



Miss Monica's Family Child Care Handbook

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Thank you for choosing me to provide quality care for your family!

Please read this handbook thoroughly and familiarize yourself with my policies and procedures. If you have any questions, at any time, do not hesitate to reach out. All forms referenced throughout this handbook will be included in the enrollment packet, and can be provided digitally or physically upon request.

Licensing

Miss Monica's is a Class C1 Group Family Day Care. I am legally able to provide care for eight children under school age (11 years of age) in which no more than three children in care can be infants (six weeks old- 12 months old) and toddlers (12 months-24 months old). Of those three, only two may be infants.

Mission Statement

My aim in childcare is to provide a safe and nurturing home-like environment to care for children's physical, emotional, social, and intellectual needs based on an individual developmentally appropriate level.

Each child in care will be treated with warmth, positivity, kindness, and respect.

By creating an atmosphere that feels like family, I aim to help children build confidence, develop healthy relationships, and enjoy each day as they learn and explore the world around them.

About Miss Monica

I am Monica Larsen, owner and care provider at Miss Monica's. I grew up in New Lisbon, WI, and attended college at Western Technical College in La Crosse, WI to obtain my associates in Early Childhood Education. Since I was 14 years old, I've babysat for family members, helped at a family friends in-home daycare, nannied for a few different families, worked at several different daycare centers as both an assistant and lead teacher, and worked with school age children over summer breaks through a public schools program.

I am passionate about quality, flexible childcare.

My fiance and I have two boys, three year old Otis and one year old Gus, who will be in my care every day. Family is a core value in our home, and we're excited to welcome yours as a part of it.

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Hours of Operation

Miss Monica's will operate from 6:45am- 5:15pm Monday- Friday.

We will be closed for the following holidays on a yearly basis:

- New Years Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Friday following Thanksgiving Day
- Christmas Eve
- Christmas Day

I will also have two weeks scheduled per calendar year of vacation. Families are not expected to pay tuition when I am closed due to holidays or vacation. Notification of closings for vacation will be given at least one month prior to allow time for alternate care to be arranged.

Enrollment Procedure

- ☐ An in person tour/ meeting with the primary guardian(s) and child(ren) who will be receiving care must be scheduled. Families can ask any questions and will be given a tour of my home where care will be provided, as well as a copy of this handbook to read over. Children can familiarize themselves with myself, my home, and my family
- ☐ The handbook acknowledgement form indicating you have read and fully understand and accept all policies and procedures included in this handbook must be signed and turned in prior to care beginning
- ☐ Child Enrollment Forms shall be completed, signed, and returned
- ☐ Immunization records
- ☐ Intake Forms for children under two years of age

Nondiscrimination Practices

Miss Monica's shall not discriminate in relation to admissions on the basis of race, creed, color, national origin, religion or sex.

Open Door Policy

Primary caregivers are welcome and encouraged to visit anytime your children are present in my care. Breastfeeding parents will always be invited to nurse their child while in care, and will be provided with a private space to do so.

Communication is also highly encouraged! Parents may contact me at any time via phone or email. If you get my voicemail, please leave a message and I will get back to you as soon as I'm able.

Tuition

At Miss Monica's, the rates are as follows:

Infants & Toddlers (six weeks-two years of age)

Per Day Rate: \$45

Weekly Rate Discount (5 days): \$200

Preschool (two years of age- five years)

Per Day Rate: \$40

Weekly Rate Discount (5 days): \$170

Payment and Schedule Expectations

Unlike typical childcare settings, *I will not require you to pay for days you do not need care.*

Your usual expected care schedule will be required on enrollment forms, but if you have an alternating work shift and each week looks different for care needs, you will only pay for care received.

You will be billed the last operating day of each week for care received. Tuition must be paid before care resumes the following week.

For example, if you have one infant scheduled Monday–Wednesday one week and Thursday–Friday the next, you'll be billed \$135 on Friday of the first week. Payment must be made before care resumes Thursday of the following week.

Payment can be accepted in cash or check.

Families with schedules that may have long breaks (such as any public school calendar schedule, etc) will not be required to pay over holiday/ summer breaks. You will not be required to pay to hold a spot as long as you communicate what specific dates you will resume care and what the dates you will not be receiving care include.

For regularly changing schedules, please provide a minimum of one week notice with your child(ren)s schedules.

My goal is always to work together with families. However, in rare cases of repeated issues (e.g., habitual late pick-ups, unpaid tuition, etc.), I may need to end care. Notice will be given whenever possible.

In general, a two weeks notice is always the goal but at a minimum, a one week notice is sufficient.

I aim to be flexible and honor individual families schedules, but ask the same respect and care for my business and family in return. If you notify me of a break period and do not return to care at the given date, or fail to otherwise communicate any changes, you will receive notice via email or phone cancelling your care.

Tuition Fees

- A \$10 charge will be added to all tuition bills if not paid by the due date. A \$5.00 charge will be added for each day that balance remains unpaid. After 2 weeks with an unpaid balance, you will not be able to drop your child off for care at Miss Monica's until the bill has been paid in full, including any accrued late fees.
- A \$30 fee will be added to the check amount of any returned/ bounced checks.
- A \$1 per minute fee will be added to weekly tuition for any children dropped off prior to operating hours (6:45 am) and any child remaining in care past operating hours (5:15pm).

I am legally unable to operate outside of my licensed business hours.

In cases of emergency, please arrange for an alternate authorized pick-up person to get your child(ren) from care before 5:15pm. Please provide communication in such scenarios, as allowed. I reserve the right to void fees in certain emergencies with sufficient communication and understanding that unavoidable circumstances may arise.

Habitual late pick-ups, late payments, or unexpected absences may result in termination of care.

Sick Day Notice

If you decide your child will be staying home due to illness, please notify me as soon as you are able that your child will not be in attendance. If your child is scheduled to be in care and has not arrived within one hour of the planned drop-off time, I will reach out to their emergency contacts to inquire about their whereabouts.

Emergencies

In the case of an emergency where I need to unexpectedly close Miss Monica's, family's will be contacted by phone call informing them to pick up their children as soon as possible.

You will not be billed for care if I need to close unexpectedly, due to any sort of emergency (examples including but not limited to: immediate family members death, my child requiring hospitalization, power outage hindering ability to provide care, accident resulting in my inability to provide care, tree falling on my house, etc) prior to 1pm on any given day.

An authorized alternate care provider may need to step in until all children are picked up, and families will be notified of the alternate care providers contact information/ relation.

Fire

I am required by law to keep at minimum a 2A:10BC on premises at all times and be trained on how to use them. In the case of a fire that cannot be extinguished by myself in a timely manner, children will be evacuated from the house. 911 will be called, and families will be notified immediately after. In cases of inclement weather, I will temporarily relocate children and provide care until all children have been picked up. The fire evacuation route is located on the bulletin board in the entry way. As required by law, fire drills will be practiced monthly.

Tornado

In the case of a tornado warning, children will be relocated to the basement until the warning has passed. Tornado drills will be practiced monthly. The tornado plan is located on the bulletin board in the entry way.

Inclement Weather

Miss Monica's will not close due to inclement weather *unless* my home's utilities (water, power etc) are affected from such an emergency in which I cannot safely provide care. Families will be notified by phone call as soon as possible in such circumstances requiring a closure. If you decide not to send your child due to inclement weather, please notify me. If your child is scheduled to be in care and has not arrived within one hour of the planned drop-off time, I will reach out to inquire about their whereabouts.

Illness

Per MN Statutes, families must notify me within 24 hours of diagnosis with any reportable contagious illness or parasitic infestation. A copy of the list is available on request.

Families of any exposed children shall be informed the same day I receive notice of a positive diagnosis for any of the illnesses or parasitic infections listed above.

Families will notified immediately if their child(ren) develop any of the following symptoms:

- Underarm temperature of 100 degrees Fahrenheit or above, or an oral temperature of 101 degrees Fahrenheit or above.
- Vomiting
- Diarrhea
- Rash (other than mild diaper or heat-related rash)
- Head Lice

Symptoms will be monitored and families will be notified when they are expected to pick up sick children for any contagious disease in an attempt to prevent the spread of illness. It will be at the discretion of the provider whether a child is required to leave care due to symptoms.

Children waiting for pickup while sick may be safely & comfortably isolated from other children in care to minimize exposure. Families will be notified if separation is required. If a child is required to leave prior to 12 pm on any day of care due to illness, families will not be expected to pay. If a child is required to leave after 12 pm on any day of care due to illness, families will be responsible to pay the full day rate.

Any child who was required to leave care due to any illness symptom, will not be accepted back in care until they have been symptom free for 24 hours, or has a note from a medical provider stating they may return to care.

Immunization Records

Per Minnesota Statute 121A.15 I am legally required to obtain current records of every child in my care's immunizations. They will need to be updated as follows per age:

Infant: Every six months

Toddler: Annually

Preschooler: Every 18 months

School Age: Every three years

Medication Administration

I must have written permission from families prior to administration of diapering products, sunscreen lotions and insect repellents. Nonprescription medicines, diapering products, sunscreen lotions and insect repellents must be administered according to the manufacturer's instructions. Permission forms are in the enrollment packet. According to state law, I am required to have and follow written instructions from a licensed physician or dentist before administering any prescription medicine. A special Administration of Medication Form must be signed by a primary guardian. Medication with the child's name and current prescription information on the label constitutes instructions. All medicines will be kept in its original container and have a legible label stating the child's name. The medicine must be given only to the child whose name is on the label. I cannot administer medicine after an expiration date on the label and any unused portion must be returned to the child's guardian. I will ensure that the administration of medicine is recorded and give the name of the child, medication, date, time, dosage, and the name & signature of the

person who dispensed the medicine. The record will be available to the parent and maintained in the child's file. Sunscreen, lotions, insect repellents, salves and diaper rash creams must all be supplied by each family and labeled with the child's name. All medicines, insect repellents, sunscreen lotions and diaper rash products will be stored according to the directions on the original container and inaccessible to the children. Prescribed medication will be kept in a secured container in an out of reach location.

Daily Schedule

In childcare, no two days are exactly alike. While children thrive on consistency and routine, I also value flexibility to respond to each child's individual needs. My goal is always to put the best interests of the children first, balancing structure with the understanding that every day can bring something new.

Sample Schedule:

6:45-7:45 Arrival/ Free Play
7:45-8:00 Clean up, toileting/ diapering, washing
8:00-8:30 Breakfast
8:30-9:00 Group Activity Time; Reading, Art, Sensory, etc
9:00-9:30 Free Play
9:30-10:00 Clean up, Toileting/ Diapering, Preparing for Outdoors
10:00-10:45 Outside Play/ Gross motor
10:45-11:15 Indoor Free Play/ Clean-Up, Handwash for Lunch
11:15-12:00 Lunch
12:00-12:15 Clean up, Toileting/ Diapering, Preparing for Rest Time
12:15-12:30 Quiet Time; Reading, Puzzles, Individual Activities
12:30-2:30 Rest Time
2:30-3:00 Toileting/ Diapering, Washing
3:00-3:15 Snack
3:15-5:15 Free Play (Outdoor Weather Permitting)

Daily Activities

At our program, free play is an essential part of each day. Through free play, children make choices, explore interests, practice social skills, and develop creativity and independence. Balancing free play with small and large group activities supports each child's growth and helps them learn cooperation, problem-solving, and self-regulation. Toys are reorganized at a minimum of biweekly to keep interest fresh and creativity flowing. Books are rotated biweekly to match current seasons/ holidays/ interests/ themes. Activities are thoughtfully planned to nurture all areas of development while allowing flexibility to follow children's interests.

Some examples of our daily activities may include:

Creative / Art: painting with brushes or fingers using paint or water, bingo daubers, stamps, sticker art, seasonal crafts

Sensory Exploration: playdough, kinetic sand, water play, sensory bins, bubble wrap

Literacy & Language: story time, felt board stories, letter games, circle time songs, group storytelling

Science & Discovery: gardening, weather charting, sink-or-float experiments, nature exploration with magnifying glasses, Kids National Geographic

Dramatic Play: pretend kitchen, dress-up, babies, puppet shows, themed group play like “grocery store” or “camping”

Music & Movement: songs, instruments, scarf dancing, freeze dance, musical games

Fine Motor Skills: bead stringing, lacing cards, puzzles, block building, tweezer sorting

Gross Motor & Outdoor Play: mini trampoline, pickler triangle climbing, tunnel crawling, ball toss, backyard time, bubble catching

Behavior Guidance

I believe my role as an early childhood educator is to provide children opportunities to learn about and explore their world in a safe and healthy manner. Guidance is the process of helping children develop self-control and self-reliance to achieve this goal. Positive guidance techniques are the key to successful programs for all children.

I will follow the Seven Steps of Comprehensive Guidance from the National Association for the Education of Young Children.

1. Children are in the process of learning acceptable behavior.
2. An effective guidance approach is preventive because it respects feelings even while it addresses the behavior.
3. Adults need to understand the reasons for children’s behavior.
4. A supportive relationship between an adult and a child is the most critical component of effective guidance.
5. Adults use forms of guidance and group management that help children learn self-control and responsiveness to the needs of others.
6. Adults model appropriate expressions of their feelings.
7. Adults continue to learn even as they teach.

The following are more specific examples of how I may guide children’s behavior:

- Stating suggestions in a positive form (Instead of) “Don’t stand on the chair!” (I rephrase as a positive alternative to the undesired action) “Please put your butt in the chair, or stand on the floor. I want you safe!”
- Offering choices only when appropriate to promote autonomy “You can put your shoes on, or I can. But we need them to go outside and play. Which one of us would you like to put them on?”
- Avoiding making comparisons or encouraging negative competition
- Avoiding shaming or labeling
- Encouraging maximum growth of independence “You’re trying so hard, I know you will be able to shut the marker cap. Try slowing down and watch the cap as you push it on the marker.”
 - Redirecting to activity areas related to child’s interest “It looks like Johnny is playing with that tractor right now, but I have a dump truck here that no one is using. Would you like to pick a different truck while you wait?”
 - Defining limits clearly and consistently “We color on the paper with markers!” “Johnny, where does Miss Monica tell you we may color with markers?” “Johnny, markers belong on paper, not our skin.”
 - Giving appropriate affection, acceptance, attention, and care when children make a positive choice “Johnny, I’m so proud of you for making the choice to share that truck with Billy. You are such a kind boy! Look at how happy Billy is because he gets a turn.”

- Children will be encouraged/ allowed access to a “safe place” for emotional regulation / calm down time “Johnny, you just hit Billy because he said it was his turn with the truck. That was a stop choice. I think we might be able to solve this problem better after you take a body break in the quiet corner. I’ll come check on you in two minutes, let’s set the timer.”

Behavior Policy

Despite my best intentions to implement positive guidance, children are still learning and will make mistakes. A child will NEVER be punished through means of shaming, frightening, humiliating. A child will NEVER be subjected to physical punishment such as spanking, pinching, hitting.

There may be times when a child needs to be physically separated from other children for their own and others safety. Guardians will be notified if such instances occur. The child’s behavior and caregivers’ response will be documented.

It is up to my discretion as a caregiver to determine if after no less than 5 documented instances of behaviors will end in termination of care. Efforts will be made before termination to provide resources and behavior plans for children in need, but please understand this decision will always be made with everyone's safety and wellbeing in mind.

Supplies Needed

Each child in care will have a designated individual cubby labeled with their name. They will have a corresponding hook beneath said cubby labeled as well. I highly recommend labeling children’s clothing/ sleeping bags/ winter gear etc to ensure everyone’s belongings are returned to the proper location. It is optional for you to send these items for me to keep in my home, and replenish as notified for convenience, or for you to bring a bag packed with the following each day of care. It is your responsibility to ensure I have these or I will not be able to provide care.

Items I will need daily for each child:

- ☐ Two complete seasonally appropriate changes of clothing (five required while toilet educating)
 - ☐ Winter: Snow suit/ snow pants, jacket, hat, waterproof mitten/ gloves, snow boots
 - ☐ Spring: Light jacket/ sweatshirt, hat
 - ☐ Summer: Sun protection hat/ sunglasses, swim diapers (as needed), swim suit
 - ☐ Fall: Jacket, hat, mittens
- ☐ Weather appropriate shoes
- ☐ Sleeping Bag (for children preschool age and older)
- ☐ Sleep Sack (if authorized for use for infant & toddler)
- ☐ Diapers or pull-ups (minimum of 10 daily, or when supplying me with bulk families will be notified when my stock is at 10)
- ☐ Bottles Daily. I recommend a ‘lunch’ bag for bottles. Bottles need to be labeled with your child's name. You know your child’s feeding schedule best. It is your responsibility to ensure I have an adequate supply to feed your infant throughout their time in my care. Guardians will be notified if I run out of milk for their infants, and will be required to pick-up as soon as possible if they are displaying signs of discomfort due to hunger.

If using breast milk, bottles will be refrigerated upon arrival. Any left over breast milk after feeds can be saved per families request, or bottles will be rinsed and placed in your child’s bag to be taken home daily.

If using formula, families may choose to send an entire package of formula to be labeled and kept at my home for daily use, or to send formula back and forth daily. Bottles will be rinsed after feeds and placed in your child's bag to be taken home daily.

- ☐ Two pacifiers daily (for children who use them). They may be kept in your child's cubby in a sealed storage container and given to children when needed for comfort/ soothing and at rest times. These may be sent home on the last day of care per week to be washed and returned with your child the following week at drop off.
- ☐ Family Picture- you may send this via email or bring a printed picture that I may display in my home at children's level for them to see.
- ☐ Diaper cream (as needed, form required)
- ☐ Lotion (as needed, form required)
- ☐ Sunscreen (seasonally as needed, form required)
- ☐ Bug Spray (seasonally as needed, form required)

*I have "Momcozy" brand fragrance free large water wipes in stock at all times. You are welcome to sign a form authorizing use of my wipes, or you may send your preferred brand of wipes, form still required

Toilet Education

Potty training will not begin until I have received written/ or verbal consent from a guardian for the child. This is with the mutual understanding that a child will be most successful when home and daycare work together with consistent toileting routines. We can discuss individual techniques (such as rewards for pottyng, schedules, incentives etc) as I want to honor your parenting styles and wishes. In general, I will encourage children to sit on the potty on an hourly basis and will utilize timers/ visual reminders to help a child establish a routine. A child will NEVER be punished, shamed, or scolded for accidents. You may decide if you'd like your child to wear pullups, water proof briefs, or regular cotton underwear. I will require at least 5 extra sets of clothing per child throughout the potty training phase, and will place soiled clothes in a plastic bag to be sent home daily.

Meals

Miss Monica's will serve breakfast, lunch, and a PM snack to all children in care who are eating solid food. Bottle fed infants will be fed on an on-demand individual schedule. Alternate requests for any child's diet must be written and signed by parents and the child's health care provider specifically explaining the diet request.

Food (lunch bags and individual food items/ containers) and bottles brought from home must be labeled with the child's name and refrigerated when necessary. Empty bottles will be rinsed after use, and all bottles will be sent home daily.

Food served during the day will include servings from each of the basic food groups as defined by the United States Department of Agriculture. No child shall be forced fed under any circumstances, and food will never be withheld from a child at meal times.

Meals will be served family style with everyone sitting together at the table and the teacher eating alongside children to encourage table manners, trying new things, self feeding with utensils, etc.

Rest Time

My policy for naps and rest is consistent with the developmental level of each individual child.

Confinement limitation - A child who has completed a nap or rested quietly for 30 minutes will not be required to remain in their crib/ sleep location; an alternate quiet activity will be offered for the remainder of rest time for those who do not fall asleep or those who wake before rest time is over

Rest Time Environment- I have an upstairs bedroom furnished with 2 cribs for infants/ toddlers to use during their rest times. Infants/ toddlers will not be expected to follow the same sleep schedule as older children. There is a baby monitor on at all times during naps which I will check frequently to ensure children are safe and whether they are awake. Infants/ Toddlers will have their own designated sleep crib.

Bedding -Children preschool age and above will be responsible to bring a sleeping bag for rest time use on a weekly basis. The sleeping bag will be sent home on the last day of care per week to be laundered, and must come back when the child resumes care the following week.

The remaining requirements in this section are applicable for programs serving infants: Reduction of risk of sudden unexpected infant death - Pursuant to Minnesota Statutes

1. Infants will be placed to sleep on their back, unless I receive documentation from the infant's physician directing an alternative sleeping position for the infant including an authorized guardian's signature. An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the infant is at least six months of age or I receive a signed statement from the child's guardians indicating that the infant regularly rolls over at home.
2. I will place each infant in a crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, fits tightly on the mattress, and overlaps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort. I will not place anything in the crib with the infant except for the infant's pacifier.
3. If an infant falls asleep before being placed in a crib, I will move the infant to a crib as soon as practicable, and will keep the infant within sight until the infant is placed in a crib. When an infant falls asleep while being held, I will consider the supervision needs of other children when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant will not be in a position where the airway may be blocked or with anything covering the infant's face
4. I will not use swaddles for infants in my care under any circumstance.
However, with the written consent of a guardian, I will allow use of single zipper, age appropriate, non-weighted sleep sacks.

Transportation

I am required by state law to complete a training course prior to transporting any child in my care during operating hours. Therefore, I am unable to transport children at this time. Should I complete training, all families will need to sign a transportation authorization form before I am able to transport your children in a vehicle.

We may, however, take walks around the community in my four seat wagon, and go to Windsor Park that is 2 blocks away.

I will need signed authorization to take your child on a walk. Families will be notified before we leave the premises to take a walk, and approx. how long we will plan to be gone.

If you do not sign the authorization form, you will be requested to arrange an early pick-up for your child on planned walk days to allow other children in care to enjoy the activity.

Pick Up/ Drop Off

I am not legally able to operate outside of the hours listed on my state issued license. You may not drop your child off before 6:45 am.

You are expected to pick up your child prior to 5:15 pm, besides unexpected emergencies where communication has been made with a pick-up plan.

Only authorized guardians and alternate emergency contacts listed on enrollment forms will be allowed to pick up children from my care. Alternate pick up persons must be over the age of 18 years. If an authorized pick-up person is to take your child from my care, and I have not yet met them personally, I may request to see a form of ID (such as a state issued drivers license) to ensure I am sending your child home with the proper adult. This policy is made with everyone's safety in mind. It is your responsibility to ensure your alternate pick-up person is aware of this policy and has a form of ID on them at pick-up time. I appreciate your understanding of this requirement.

Liability Insurance

At this time, I do not carry separate liability insurance for my family child care program. As a licensed provider, I follow all Minnesota Department of Human Services rules and safety requirements to help protect children in care.

Parents and guardians should be aware that in the event of an accident, injury, or property damage, coverage would fall under my personal homeowner's insurance (if applicable) or the family's own insurance.

If you have questions about this policy, or would like more information about coverage and risk, please feel free to ask.

Screen Time

I believe children learn best through active play, hands-on exploration, and social interaction. Screen time is to be used **purposefully and in moderation**, and will never be a substitute for play-based learning.

Typically, screen use is limited to about an hour or less per day during Miss Monica's operation, and may include:

- Short, age-appropriate educational videos (like music, movement songs, or online stories I do not personally own that relate to seasons/ holidays/ themes)
- Occasional child-appropriate movies during inclement weather when outdoor play isn't possible or during quiet rest times
- Screen time is never forced; children who choose not to participate in a television activity/ movie/ show, are able to participate in free play
- Screens will not be used during meals or snack times

My goal is always to keep screen time intentional, limited, and supportive of children's development — while recognizing that, especially as a solo provider, it can be a helpful tool in certain circumstances.

Pet Notice

My family includes two dogs at our home. Efforts will be made daily to keep the dogs separated from children during time of care indoors with use of gates for everyone's safety. When we are outdoors, the dogs may be present in our backyard. I pick up all dog waste at immediate notice of need. If your child is allergic to dogs, we must mutually understand my home may not be a suitable environment for your child's care. All pets are up to date on all required vaccinations.

Termination of Care

While my goal is to provide a supportive and nurturing environment for your child, there may be circumstances where termination of care becomes necessary. The decision to terminate care will always be made with the best interest of the child, other children in care, families, and the provider's ability to maintain a safe, respectful, and legally compliant environment.

Termination of care may occur for reasons including but not limited to:

- Non-payment or chronic late payment of tuition. If tuition payments are consistently late or unpaid beyond the allowed grace period, including accrued late fees, care may be discontinued after prior notice.

- Habitual late pick-ups, meaning repeated early drop offs or late arrivals for child pick-up before/ after the licensed operating hours without prior communication

- Behavioral concerns. If a child's behavior consistently threatens the safety or well-being of themselves, other children, or the provider, and if documented behavior intervention efforts and supports have not been successful, care may be ended. Guardians will be notified of any serious behavioral incidents and provided with resources or recommendations as appropriate before termination is decided

- Repeated disregard for program policies and procedures, including completion of state required forms

I reserve the right to terminate care due to changes in business operation, family emergencies, relocation, or personal reasons, with reasonable notice whenever possible.

Termination will be communicated clearly, including the reasons for termination and the final date of care. I will make reasonable efforts to assist families until they find alternate care when able.

This termination policy complies with Minnesota Department of Human Services regulations and licensing requirements. Families have the right to appeal or discuss termination concerns with the provider and may contact the licensing agency if needed.

Grievance Procedure

I believe open, honest communication is the best way to prevent misunderstandings and to resolve any concerns quickly and respectfully. My goal is to build a trusting partnership with families so that if an issue arises, we can work together toward a solution.

In accordance with Minnesota Statutes 245A.04, subdivision 1d, families and authorized representatives have the right to bring a grievance to the highest level of authority in the program (the license holder). If you have a concern or grievance about any aspect of care, I encourage you to share it directly with me as soon as possible. Most issues can be resolved through conversation. If the concern isn't resolved, you may submit the grievance in writing (by email or letter), describing the issue and the resolution you would like, and request a meeting to discuss it further. As the license holder, I will review and respond to all written grievances within 10 business days and will document the grievance along with any steps taken to address it. If your concern cannot be satisfactorily resolved between us, you may contact the following:

Agency**Contact Information****Rice County Child Care
Licensing**

507-332-6115 (Faribault office)

Toll-free: 1-888-200-4807

Stacy Knutson: 507-332-6257

Katie Anderson: 507-333-3708

MN DCYF Licensing Division651-431-6500 (state licensing
hotline)**Mandated Reporter Notice**

As a licensed family child care provider in Minnesota, I am a mandated reporter under Minnesota law (Minnesota Statutes, section 626.556, also known as the Maltreatment of Minors Act).

This means I am legally required to immediately report any suspected child abuse, neglect, or maltreatment to the local child protection agency, law enforcement, or county social services. Reports must be made when I know of or have reason to believe a child has been or is being harmed, or is at risk of harm. My responsibility as a mandated reporter helps protect the health, safety, and well-being of every child in care.

If you have questions about what this means, or about reporting procedures, please feel free to ask at any time.

Drug and Alcohol Policy

I prohibit employees, helpers, substitutes and volunteers, when directly responsible for caring for the children, from abusing prescription medication or being in any manner under the influence of a chemical or alcohol, to the extent that the use or abuse has or may have a negative effect on the ability of the person to give care or is apparent during day care hours. I will train employees, helpers, substitutes, and volunteers about this substance abuse policy.

Rule 2

Families will receive a complete copy of the childcare Rule 2 at admission. The link to the Rule is:

<https://www.revisor.mn.gov/rules/?id=9502>

**Thank you for taking the time to read this handbook. I'm honored to be part of your child's journey,
and I look forward to growing, playing, and learning together!**