Departure

Parents/guardians are required to inform Nurturing Dreams if there are any changes to a child's normal schedule, such as late drop-off, early pick-up, or if the child will not be attending daycare that day. At the time of drop-off, parents should walk the child to and from the facility, help them remove their coats, and help them wash their hands. Parents are encouraged to walk their child to their room, but parents should not enter the room with their child. Parents of infants should remove the infant from the car seat and must also remove outerwear upon arrival. A verbal exchange with staff is required at both arrival and departure to ensure that staff are aware that the child has arrived or is departing.

At departure, parents should help their children with their coats and walk their child from the facility to their vehicle. Parents must place their own child in their car seat and secure the car seat safety straps. If the program suspects that the person picking up the child is under the influence, the program will call one of the alternative people listed to transport the child.

It is important for parents to sign their child in and out while at the daycare. This will be done using the Procure app. Detailed instructions on how to set up and use this app will be provided upon admission.

Parking

Parents should park on the north side of the building near the daycare entrance. Parking on the other side of the building is reserved for Connections, the attached business. Parents must not block sidewalks while parking and should keep the sidewalk open so that people entering and exiting the parking lot can see children that may be crossing. Everyone should enter and exit the parking lot with caution due to the presence of children.

Authorization to Pick-Up Child

Only authorized individuals are permitted to pick-up your child from the program. These individuals must be listed on your Child Information Sheet. If an individual not on the information sheet will be picking up your child, an “Authorization for Pick-Up” form must be completed and a picture I.D. must be shown at the time of pick-up. If there is a court order (such as a restraining order or a divorce settlement) that limits the rights of one of the child’s biological parents to drop-off/pick-up the child, you must provide the program with a copy of that court order. Only individuals 18 years of age or older will be allowed to pick up your child from daycare.

Parent/Guardian and Staff Communication

An information board is located in the front hallway of the daycare center next to the front doors. Additionally, a newsletter will be sent out to parents/guardians with any updates or relevant information on the first Monday of every month (or the following business day if the first Monday is a holiday). You can also reach Nurturing Dreams through email at nurturingdreams@outlook.com, or through phone at 701-515-4373.

Required Supplies

Parents must provide two extra sets of weather appropriate clothing per child in case clothes become soiled. Parents must also ensure their child has weather appropriate clothing for each season. Parents will be provided with more detailed supply lists upon admission.

Fees

Listed below are some general fees and payment information.

- Late payments will be subject to a fee of \$5 a day until receipt of funds. Failure to catch up with payments within 2 weeks will result in suspension of childcare. This applies unless other circumstances are arranged with the director.
- Late pick-up will result in a fee of \$5 for each minute late unless okayed by the director. If you know that you will be late, inform Nurturing Dreams as soon as possible.
- A non-refundable two-week deposit is required to hold your spot if not engaging in services right away. This will be applied as a credit towards your first two weeks.

Payment Policy

Your first payment is due the Friday before the week your child will be starting at Nurturing Dreams and subsequent payments will be due every Friday after. Nurturing Dreams accepts checks, cash, and automatic withdrawals using the ProCare app. Checks should be made out to Nurturing Dreams Childcare Center.

Sick and Vacation Allowance

After your child has been at Nurturing Dreams for three months, you are eligible for 5 vacation/sick days a year. These do not have to be used consecutively; however, if these days are not used within one year, they will not rollover. You will receive a new 5 days every anniversary of your enrollment.

Waiting List

There are no fees or deposits required to be put on our waiting list. We do prioritize children of employees and families that are currently enrolled.

Termination Policy

The client has the right to terminate at any time but must provide Nurturing Dreams with a two-week notice. Payment is due for the notice period whether the child attends or not.

Nurturing Dreams may terminate the contract at will. If payment has been collected in advance, the program must either offer care or refund the payment. Nurturing Dreams reserves the right to terminate immediately if the client does not meet contract and policy obligations.

Storm Days

Nurturing Dreams will close if there are severe weather conditions that affect the ability for individuals to travel safely. If Nurturing Dreams will be closing due to weather, an update will be posted on the website and a splash message will be sent out through ProCare. Additionally, you can check the Valley News Live closing announcements.

Program Policies and Procedures

The following section will discuss program policies and procedures.

Daily Reports

A daily report will be generated for your child and available on the ProCare app. This includes details such as eating, napping, and diapering. If preferred a paper copy can be created, but this must be requested in advance.

Supervision

Staff's responsibility is to supervise the children in their care. All children will be within line of sight or hearing range of staff at all times so that staff members are able to intervene to protect the health and safety of the child. Children must be within supervision of parents/guardians or another trusted adult determined by parents/guardians in order to leave the daycare premises.

Guidance and Discipline Policy

Children will be disciplined in a positive manner. This can include redirecting a child to more appropriate activities, allowing them to have a break if they are overstimulated, and discussing motivations behind a child's behavior and problem-solving better solutions for the future with them. Any behaviors that a child has had throughout the day will be recorded using the ProCare app and the teacher will discuss with parents at the time of pick-up. If the behavior is extreme, parents will be called.

Nurturing Dreams will never engage in the following practices: physical punishments, seclusion, physical restraints, yelling at a child, or withholding necessary items such as food or medication.

Transition of Children

Children will transition to the next age group based on chronological age. However, this is also dependent on staff availability in the room and maturity level of the child. While we respect parent/guardian wishes about a child's transition, we may not always be able to grant them based on the above factors.

Personal Possessions

Each child will have their own personal cubby to store their personal belongings. Items such as diapers and wipes will be stored in their classroom. Children are not allowed to bring toys from home to daycare.

Transportation

Nurturing Dreams will provide transportation for school aged children to school. We will also provide transportation for field trips as they occur. Nurturing Dreams has full coverage insurance for our transportation needs. Children will never be left in a vehicle unattended and will be placed in an age appropriate, compliant child safety restraint (such as a booster seat or a car seat). All drivers will be above the age of 18.

Accountability Policy

If your child won't be attending daycare or will arrive later than 9:00 AM, you must notify the program unless other arrangements have been made with Annie. If notice is not given, the director will call the parent/guardian or will call the emergency designee if they can't be reached.

Field Trips

Occasionally, Nurturing Dreams will provide field trips for the children. Parents are required to sign a permission slip in order for their child to attend the activity. The permission slip will also list the amount of money parents will need to provide for the activity. Staff will bring a first aid kit, emergency contact information for each child, and a list of the children that will be attending on each field trip.

Health and Safety

Nurturing Dreams prioritizes the health and safety of the children within its care.

Incident Policy

An incident report will be written if your child receives a physical injury. First Aid will be applied if there is a minor injury, such as a scrape or a bite. Emergency services will be called for serious events that are not able to be resolved through first aid, such as a broken bone or a seizure. Parents and guardians will be called immediately if emergency services are called. If first aid is applied to a minor injury, parents will be notified at time of pick up and an incident report will be provided to them at that time.

Incident forms are required within 24 hours of the incident occurring and must be signed by the parent/guardian. A copy of the incident report is given to the parent/guardian and a copy is placed in the child's file.

Children with Special Needs

Children that are diagnosed with special health needs are required by licensing to have a current written health care plan signed by a parent/guardian or physician. This plan should be updated yearly. Emergency medication and/or equipment included in a child's care plan should be provided by the parent so it is available while the child is in care. If these items are not provided, Nurturing Dreams will need to call 911 if an emergency occurs and we do not have the necessary equipment to handle it.

Immunization Policy

Licensing requires that children be up to date with their immunizations or have a valid exemption. Nurturing Dreams does not allow unimmunized children.

Guidelines for Exclusion

Children will be asked to stay home from daycare if they are no longer able to comfortably participate in activities or if they need more care than childcare staff can provide, thereby compromising the health and safety of other children. Additionally, children with a fever above 100.4 degrees with behavior changes, children that have stool unable to be contained in a diaper, or children with one or more episodes of vomiting with the last 24 hours and abdominal pain will be asked to remain at home. Parents are required to notify Nurturing Dreams when their child is ill. If a child becomes ill while at daycare, parents will be called and the child must be brought home. Nurturing Dreams reserves the right to override a health care provider's orders based on our program's policies as listed above.

Medication Policy

Nurturing Dreams requires written parental permission to give prescription, over-the-counter medication, and over-the-counter products to children. Medication must be given to staff and should not be left in diaper bags or placed in cubbies. Nurturing Dreams will only accept medication in its original container that is labeled with the child's name and expired medication will not be given. Completed medication records will be added to the child's file.

Outdoor Policy

Nurturing Dreams will only bring children outside if the temperature is greater than 15 °F (including wind chill estimates) and less than 90 °F (including heat index). Parents are responsible for ensuring that their child has weather appropriate clothing and shoes. If a parent requests that their child does not go outside for play, a doctor's note is recommended.

Aquatic Policy

There will be no swimming or wading pools within the daycare. The only type of water activities will be sprinklers and water/sand tables. During water play, staff will be directly supervising children with the children within arms reach at all times.

Meals and Snacks

Nurturing Dreams prepares all meals and snacks onsite. Weekly menus will be provided on the website and will be posted on the bulletin board in the front hallway. Children are encouraged to eat, but we will never engage in coercion or force feeding. Food supplied by Nurturing Dreams meets USDA requirements. Children with allergies or other special dietary needs will be provided for after a doctor's note is provided to Annie.

Food may be brought from home if a child has a special diet and is unable to eat the food provided for that day. Food may also be brought for a child's birthday or a special event, but parents must provide enough food for the child's entire classroom.

Toilet Training

When a child is in the process of toilet training, parents/guardians must bring several changes of clothing and extra undergarments in case of accidents. Nurturing Dreams will not allow a child to wear only underwear at daycare until they have mastered toileting. Sanitary conditions cannot be maintained if children have more than an occasional toileting accident while at daycare. A conversation will be held with parents before beginning potty training. This will allow all parties to discuss whether the child is developmentally/physically ready. During this conversation the importance of consistency between daycare and home while toilet training will also be discussed.

Nap and Rest Time Policy

Nap time at Nurturing Dreams will be from 12:30 PM – 2:00 PM. Parents are responsible for providing a nap mat for their child as well as a blanket. The blanket will be sent home weekly, and it is the parent/guardian's responsibility to ensure that it is washed and brought back to daycare.

Infant Sleep Policy

All infants under the age of 12 months will be placed completely flat on their backs for sleep in a safety approved crib or pack & play. The infant's face must remain uncovered while sleeping. Regular visual checks will be conducted every 10 to 15 minutes and a monitor will be placed in the infant sleep room. If parents/guardians request that their infant is placed in an alternate sleep position or in another device/equipment for sleep, parents must provide a written order from a healthcare provider stating justification for the request. If an infant falls asleep while not in a crib or pack & play, the infant must be moved immediately to a crib or pack and play. Licensing requires written parental permission to use a blanket, sleep sack, security item, or pacifier.

The Signatures of the Parties to the Program Policies

By signing these policies, clients indicate that they have read the provider's policies and agree to follow them. Failure to enforce one or more of these terms does not waive the provider's right to enforce any other terms of this agreement.

Director's Name (print)	Signature	Date
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Parent/Guardian Name (print)	Signature	Date
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Parent/Guardian Name (print)	Signature	Date
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*Co-signer's Signature (print)	Signature	Date
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*A co-signer is required if the client is under the age of 18.