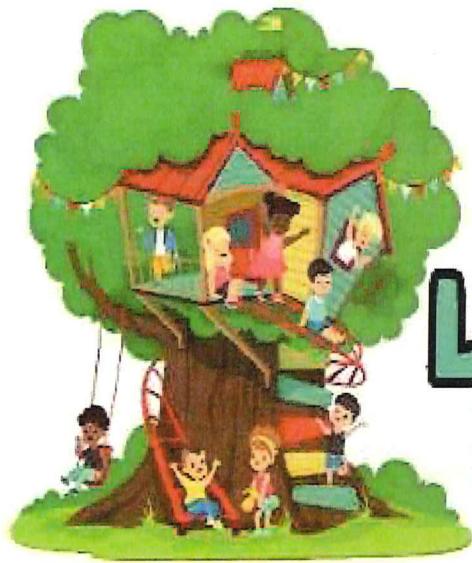


**Brandie's Little Bear Learning Center  
Learning Center LLC**



**Brandie's**  
**LITTLE BEAR**  
Learning Center

Explore, Learn & Play

UPDATED Dec 28<sup>th</sup>, 2023

# Parent Handbook Contents

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# Brandie's Little Bear

## Learning Center LLC

### Parent Handbook

Brandie's Little Bear Learning Center ("Center") is committed to providing a safe, caring and developmentally appropriate environment for children between the ages of six weeks and twelve years.

#### Our Mission

"Our mission is to provide high quality childcare that meets the needs of each child and family in a safe, educational, and caring environment. Our focus is to provide a stimulating early care and education experience, which promotes each child's social, emotional, language, intellectual and physical development."

## I. Policy Information for Parents

The Center's daily schedule, plans, classroom arrangements, and staffing patterns are designed to promote positive, inclusive, and enjoyable learning experiences, including respectful and trusting relationships among adults and children. Consistency is important in setting rules and limits. Copies of paperwork are given once at time of enrollment. If additional copies are given to parents after enrollment, a \$3.00 charge will be added to your billing.

#### Age and Programs

The Center is licensed to serve 140 full time children between the ages of six weeks and twelve years old.

- 28 infants
- 42 toddlers
- 40 preschoolers
- 30 school age before/after school program

#### Hours of Operation

The Center operates Monday-Friday from 6:30 am-5:30 pm. At intake, the Director meets with parents to establish their child's hours, for example: 7am – 3pm.

The Center reserves the right to close during extreme weather conditions.

### Child Drop-Off/Pick-Up

Parents and authorized adults must accompany children into and out of the center at all times and must sign children in and out when coming and going.

Parents are encouraged to keep routine arrival and departure schedules for optimum staffing. Parents will notify teachers when children will not be in attendance, dropped off late, or picked up early to ensure proper staffing.

- Drop-Off Times: 6:30 am- 9:00 am
- Pick-Up Times: 3:00 pm-5:30 pm

### Parent Responsibilities

Parents of infants please provide diapers, wipes, bottle, extra clothes, and diaper cream.

Parents of Toddlers please provide diapers/pull-up, wipes, extra clothes, diaper cream, and sunscreen.

Parents of Preschoolers if your child is still potty training provide pull-ups, wipes extra clothes and sunscreen.

School-Age children please provide sunscreen and extra cloths.

To all parents, please make sure that your children have the proper outdoor clothing for the weather conditions.

### Holidays/Staff Development Day/Closed Days

To ensure the Center can meet its financial commitments on items like staff pay, benefits, etc., we are unable to issue refunds if a child is sent home due to illness, center closure, example, weather, COVID or other reasons. The following holidays, staff development days and closed days will be billed to parents. Fees are based on a weekly rate. Sick days, holidays, staff development days and emergency closings, and COVID are considered part of the schedule. The following holidays are considered paid holidays and we will be closed: New Year's Day (January 1<sup>st</sup>), Memorial Day, 4<sup>th</sup> of July, Good Friday, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, and Christmas Day. Other paid/closed days will be taken into consideration throughout the year and notice will be given to the families if we are able. We will take one day in the year for a staff development day for our staff to complete the mandatory training enable to stay in compliance with Rule 3. This will be considered a charged day. All Parents regardless of enrollment status are required to pay for all enrolled days/holidays/ in-service days even when their child is not in attendance, such as being sick. If a holiday lands on a weekend our center will either be closed the Friday before or the Monday after as a closed paid holiday. It will be to our discretion and will notify the parent prior to the holiday being posted on the

memo board by the front office. If a holiday falls during the week we will be closed on the day of the holiday.

School age rates are based on if your child is in school or school is in/out of session. We go off the RockRidge school calendar for closed days. If there is no school due to summer vacation, Holiday break but not limited to, (Christmas, Easter, Presidents Day, and teacher in-service day), COVID, weather, etc you are charged a full day rate/holiday rate in addition to the \$60 before/after school care rate or summer rates.

### General Parent Information

Communication between parents and teachers is an essential component of high quality early developmental programs. Through sharing information concerning your child's activities and welfare, we can together best meet your child's needs in a partnership approach.

*Ratios.* We operate within the following ratio guidelines:

- Infants 1:4
- Toddlers 1:7
- Preschoolers 1:10
- School age before/after school program 1:15

*Open Door Policy.* We invite you to take advantage of our Open-Door policy, which allows parent/guardian access to their child at any time. Drop-in to share lunch with your child's class or pre-arrange with teachers to share an activity in the classroom, such as reading or an art or science project with the children.

*Daily Communication.* Each child has a file folder located outside of their classroom entrance. Please check your child's file daily for important information about classroom and Center activities as well as updates on your child's day.

*Child Care Program Plan.* The Center has a written Child Care Program Plan that is located in the office and is available to parents at any time. This plan describes all aspects of the program: developmentally appropriate goals and objectives, recording and reporting of children's developmental progress (social, emotional, language, physical and intellectual growth), involvement and responsibilities of parents, staffing and the classroom's daily schedule.

### Program Philosophy and Curriculum Goals

Our program offers a STEAM based curriculum purchased through Funshine Express. This curriculum meets Minnesota State Standards as required by the Department of Health and Human Services. The most important goal of our program is to help children become enthusiastic learners. This means encouraging children to be active and creative explorers who

are not afraid to try out their ideas and to think their own thoughts. Our goal is to help children become independent, self-confident, inquisitive learners. We allow children to learn at their own pace and in ways that are best for them. We foster good habits and attitudes, particularly a positive sense of themselves, which will make a difference throughout their lives.

Our curriculum identifies goals in all areas of development,

1. Social: to help children feel comfortable, trust their new environment, make friends, and feel they are part of the group.
2. Emotional: to help children experience pride and self-confidence, develop independence and self-control, and have a positive attitude toward life.
3. Cognitive: to help children become confident learners by letting them try out their own ideas and experience success, and by helping them acquire learning skills such as the ability to solve problems, ask questions, and use words to describe their ideas, observations, and feelings.
4. Physical: to help children increase their large and small muscles skills and feel confident in their physical abilities at every stage of development.
5. Language/Literacy-Listening and understanding, receptive language, communicating and speaking, and expressive language.
6. Arts- Exploring the arts, using the arts to express ideas and emotions, self-expression in the arts.

### Behavior Guidance

The Center seeks to build the self-esteem of children by helping them develop self-control and responsibility for their actions. Expected behavior is based on the developmental level of each child. The Center has established guidelines that are designed for the safety and protection of all children. No staff member is permitted to use physical, mental, or emotional punishment on any child or demean a child in our care in any way. All children will be enrolled on a 2-week trial basis to determine if our center is a good fit for the child/children. If after the two-week trial period it is decided that this is not a good fit, the two-week trial period will be considered your 2 weeks' notice and you will only owe for the two week trial period.

### Parent Conferences

Parent-Teacher developmental conferences are offered twice a year on a formal sit-down basis. Conferences may be held at other times as requested by the parent or teacher. Conferences will include a written assessment to the parent of a child's intellectual, physical, language, social and emotional development.

### Health Care Summary & Immunizations

Pursuant to DHS licensure, a **Health Care Summary** is required within 30 days of enrollment and your child's **Immunization Summary** is due at the time of enrollment.

Parents are responsible for keeping information updated.

## Preventing and Responding to Allergies

Pursuant to DHS Licensure, the Center must obtain documentation of any known allergy before admitting a child for care from each child's parent or legal guardian or the child's source of medical care.

If a child has a known allergy, the Center will maintain current information about the allergy in the child's record and develop an **Individual Child Care Program Plan**, which contains the following information:

- a description of the allergy,
- specific triggers,
- avoidance techniques,
- symptoms of an allergic reaction, and
- procedures for responding to an allergic reaction, including medication, dosages, and a doctor's contact information.

The Center will ensure that each staff person who is responsible for carrying out the individual childcare program plan review and follow the plan. Documentation of staff review will be kept on site.

Parents are responsible for keeping allergy information updated with the Center.

The Center will contact the child's parent or legal guardian as soon as possible in any instance of exposure or allergic reaction that requires medication or medical intervention. The Center will call emergency medical services when epinephrine is administered to a child in our care.

## Sick Children and Parent Notification

If a child becomes sick, the Director or the child's teachers will attempt to contact the parents/guardians. If they are unable to be reached, they will attempt to contact emergency contacts listed on the child's intake form. To the best of our ability, sick children will be allowed to rest on their cot or will be removed from the classroom until parent arrival. It is expected that arrangement will be made for the pick-up within **one hour of contacting parent(s)**.

It is our policy that all staff members are trained in the procedures and administration of First Aid/CPR. In the event of a serious accident or illness, the Director or person in charge will call 911 if necessary. They will then call the child's parents/guardians. If needed, the child will be transported via ambulance to Virginia Hospital.

Condition	Exclusion Criteria
Chickenpox	Until all the blisters have dried into scabs; usually about six days after rash onset

Conjunctivitis (Pinkeye)	Until 24 hours after treatment begins, and no discharge (Pink or red conjunctiva with white or yellow discharge that causes matting of the eyelids; pain or redness of the eyelids)
Diarrhea (3 loose stools)	Until diarrhea has stopped for 24 hours (uncontrolled diarrhea is an increased number of stools, compared with a person's normal pattern, along with watery stools and/or increased stool that cannot be contained by the diaper or use of the toilet)
Fever	Auxiliary temperature: 100.4° F or higher of undiagnosed origin and before fever reducing medicine is given. Child may return when symptoms are gone for 24 hours and no fever reducing medication has been given.
Impetigo	Until child has been treated with antibiotics for a full 24 hours
Lice (head)	Until after the first treatment and no live lice are seen
Undiagnosed Rash With or Without Fever or Behavior Change	Until a medical exam indicates these symptoms are not that of a communicable disease (i.e. chicken pox, fifth disease, measles, roseola, rubella, shingles and strep throat)
Respiratory Infections (Viral) RSV	Until child is without fever for 24 hours and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as the child can participate comfortably.
Ringworm	Until 24 hours after treatment has been started
Scabies	Until 24 hours after treatment has been started
Signs/Symptoms of Possible Severe Illness	Until a medical exam indicates the child may return (unusually tired, uncontrollable coughing, irritability, persistent crying, difficult breathing, wheezing)
Streptococcal Sore Throat	Until at least a full 24 hours after treatment begins and the child is without fever for 24 hours
Vomiting	Until vomiting stops (vomiting is defined as one or more episodes in the previous 24 hours)



Sedation from Medical Procedure	Until the day after the procedure
Life saving measures were needed (severe allergies or other treatment for chronic illness)	Only after doctor's approval. If epi-pen or other medication was used: replacement medication required for re-admittance

Medication

Parents are urged to give your child's medication at home if possible. If it is necessary for medication to be given at the Center, medications will only be given with written parent consent. Parents are required to complete the Permission to Administer Medication Form.

Medications must be a current prescription, in their original container and may be given only to the child for whom they are prescribed. Outdated/expired medications will not be given.

Parents are required to complete the Permission to Administer Over the Counter Products form for any over the counter products.

Field Trips

The Center will require parental permission for field trips. Parents receive a calendar and advance notice of upcoming events and/or field trips. Parents must complete the Field Trip Permission Form prior to the trip. (Parent handbook) There may be a small fee per child depending on what the field trip is.

Research, Experimental Procedure or Public Relations Activity

Written parental permission will be obtained prior to any research, experimental procedure, or public relations activity.

Meals and Snacks

We value proper nutrition. The Center provides healthy breakfast, am snack, lunch, and pm snacks for children enrolled in our program. The Center will be enrolled in a state funded food program and will follow proper food program guidelines.

*Outside Food.* All food served in our program, including foods brought from home or purchased from stores, must meet the program's standards. We are a nut-free facility; food items containing peanuts will not be served. Parents with special diet preferences or allergy concerns must speak with the Director to arrange an alternative food plan.

*Birthdays-* We celebrate special occasions such as birthdays in the classroom. Treats must be store bought and nut free. Candy is not allowed unless it is for a take home treat in relation to Valentine's Day, Halloween, or another holiday. Parents will be notified of these special days.

Due to health department regulations, we cannot allow any homemade food items to be brought in or distributed.

*Alternative Food Plan, Special Diet and Allergies.* Allergy information is provided at intake, and clearly communicated to staff (kitchen and in the classroom). If the allergy is severe, a Food Allergy Action Plan, completed by the child's physician, describes steps to use for emergency measures, such as an Epi-Pen.

If a child requires a special diet, parents must contact the Director and provide the child's food. Food brought from home for special diets must be in original containers and labeled with the child's name and date of the preparation (home-made items) or date of opening. Expiration dates must be clearly stamped on commercially prepared perishable items. Any food items not consumed on the day they are to be used will be returned to the parents. Non-dairy milk may be stored in the center's refrigerator for up to 7 days. Parents must inform staff each time they bring an item in and detail how it is to be stored.

*Formula and Breast Milk.* Infant formula, breast milk and bottles must be provided by the parent. Baby food and older infant and toddler food is provided by the center. Formula and infant food prepared and transported by parents shall follow our health consultant's recommendations. The items must be clearly marked with the infant's name.

### Diapering

The Center does not require any child to be potty trained at a particular age. All children learn to use the bathroom at different times, and it is our goal to make this a fun experience, but only when the child (and their family) is ready. Please let us know what methods of potty training are used at home so we can mimic that method. Consistency at home and at the Center are key! As such, we will not start potty training any child unless similar activities are happening at home.

Parents supply disposable or cloth diapers.

- Cloth diapers must have an absorbent inner lining completely contained within an outer covering made of waterproof material that prevents the escape of feces and urine. Both the diaper and the outer covering are changed as a unit.
- Cloth diapers and clothing that are soiled by urine or feces are immediately placed in a plastic bag (without rinsing or avoidable handling) and sent home that day for laundering.

## Pets

The Center does not allow pets.

## Important Phone Numbers

Brandie's Little Bear Learning Center LLC Main Office	218-288-1200
Emergency – Police, Fire, Ambulance	911
DHS Division of Licensing	651-431-6500
Poison Control	1-800-222-1222

## Unauthorized Pick-Up Procedure

These procedures are to be followed if an unauthorized person, a person who is incapacitated, or a person who is suspected of abuse attempts to pick up a child (Who are not the parent or guardian), or if no one comes to pick up a child.

The Center follows a security protocol. Staff does not admit unknown persons without first determining that they should be admitted. Staff uses caution in admitting unauthorized or incapacitated persons who are not the parent or guardian restrict access if deem necessary. and can refuse entrance to such individuals if they deem necessary. The Center's priority is the general welfare, well-being, and safety of the children we care for. The following outlines the procedures we follow to handle these difficult situations.

Unauthorized Person: Parents are asked on their registration form if there is anyone who MAY NOT pick up a child. Once we have been told a person MAY NOT pick up a child, this person will never be allowed to be an authorized person, even if their relationship with the family changes. This is to ensure there is no confusion amongst staff concerning who may and may not pick up a child at any time. The only exception to this rule is if the person is able to provide legal documentation that they have custody of the child.

Parents must designate at least two (2) individuals who are authorized to pick up their child in emergency situations. These two must be other than the parents. Only those persons authorized by the parent on the Authorization to Pick- Up form may sign-out, pick up, or visit a child. Parents must notify the Center when persons other than themselves will be picking up and visiting children. A photo I.D. will be required. No child will be allowed to leave the Center with a person without authorization.

No Parent Arrival: If by fifteen (15) minutes after the pick-up time, no one has picked up a child or contacted us explaining tardiness, attempts to contact the parents will be made. Weather conditions will be taken into consideration. A \$50 late fee per child will be charged. The staff person in charge must fill out a Late Pick-Up form and the form must be signed by the parent when they arrive.

If no parent can be reached by thirty (30) minutes beyond pick-up time, a call will be made to the first person listed as authorized to pick up the child. Arrangements will be made for them to come and pick up the child. If the first person cannot be reached, other authorized individuals will be contacted. A \$100 late fee per child will be charged. The staff person in charge must fill out a Late Pick-Up form and the form must be signed by the parent when they arrive.

If by one hour beyond pick-up time, staff is unable to reach anyone to pick up the child and no one has contacted the Center explaining the situation, 911 will be called. Staff will not transport a child anywhere without a guardian's authorization. Transportation of the child will be the responsibility of the individuals contacted through 911. The staff member will remain with the child, giving reassurance and remaining calm during this procedure, as the situation may be frightening to the child. The staff person in charge must fill out a Late Pick-Up form and document the action taken.

## SCHEDULES

Parents are required to give Brandie's Little Bear Learning Center a weekly schedule every Wednesday by 2 pm for the following week, sent to [BrandiesLBLC.Schedules@gmail.com](mailto:BrandiesLBLC.Schedules@gmail.com). This will help to staff accordingly to stay within DHS guidelines for the teacher/child ratio. If a schedule is not received it will be assumed that you do not need care for that week. After the weekly schedule is submitted, if a parent cancels any days, they will still be responsible to pay for those days.

Due to being a ratio-based business we schedule our staff according to the children's schedules. So, when you schedule your child for 8 am and you show up at 7:30 am. You will be billed an early drop off fee of \$30 if you drop your child off more than 5 minutes prior to your scheduled time.

If a child is not dropped off within an hour of the scheduled drop off time with no phone call with a message left and/or an email letting us know they will be late, you will forgo their spot for the day. If your child will be late, they must be dropped off within the hour from the phone call or you forgo your child's spot for the day.

Late schedule fee- Schedules are due every Wednesday by 2 pm, if a schedule is given past this time there will be a \$25 late fee per child.

Diapers/wipes charge: Parents are notified 2-3 days prior to the child being out of diapers and or wipes. There will be a \$5.00 a day charge for every day we have to start using facility diapers and/or wipes.

All payments will be made through ACH or a voided check through automatic processing each Monday. If your payment information has changed, you are responsible for updating your information. If your charge is declined there will be an additional \$35 fee added to your bill per declined charge. Your child's tuition will be suspended until paid in full.

TUITION PAYMENTS	Drop-in	Weekly Rate	4-Day Rate
Infant (6 weeks-15 mos.)	\$50 Per Availability	\$230	\$225
Young Toddler/Toddler 2 & 3 (if developmentally ready 16 months-32 Months)	\$50 Per Availability	\$215	\$210
Preschool/Pre-k (if developmentally ready 33 months-K)	\$50 Per Availability	\$200	\$195
School-Age (First day of kindergarten-12) As follows, but not limited to summer break/School year holiday Closing/Christmas break/Easter Break/Teacher In- Service days	\$50 Per Availability	\$180	\$175
School-Age First day of kindergarten-12 Before/After School Care Only This applies to all day's school is in session. Additional charge if a holiday/closure lands on one of these weeks.		\$60	
Closed/Paid Holiday Rate, Staff Development Rate and any closed days as stated in the holiday section of the parent handbook.	\$50 Per Availability		

Preschool/Pre-K children- We at Brandie's Little Bear Learning Center offer a Minnesota State Standard curriculum as deemed by the Department of Health and Human services and according to DHS rule 3 guidelines for all children in our care. For those parents that choose to

enroll their child/children into an off-site Preschool program, please note that the tuition fee will remain as the weekly rate or a drop-in basis. The difference is the weekly rate will guarantee your child/children (s) spot for Toddler-School-Age children only. Whereas a drop-in basis will not. For the drop in status, you can call on Thursday of the week before care to see if there is availability for the day that you need for the following week. This may vary on child ratio and staff availability.

School age is considered the 1<sup>st</sup> day of kindergarten through age 12. School age/Summer rates also apply to holiday breaks and distance learning.

All parents will be charged a \$50 per child annual activity fee the first week of each year and an annual Insurance fee of \$30 each July per child. This helps to cover additional materials we may need throughout the year to purchase for such things as crafts, activities, field trips, and art supplies.

### County Assistance Reminder

On page 4 of your Child Care Assistance Notice of Decision you receive there are a few bullets that we would like you to remember to read.

1. COPAYMENT INFORMATION-A copayment is the amount you must pay as your share of child care costs. Pay this amount every two weeks to your provider.
2. HOLIDAY- All children, including those children on drop-in status will be charged for all holidays. Please refer to page 2 of the parent handbook.
3. OTHER CHARGES-If your provider charges more than child care assistance can pay, you may have to pay the provider the extra amount, plus your copay fee. This also applies to teacher in-service days.
4. ABSENT DAY INFORMATION-If your child is absent on a day that the child was scheduled to be in care, the provider may be paid under the absent day policy. The number of absent days that can be paid is limited to 25 days per calendar year.

Tuition fees are charged and prepaid every week. A fee schedule is given to parents upon enrollment and distributed to all parents annually. Families can plan for a minimum of a 2% tuition increase annually.

If special circumstances occur and you cannot follow the tuition payment policy, please discuss this matter with the Director immediately. An individual adjusted payment plan may be submitted for approval by the Director.

Preferred payment options include:

1. Automatic payment or bank transfer,
2. Credit card

Please request further payment information at the Office.

*Insufficient Funds/declined payment.* We will charge a \$35.00 handling fee for the processing of any declined payment or check returned to the Center.

### *Financial Assistance/Early Learning Scholarship*

Various childcare assistance or subsidy programs are available to help qualified families pay for their childcare arrangements. Please be mindful that if a family does not pay their copay and/or the additional fees that the county does not cover Brandie's Little Bear Learning Center has the right to contact St. Louis County to report this and the assistance will be suspended until the balance is paid in full. To determine if your family qualifies for any of these programs, please call the following numbers:

Hibbing Office (218)-262-6000

Virginia (218)-471-7137

Brandie's Little Bear Learning Center requires a paid 2-week written notice if you choose not to attend our facility. These written notices can be sent to [brandislblc@gmail.com](mailto:brandislblc@gmail.com) or [BrandiesLBLC.Schedules@gmail.com](mailto:BrandiesLBLC.Schedules@gmail.com).

Because we are parent Aware rated, we qualify for the Early Learning Scholarship. If you are interested in applying for this scholarship, please inquire about an application at the front desk.

### *II Nap and Rest Policy*

Naptime is a scheduled part of the daily schedule for toddlers and preschoolers and is required by DHS licensing guidelines for childcare centers.

All preschoolers and toddlers are required to lie on a cot or crib to rest or sleep for at least thirty minutes. The environment is darkened, and restful music is played. Staff will not awake children before they are ready to wake up on their own. Infants are each provided with a crib and sleep according to their individual schedules. Naps and rest are provided in a quiet area that is physically separated from children engaged in an activity that may disrupt napping or resting.

- All children must rest for at least 30 minutes. A child who has napped or rested 30 minutes will NOT be required to remain on the cot or crib. Quiet activities are set up at tables until other children get up.

- Placement of equipment: In the infant and toddler rooms the cots/cribs are spread out throughout the room while keeping clear aisles for safety. Unimpeded access for both adults and children are maintained on at least one side of the cot. Cribs are arranged within the sleeping room to also maintain clear aisles for safety and access to all infants. Cribs are accessible at all times from at least one side.
- All cots are placed directly on the floor and must not be stacked when in use.
- Separate bedding for each child is provided for each child in care by the Center. Bedding is washed weekly and when soiled or wet by the Center. Blankets are provided by parents and kept at the Center. Blankets must be washed by the Center weekly and when soiled or wet.
- The toddler and preschool room have individual cots which are disinfected after each use.
- Staff sit or lie next to children, rub their backs and comfort them to help them fall asleep. When children are up, staff attend to cots as directed by their lead teacher.
- A crib or portable crib is provided for each infant for whom the center is licensed to provide care. The equipment is of safe and sturdy construction that conforms to the federal crib standards under the Code of Federal Regulations.
- Pursuant to reduction of risk of sudden unexpected infant death, the following guidelines are followed:
  - Infants are placed to sleep on their back unless documentation from the infant's physician directing an alternative sleeping position. 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 we have a signed statement from the parent indicating that the infant regularly rolls over at home.
  - Infants are placed in a crib directly on a firm mattress with a fitted sheet that is appropriate to the mattress size, that 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.
  - Nothing else is placed in the crib with the infant except for the infant's pacifier. Pillows, quilts, comforters, sheepskins, stuffed toys, and other soft items are not allowed in cribs. The baby's bib and pacifier clip should be removed before placing the baby in the crib. The infant's head must remain uncovered during sleep. The side rail is fastened in the "up" position after placing the baby in the crib. If an infant is to fall asleep before being placed in a crib, staff must move the infant to a crib as soon as practicable and must keep the infant within sight until the infant is placed in a crib. When an infant falls asleep while being held, staff must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to



- sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant's face.
- Putting a swaddled infant down to sleep is not allowed.

### III. Grievance Procedure for Parents

The Center strives for open, honest, and constructive conversations between parents and staff. The following procedure apply when a parent has a concern or complaint about some aspect of the program:

- If applicable, the parent should discuss the issue with the Lead Teacher involved.
- If no resolution is reached with the Lead Teacher, then the parent should discuss the issue with the Director (the highest level of authority at the Center).

### IV. Maltreatment of Minors

Attached to this handbook is a copy of the Maltreatment of Minors Mandated Reporting Policy for DHS Licensed programs. The reporting policies and procedures will be provided to parents at the time of enrollment and are available upon request.

#### A. Reporting.

All staff are mandated reporters and follow the guidelines written in this policy.

1. Reporting suspected abuse/neglect of a child by someone outside of the Center. Such incidents must be reported to Child Protection Services (218)-471-7128, ask for Child Protection) the local police (218)-744-7560, or the county sheriff (218)-749-7134.
2. Reporting of abuse/neglect events that occur within the Center. Such incidents must be reported to the Department of Human Services, Division of Licensing within 24 hours. Call (651)-431-6600 to make the appropriate report. Any person who in good faith suspects abuse of a minor is obligated to report that suspicion.
3. If your report does not involve possible abuse or neglect but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the department of Human Services, Licensing Division at (651) 431-6500.
4. If you know or suspect that a child is in immediate danger, call 911.

#### B. Internal Review

When the Center has information about the reporting of suspected abuse and neglect, either internally or externally, the Director will conduct an internal review and take corrective action if necessary. This internal review will evaluate:

- If related policies and procedures were followed.
- If policies and procedures were adequate.

- If there is a need for additional staff training.
- If the reported event is like past events with the children or the services involved; and
- If there is a need for corrective action by the license holder to protect the health and safety of children in our care.

#### Primary & Secondary Positions to Ensure Internal Reviews are Completed

The internal review will be completed by the Director. If this individual is involved in the alleged or suspected maltreatment, the Assistant Director will be responsible for completing the internal review.

#### Documentation

Documentation of internal review will be completed and will be provided to the commissioner upon request.

#### Corrective Action Plan

Based on the results of the internal review, the Center will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder.

We have attached the MINNESOTA DEPARTMENT OF HEALTH COVID-19 DECISION TREE for your records

## Acknowledgement Form

I acknowledge receipt of a copy of this **Parents Handbook** and understand I am responsible to read and follow the policies outlined herein.

Child/Children Name(s) (Please Print):

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Parent or Guardian Name (Please Print):

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Parent or Guardian Signature:

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Date:

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