



## **Family Handbook**

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**Sheldon Community Daycare – Children's World**  
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We are thankful that you have selected Children's World to care for your child. We look forward to the opportunity to serve your family.

Since 1975, our dedicated staff and Board of Center Administrators have been delivering learning-focused, child-centered care to children and families. Children's World is a partnership of families, community, and staff; actively promoting children's development and self-esteem in an atmosphere of warmth and respect.

Children's World offers child care to children ages two weeks through fourth grade. Educational services including Nursery School, Preschool, and School Crew are available to children beginning at age three.

As of 2015, Children's World has earned an Iowa's Quality Rating System (QRS) rating of 3-stars. This is a certification program sponsored by the Iowa Department of Human Services (DHS). We also partner with DHS to meet or exceed state child care center guidelines.

If you have any questions about Children's World or this Family Handbook, please contact the Center Administrator or Office Assistant.

#### Notes:

- Sheldon Community Daycare - Children's World will be referred to as **Children's World** or the **Center** in this Family Handbook.
- This handbook replaces all previous handbooks and supersedes all earlier oral and written materials about Children's World policies and procedures. Children's World reserves the right to change, add, or delete benefits and policies as necessary.



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# Introduction to Children's World

## MISSION STATEMENT

Children's World, a partnership of families, community, and staff, actively promotes children's development and self-esteem in an atmosphere of warmth and respect.

## BENEFITS OF CHILDREN'S WORLD CHILD CARE

Children's World provides many benefits to those families who bring their children to our facility. A few of the key benefits are listed below.

- Our nurturing staff is devoted to meeting the individual needs of your child and working to develop your child's potential. All staff are trained to meet health, safety, and facility standards.
- Our convenient hours, location, flexible scheduling, and year-round child care programs fit the needs of your active family.
- Children's World provides a loving, positive, and safe atmosphere that stimulates your child through learning and social experiences. Children are cared for in an environment that fosters curiosity, creativity, and the uniqueness of your child.

## PROGRAM PHILOSOPHY

Children's World is a developmental learning Center whose main goal is to provide high quality care in a safe and nurturing environment that promotes the development of the whole child while responding to families' needs. We believe that families are the primary educators of their children. The role of our program is to partner with the families in the care and education of each child.

Our Center promotes a child-first attitude. Your child and his/her well-being is our top priority. It is the responsibility of every staff member to work as a team to ensure a high quality of care is provided by Children's World.

Children's World strives to provide the following to your child.

- Providing a safe, consistent, and nurturing atmosphere.
- Respect your child and appreciate them for his/her unique characteristics.
- Allow your child to grow and explore at their own rate.
- Provide a consistent daily routine that includes a balance of activities and quiet time.
- Make nutritious snacks, breakfasts, and lunches available that contribute to the growth and development of a healthy child.
- Offer alternatives when your child demonstrates inappropriate behavior, set limits for your child, and provide your child with natural and logical consequences for their behavior.

We ask families to partner with Children's World staff by doing the following.

- Ask questions and provide information about the developmental needs of your child.
- Keep informed of your child's care and development by talking to staff and reading daily sheets and other written communications.
- Work with the staff to find viable solutions to problems, as needed.

# Operational Information

## TAX ID #

For tax reporting purposes, Children's World's tax ID is 42-1036015. A summary of your child care statements are provided to you by January 31 of each year.

## HOURS OF OPERATION

Children's World is open Monday through Friday from 5:30 A.M. to 6:00 P.M.

### INCLEMENT WEATHER

We will make reasonable efforts to remain open on days when there is inclement weather. The decision to close the Center is based on the need to keep children and staff safe. If the Center closes early, we strive to provide families with a minimum of two hours' notice to pick-up children.

In the event that Children's World closes due to weather, please listen to KIWA 105.3 FM/1550 AM or check [www.kiwaradio.com](http://www.kiwaradio.com) for information.

### SCHOOL DELAYS AND CANCELLATIONS

If the Sheldon Community School District starts late, Nursery School and Preschool (both AM and PM sessions) will be cancelled on that day.

## HOLIDAYS

The Center is closed for the following holidays.

- New Year's Day
- Memorial Day
- July 4<sup>th</sup>
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Christmas Day (If Christmas falls on a Thursday, the Center will be closed on the following Friday.)

If any holiday falls on a weekend, we reserve the right to close the Friday before or the Monday after the holiday.

The Center will close at 1:00 p.m. on the following days.

- Christmas Eve
- New Year's Eve

# Our Facilities and Staff

## CLASSROOMS

Children's World's classrooms are classified by the child's age and are broken down as follows. Each classroom has a designated Lead and Assistant to provide consistency and structure for your child.

- **Infants** (2 weeks through 6 months)
- **Mobiles** (7 months through 12 months)
- **Toddlers** (1 year old)
- **2s** (2 years old)
- **3s** (3 years old and toilet trained)
- **4s** (4 years old through TK – Transitional Kindergarten)
- **School Crew** (Kindergarten through 4<sup>th</sup> grade)  
Children who have completed 4<sup>th</sup> grade may attend School Crew the summer following 4<sup>th</sup> grade. Once the child enters 5<sup>th</sup> grade, the child is no longer eligible for care at Children's World.

## PROGRAMS

- **Nursery School** (age 3 by September 15 of the school year and toilet trained)  
Nursery school is held from September through May.
- **Preschool** (age 4 by September 15 of the school year)  
Preschool is held from September through May.
- **Sunshine Fun Time** (age 3 by June 1 through TK – Transitional Kindergarten and toilet trained)  
Sunshine Fun Time is held in the summer.

## CLOCKING IN AND OUT

Every child being cared for at Children's World must be clocked in. Each person on your child's pick-up list will have his/her fingerprint registered into our system by an office staff. If your fingerprint is not readable, the staff will setup two 4 digit ID codes that will be used to clock your child in and out.

Once your child is clocked in or out, the door will unlock and let you into the building.

## DROP-OFF

**You must walk your child to their locker to place their belongings inside their lockers.** You may then bring your child to their room. Once the staff has acknowledged that your child is in the room, the family member who is dropping off your child may leave.

**Children may not be left at the entrance with the expectation that they can get to their classroom on their own.**

School Crew children must be in the Center by 8:00 A.M. in order to be walked to East Elementary. If you are unable to get your School Crew child to their classroom by 8:00 A.M., you must drop off your child at the school rather than the Center.

## PICK-UP

When picking up a child, please realize that once a child is clocked out, they are no longer the responsibility of the staff at the Center.

## STAFF

All Children's World staff is subject to criminal background checks and fingerprinting. The Center and the Iowa Department of Human Services also require the following.

- Universal Precautions
- Mandatory Child and Adult Abuse Reporting
- Child and Adult Care Food Program (CACFP)
- First Aid
- Infant and Child CPR
- DHS Essentials Child Care Preservices Series
- All staff attends ten hours of child care-related training their first year of employment and six hours each year thereafter.

Children's World has DHS approved On-Site Supervisors who provide guidance and supervision in the Center. On-Site Supervisors are scheduled in the Center for all hours in which it is open.

## VOLUNTEERS

All Children's World volunteers are subject to criminal background checks and fingerprinting.

## ADULT SUBSTANCES

Children's World does not allow smoking, nicotine products, alcohol, or illegal drugs on the premises.

## LOST AND FOUND

**Children's clothing and other belongings (bottles, pacifiers, blankets, bags, etc.) should be clearly labeled with the child's name.** A lost and found area is located at the front of the Center. If your child has lost an item, we will do what's possible to help them find it, however, the Center assumes no responsibility for any personal property that is brought to Children's World.

Any theft should be reported immediately to the office.

# Your Child's Care

## DAILY ACTIVITIES

Classroom schedules for each room are found at the classroom entrance. Each classroom provides age-appropriate activities that incorporate that month's curriculum themes for the children. Lesson plans with these activities are posted in the classroom each week.

## COMMUNICATIONS

### DAILY SHEETS (CHILD LOCKERS)

The staff in each classroom, except for School Crew, will provide you with a daily sheet informing you of events that took place during your child's day. Daily sheets also inform families of any supplies that are needed to properly care for your child. **Please check your child's locker for their daily sheet and other classroom projects when picking them up each day.**

### FAMILY MAILBOXES

Important communications about your child's care are placed in your family mailbox which is located in the front office area. Some of the items you will find in your family mailbox include the following.

- Weekly billing statements (by Tuesday of each week)
- Incident, behavior, and accident reports  
A copy of the report will be placed in your family mailbox. If an accident or injury requires medical attention, you will be notified to pick-up your child or meet a staff member at your designated medical location.
- Communications from the Center Administrator and Board of Directors

### EMAIL

Children's World can email your weekly billing statements, classroom newsletters, and communications from the Center Administrator and Board of Center Administrators. Contact the Office Assistant or Center Administrator to request this service.

## BLANKETS

Children are encouraged to bring their own blanket for naptime. We ask that blankets be small enough so the blanket can be stored in your child's locker. Please make sure the blanket is marked with your child's name.

Classroom staff will ask you to take your child's blankets home weekly to be laundered.

## CLOTHING

When you bring your child to Children's World, it is expected that he/she is dressed and ready for play and learning. Bringing your child in their pajamas is not acceptable. Please dress your child in clothes that could get dirty as we like to have fun and kids can be messy. Shoes are required at all times.

It is expected that you bring at least one full change of season-appropriate clothing, including socks and underwear, to the Center for your child. Make sure that your child's name is in all clothing.

## CURRICULUM

Children's World curriculum is based on specific shapes, colors, and themes. Each classroom develops age-appropriate activities related to the curriculum topics listed below.

Month	Shape	Color	Themes
<b>January</b>	Rectangle	White	Ice and Snow, Penguins, Polar Bears, Winter Sports
<b>February</b>	Heart	Silver	Dental, Valentine's, Presidents, Feelings
<b>March</b>	Shamrock	Green	Dr. Seuss, Weather, St. Patrick's Day, Spring, Plants
<b>April</b>	Oval	Purple	Five Senses, Baby Animals, Rain and Umbrellas, Rainbows
<b>May</b>	Circle	Gray	Friends, Pond Life, Zoo Animals, Bubbles and Balloons, Bugs
<b>June</b>	Star	Blue	Eric Carle Books, Under the Sea, Summer, Stars and Stripes
<b>July</b>	Octagon	Yellow	Nature, Camping, Fruits, Construction
<b>August</b>	Square	Pink	Ice Cream, Water, Jungle, All About Me
<b>September</b>	Diamond	Orange	School Days, Fall, On the Farm, Harvest
<b>October</b>	Triangle	Black	Sports, Fire Safety, Community Helpers, Vegetables, Halloween
<b>November</b>	Crescent	Brown	Pets, Turkeys, Cooking, Thanksgiving, Staying Warm
<b>December</b>	Pentagon	Red	Winter, Candy Canes, Santa and his Reindeer, Christmas, New Year's

## DIAPERS, WIPES, AND CREAMS

Families with children, who are not yet toilet trained, must provide diapers, wipes, and any creams/lotions your child may need. **When your child is running low on supplies, staff will note it on your child's daily sheet. It is the family's responsibility to read the daily sheets and take action on bringing any needed supplies.**

In the event that you do not replenish your child's supply of diapers or wipes, you will be charged a fee for using Children's World supplies.

- Diapers .....\$1.00/each
- Wipes.....\$1.00/day

### CLOTH DIAPERS

**If your child is using cloth diapers while at the Center, you must provide gallon ziploc-type bags for each dirty diaper.** The individual ziploc bags are then put into a grocery bag for you to take home at the end of each day.

In the event that you do not replenish your child's supply of ziploc bags, you will be charged a fee for using Children's World supplies.

- Ziploc bags .....\$0.25/each

## FIELD TRIPS

We enjoy giving children the opportunity to learn about our community by providing recreational and educational field trips. Field trips are conducted occasionally for children in the 3s room through School Crew, as well as Nursery School and Preschool. Families will be notified of field trips at least two weeks in advance.

Children's World walks or uses the Sheldon Community School District buses to get to field trip locations. If you do not want your child to participate in a field trip, they may remain in the Center where it may be necessary for them to stay in a room with children who are different age.

## FOOD AND MEALS

Meals are served family style. This means that adults and children eat together, sharing the same menu, and talking together in an informal way. Family-style dining also means that children are allowed to eat their meals and snacks in a manner that promotes the type of beneficial activities they might experience in their home environment.

- Children and adults wash their hands.
- Children are encouraged to serve themselves so they can learn self-help skills, motor skills, and decision making skills.
- Children are encouraged to have table good manners and to try a taste of their food.
- Children are encouraged to clean up their area after eating.

## INFANTS AND MOBILES CARE

### BOTTLES

Families with children in the Infants or Mobiles room must provide a minimum of two bottles for use while at Children's World. All components of the bottle must be labeled with your child's name.

### FORMULA, BREAST MILK, AND BABY FOOD

Families must provide formula and/or breast milk for their children in the Infants or Mobiles room. As your child transitions to solid food, you must provide any cereal or baby-specific foods. **When your child is running low on formula and/or breast milk or baby food, the staff will note it on your child's daily sheet.**

As your child transitions to table food, your child will be served snacks and meals prepared by Children's World. The snacks and meals will be provided and billed according to the current meal fees. (See the Food and Meals section beginning on page 7.) Families are expected to work with the Infants and Mobiles room staff to communicate transitions in your child's dietary needs. **You will be asked to complete and update an Infant Care Form to document requests for your child.**

**In the event that you do not supply formula and/or breast milk for your child, you will be charged a \$2.00 per bottle fee for using Children's World formula.** Baby-specific solid food will not be provided by Children's World.

## NAP AND REST TIMES

DHS licensing requires adequate rest time for every child. Children are encouraged to be quiet, but are not forced to sleep.

- Nap time for Infants and Mobiles is determined by the individual child needs.
- Toddlers, 2s, 3s, and 4s are asked to lie on their cots for at least 30 minutes. If they are not sleeping, they may participate in a quiet activity while the other children are sleeping.
- School Crew children are given a 30-minute rest period when at the Center for a full day. Children can read a book, do puzzles, color, etc.

## OUTDOOR TIME AND PLAYGROUND

Children who are well enough to attend the Center, are well enough to participate in outdoor play unless noted by a medical doctor.

### COLD WEATHER GUIDELINES

During the winter, bring snow pants, boots, mittens, a hat, and a winter coat for your child every day. If the weather criteria are met, the children will go outside to play and/or go for a walk.

- Infants, Mobiles, Toddlers, and 2s do not go outside in the cold weather months.
- 3s and 4s rooms go outside at least twice per day, weather permitting.
- School Crew goes outside after school, weather permitting. If School Crew is in session for a full day, they will go outside at least twice, weather permitting.
- 2s, 3s, and Nursery School children do not go outside if the temperature with wind chill is below 20°F.
- 4s and Preschool children do not go outside if the temperature with wind chill is below 15°F.
- School Crew children do not go outside if the temperature with wind chill is below 0°F.
- Nursery School and Preschool outside time is determined by their academic schedule.
- When the temperature, with wind chill, is below 20°F, outdoor play time will be 30 minutes or less for all children who are permitted to go outside.

### WARM WEATHER GUIDELINES

- 2s, 3s, 4s, and School Crew rooms go outside three or more times a day, weather permitting.
- Toddlers try to go outside twice a day per day, weather permitting.
- Nursery School and Preschool outside time is determined by their academic schedule.
- Rooms may have designated water days in the summer.
- If the heat index is higher than 95°F, children, no matter their age, will not go outside.
- If the heat index is higher than 90°F, children 2 and under will not go outside.
- When the heat index is higher than 90°F, outdoor play time will be 30 minutes or less for all children.



## **SANITIZING AND DISINFECTING**

Toys, equipment, cots and cribs are sanitized and disinfected with bleach water weekly or as needed. Objects are then allowed to air dry. Tables are cleaned with bleach water and allowed to air dry when children are not present. Sheets and mat covers are laundered weekly.

## **TOILET TRAINING**

At Children's World, we work with families to develop a consistent technique for toilet training. We begin to initiate toilet training if your child shows an interest, which is commonly when your child is in the Toddlers or 2s room. During this time is when we emphasize bathroom manners, cleanliness, and hand washing.

We ask that you dress your child in clothing that aids in easy use of the toilet such as elastic waists, no buttons, and no one-piece outfits. Please remember to bring extra clothing for your child during this toilet training period.

Your child must be toilet trained to move to the 3s room.

# Your Child's Health

We understand that your work is important and taking time off for a sick child can cause inconveniences at home and work. However, when your child comes to the Center ill or becomes ill while at the Center, it can become a negative experience for your child. Not only is it exhausting for your child, but the illness can be transferred to another child or staff member. **Therefore, we cannot allow you to bring your sick child to the Center.**

If a staff member observes symptoms of illness during the day, your child will be isolated from the rest of the children, and you will be called. Once notified, the family will be given one hour to pick-up the child from the Center. If the parents are unable to be reached, we will call the next person on the emergency pick-up form.

After one hour of being contacted, if the parent or emergency contact has not arrived at the Center to pick-up the sick child, the family will be charged \$1 per minute until your child is picked up from the Center.

## SYMPTOMS AND ILLNESSES

When your child exhibits any of the following symptoms and/or illnesses, we ask you to keep your child home or you will be asked to pick-up your child from Children's World.

If your child is sent home from the Center, you will receive a form indicating why the child is being sent home and when they are able to return. When you come to pick-up your child you will be asked to sign the form and a copy will be given to you.

When a contagious illness is identified among children who attend Children's World, a notice will be posted on the classroom door indicating the type of illness, symptoms to look for, and other information of interest to parents. Names of children who are ill will not be made public.

**Please let us know right away if your child is diagnosed with a contagious illness so we can post it.**

If your doctor provides a note stating that your child is not contagious, you may bring your child and the signed note to the Center. If you do not have a note from your child's doctor, your child cannot return to the Center until the designated criteria for your child's illness are met.

### CHICKEN POX

After all blisters have scabbed over, generally 5-7 days, your child may return to the Center.

### DIARRHEA

Two loose (watery consistency) stools within two hours. Your child may return when bowel movement has returned to normal without medication.

### EAR INFECTION

After your child may return to the Center after taking three doses of medication, or 24 hours.

### EYE DRAINAGE

If your child's eyes are sore or red and are producing mucus. If after wiping the eyes clean, they are still producing a discharge or mucus is draining from their eyes, then your child must be picked up from the Center.

## FEVER

Your child must be picked up from the Center if he/she has a fever of 101 degrees Fahrenheit or higher. Even if your child has no other symptoms, a fever indicates an infection. Once your child is fever-free for 24 hours, without medication, he/she may return to the Center. We will not administer medication to a child to reduce fever so he/she can remain at the Center.

## FIFTH'S DISEASE (ERYTHEMA INFECTIOSUM)

Once the rash appears your child may return to the Center.

## HAND, FOOT AND MOUTH DISEASE

After your child has been symptom free for 24 hours, he/she may return to the Center.

## HEAD LICE

No remittance to the Center until all eggs and nits are removed.

## IMPETIGO

After your child has been on medication for 24 hours, he/she may return to the Center.

## INFECTED SORES

Your child may not be at the Center if he/she has sores with crusty yellow or green drainage which cannot be covered by a bandage or clothing.

## ITCHING

Your child may not be at the Center if he/she has persistent itching or scratching of the body or scalp.

## MOUTH SORES

Sores in the mouth. Your child may return to the Center when all the sores are scabbed.

## PINK EYE

Your child may return to the Center after your child has been on medication for 24 hours.

## RESPIRATORY SYMPTOMS

Your child must be picked up from the Center if he/she has difficult or rapid breathing or severe coughing, a high-pitched croup or whooping sound after your child coughs. Your child is unable to lie comfortably due to the continuous cough. The cough produces a green mucus secretion.

## ROTAVIRUS

After your child has had one formed stool, he/she may return to the Center.

## RSV

Your child will be excluded from the Center for seven days after diagnosis and/or discharge from the hospital.

## SCABIES

After your child has been on medication for 48 hours, he/she may return to the Center.

## SKIN PROBLEMS

Your child must be picked up from the Center if he/she has an undiagnosed or contagious skin rash.

## STREP THROAT

After your child has been on medication for 24 hours, he/she may return to the Center.

## THRUSH

After your child has been on medication for 24 hours, he/she may return to the Center.

## VOMITING

If your child has vomited two times, you must pick them up from the Center. They may return if there has been no vomiting within a 24 hour period.

Example: Your child last time vomited at 3:00 P.M. on Monday. They may return after 3:00 P.M. on Tuesday.

## MEDICATION

Please let your pediatrician or family physician know your child is in a center-based child care setting. Often medication can be administered before your child is brought to the Center and again in the evening. This avoids administering medication while your child is at the Center. **If this is not possible, ask your pharmacist to provide you with two bottles for the medication so that one can be left at Children's World and the other at home.**

### MEDICAL APPROVAL FORM

If your child needs medication (prescription or over-the-counter) while being cared for at Children's World, it is required that you complete a Medication Approval form. **The staff will not give any medication to your child without a completed Medication Approval form.** The Medication Approval form is available by the family mailboxes.

### LABELING AND CONTAINERS

- Prescription medication must be in the original container labeled with the child's name, date, directions, and physician's name.
- Non-prescription medication must be in the original container with dosage information and labeled with the child's name.

### STORAGE

Medication must be kept in your child's classroom or other staff-designated area during the day. Please give medication and the completed Medication Approval form to the classroom staff for proper storage. Medication cannot be placed in your child's locker or bag due to safety reasons. All medication left at the Center, after it is no longer needed, will be disposed of.

### TAKING MEDICATION HOME

**If you need to take the medication home with you at the end of the day, it is your responsibility to ask staff for the medication when you pick-up your child.** Children's World will not open after business hours to get medication for you.

## IOWA IMMUNIZATION LAW

Iowa Immunization Law requires parents to vaccinate their children against dangerous diseases as condition of enrollment at Children's World. You are given 30 days to update your immunization record when it comes due.

Please see the Iowa Department of Public Health web site for the current immunization laws.

<https://idph.iowa.gov/immtb/immunization/schedule>

# Child Care Policies

Child care policies change based on local, state, and federal laws. The Center expressly reserves the right to change any of our policies, at any time to the extent permitted by law. You will be notified of these changes through communications in family mailboxes or other appropriate means.

Please take note of the following:

- Failure on the part of Children's World to enforce one or more policies does not mean that policy is no longer in effect.
- Children's World has the right to make decisions on a case-by-case basis.
- Children's World is not responsible for lost, broken, or stolen items brought from home.
- Children's World has the right to charge the parent or guardian on the weekly child care bill for purposeful damage to Children's World property and belongings.
- Children's World is not responsible for medical or other associated costs due to accidents.
- Children's World reserves the right to refuse service to anyone.

## ACCESS POLICY

Children's World staff will approach any unknown person who is on Center property to determine the purpose of their visit. If staff is unsure about the reason given, they will contact their Center Administrator or On-Site Supervisor to obtain approval for the person to be on-site.

If it becomes a dangerous situation, staff will follow the *Intruder in the Center* (see page 34) procedures. Non-staff persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by staff and will not be allowed to interact with the children.

## SEX OFFENDERS

A sex offender who has been convicted of a sex offense against a minor who is required to register with the Iowa sex offender registry (Iowa Code 692A) must adhere to the following.

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without the written permission of the center Center Administrator, except for the time reasonably necessary to transport the offender's own minor child or ward to and from the center.
  - The center Center Administrator is not obligated to provide written permission and must consult with their DHS licensing consultant first.
  - The sex offender must be a biological parent to the child that they are picking up or dropping off. If the sex offender is not a biological parent, they are not allowed to pick-up or drop-off the child at the Center.
- If written permission is granted it shall include the conditions under which the sex offender may be present, including:
  - The precise location in the center where the sex offender may be present.
  - The reason for the sex offender's presence at the facility.
  - The duration of the sex offender's presence.
  - Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
  - The written permission shall be signed and dated by the Center Administrator and sex offender and will be kept on file for review by the center licensing consultant.

## AEA/EARLY ACCESS

When the staff of Children's World need help identifying specific family concerns related to the child's overall growth and development, we partner with Early ACCESS for children 2 weeks to three years old and AEA for children four years old and up.

## AUTHORIZED PICK-UP/EMERGENCY CONTACTS

Your child will only be released to the people that you have authorized on your pick-up list. If a person on your pick-up list comes to the Center for the first time, they may be asked to show identification. If they are not on the pick-up list and prior arrangements have not been made, your child will not be released from the Center. If special circumstances arise that a person not on your authorized list is to be allowed to pick-up your child, please let the office know.

In the event that you cannot be contacted, and your child needs to be picked up, we will call the first person listed on your emergency contact list. Please make individuals aware that you have listed them as an emergency contact. Emergency contacts need to be in the immediate area and have a working phone number where they can be reached.

## BITING

When biting occurs, the following steps will be taken immediately.

1. Separate the child who bit and the bitten child.
2. Staff will explain, in age-appropriate language, that biting is unacceptable to the child who bit. The staff's facial expression and tone of voice will show the child that biting is unacceptable.
3. Staff will attend to the child who was bitten and apply first aid as needed. If skin is broken, staff will wash with warm water and soap and apply an ice pack or cool cloth to help prevent swelling.
4. Another staff member will keep an eye on the child who bit to prevent repetition of the behavior.
5. After a couple of minutes, staff will go to the child who bit and get them involved in an activity.
6. Depending on the age of the child who bit, staff may encourage an apology to the bitten child.
7. Staff will document the incident and/or call the children's family, if necessary.

Repeated biting behavior, regardless of child's age and developmental stage, will be addressed by the staff. Staff will work with the families to develop and implement a plan for improving the behavior. Communication between staff and the family is critical during this time as we work to improve the child's behavior and to maintain the safety of other children in the classroom.

## CHILDREN WITH DISABILITIES

Children's World will make reasonable accommodations under the Americans with Disabilities Act to meet the needs of all children.

Although no special services are offered for a child with mental, physical, or emotional disabilities, your child may be enrolled on a 30-day trial basis. Children's World will enroll a child with special needs as long as a safe, supportive environment can be provided for the child and staff working with the child.

At the end of the trial period, the staff and Center Administrator will determine if the program is suitable for the child. If Children's World is unable to accommodate the child's special needs, the Center Administrator will work with the family and area service agencies to find an alternative, suitable child care environment for the child.

## CUSTODIAL RIGHTS/COURT ORDERS

Children's World will not take the side of one family member over another in a disagreement about custodial rights. However, the Center will follow all court orders that have been issued.

It will be the person requesting action's responsibility to give a copy of the court order to Children's World. If you would like separate newsletters or conferences, please request them from the child's teacher. Families may also request separate accounts for billing purposes.

## DISCIPLINE POLICY

The discipline policy at Children's World is directed toward teaching children acceptable behaviors, to have inner self-control, while protecting and maintaining the integrity of the child. Projecting a positive attitude is essential in reinforcing appropriate behavior. Discipline is an on-going process set with consistent limits that are age appropriate. Under no circumstances will a child be humiliated, neglected, isolated, spoken to in a harsh manner, deprived of food or other basic needs, slapped, or spanked.

Our discipline policy is made up of the following.

- Set clear limitations within each stage of development. Acceptable behaviors will be reinforced with the children through the use of positive statements.
- Redirecting the child from the undesired behavior. The staff will verbally redirect the child to more appropriate behavior or activity.
- Verbal warning. Child receives a verbal warning for behavior and is directed to apologize. The child is spoken to in a calm, yet firm voice.
- Time-Out. This gives the child a chance to regain self-control and reinforces the concept that rules are a natural part of a safe and consistent environment. Time-out is one minute per year of the child's age.
- Phone call to parent. If we are unable to correct the child's behavior, we will contact the parent. The family will be asked to talk to the child over the phone or come into the Center and discuss the appropriate way to correct the child's behavior.
- Behavior problems and interventions will be documented. Conferences will be scheduled with the family if particular disciplinary problems occur. If a child's behavior consistently endangers the safety of the children around him/her, then the Center has the right to suspend child care services for that particular child.

Examples of significant inappropriate behavior that is unacceptable at the Center include but are not limited to the following.

- Inflicting or attempting to inflict, bodily harm to another child or staff member
- Foul language
- Chronic disruptive behaviors
- Chronic disrespect for the property of others, including the Center's property



## FOOD, MEALS AND SNACKS

Providing healthy meals and snacks to your child helps them focus and have energy to learn and enjoy playtime with their friends. As food allergies become more prevalent in the children we care for, the following food and meal policy will be followed. All snack and meal charges are applied to your billing statement at the current rates (see page 18).

Children who are less than one year of age will be served snacks and meal as directed by the family. See the Infants and Mobiles Care section on page 7.

- **Children are not permitted to bring any food for personal consumption while being cared for at Children's World.**
  - Children with food allergies must provide Children's World with a completed Iowa Department of Education Diet Modification Request Form signed by the child's medical professional.
  - Infants and Mobiles may bring breast milk, formula, and baby-specific foods. See page 7 for additional details.
  - Any special snacks for sharing in the classroom, such as birthday treats, must be purchased and brought to Children's World in sealed packaging with the ingredient list printed on the package.
- **Children, ages one year and older who arrive between 5:30-6:30 A.M., will have the opportunity to eat an early morning snack at Children's World.**

The early morning snack is optional; however, it provides children who arrive early an eating option until breakfast is served at 7:30 A.M.

- **All children who are scheduled for care at the times outlined below will be served the corresponding snack/meal. Charges for the snacks and meals will be applied to your billing statement.**

Children's World will plan for your child to eat the meals and snacks listed below if your child is scheduled to be here at the listed time.

9:30 A.M.	Morning Snack
11:30 A.M.	Lunch
3:15 P.M.	Afternoon Snack

## BREAKFAST OPTION

**Please keep in mind that breakfast is served at 7:30 A.M in each classroom. Your child must be in their classroom by 7:45 A.M. in order to be served breakfast.** With this in mind, they must be on the schedule to start receiving care no later than 7:40 A.M.

- The weekly schedules in the front office will have a check box for breakfast each day.
- If your child is scheduled for care during breakfast time, you must indicate if your child is to be served breakfast.
  - If you check the breakfast box, you will be charged \$1.25 for that meal, even if your child arrives after the breakfast serving time.
  - If you do not check the breakfast box, your child will not be served breakfast even if your child is in their classroom during breakfast time.
  - If you want your child to be served breakfast every morning that they are scheduled for care between 7:30 and 7:45 A.M., you can complete the *Breakfast Exemption Form*. You will no longer need to make your breakfast selection on the weekly schedule.
- Choices for your child being served breakfast must be completed by close of business on the Tuesday PRIOR to the week of care. This enables Children's World to purchase and prepare the correct amount of food which in turns keeps the Center's costs in check.

## ALLERGIES

If your child has food allergies, restrictions, or special dietary needs, the family must provide Children's World with a completed Iowa Department of Education Diet Modification Request Form signed by your child's medical professional. Children's World will work with the family to accommodate your child's dietary needs.

## FREE AND REDUCED MEALS PROGRAM

Each family is provided a registration form for the free and reduced meals program upon enrollment. The current Federal requirements are used to determine if your child qualifies for the program. You may request a registration form for this program at any time from the front office.

Families must re-apply for the program on an annual basis.

## MEAL AND SNACK RATES

Meals and snacks are charged at the following rates.

- Early morning snack.....\$0.75
- Breakfast.....\$1.25
- Morning snack .....\$0.75
- Lunch.....\$1.75
- Afternoon snack.....\$0.75

## PETS

Animals being brought into the Center is only reserved for special occasions, due to allergies and Iowa DHS Standards. Prior to an animal being brought into a classroom, allergy records for all children in that room are reviewed and approval is given by the Center Administrator.

No ferrets, reptiles, turtles, or birds are to be kept in the Center in compliance with Iowa DHS Standards.

## PHOTOS AND VIDEO

Children's World does not allow photographs or videos to be taken by non-staff members on Children's World property and/or while attending field trips. This policy protects the privacy of other children and families who do not wish to be captured digitally or on film while being cared for in our Center.

## TOYS FROM HOME

Please do not let your children bring any toys from home to the Center as it causes problems between the children. Children's World is not responsible for any broken or lost items that a child brings from home. All items that are brought from home will be placed in your child's locker for pick-up at the end of the day.

Children's World does not allow play guns or weapons of any kind on the premises.

## ZERO TOLERANCE

Children's World strives to work with children and families to provide a safe environment for all children. However, Children's World reserves the right to discharge a child if a child or a child's family member does any of the following.

- Verbally and/or physically abuses or assaults a child, staff, or another parent/guardian.
- Threatens or harasses a child, staff, or another parent/guardian.
- Steals or vandalizes Children's World's property or the property of a child attending Children's World.
- Uses and/or is under the influence of drugs, nicotine, nicotine products, or alcohol on Children's World property.
- Brings or displays any weapons, drugs, drug paraphernalia, or pornography on Children's World property.
- Photographs or videos children on Children's World property.
- Persistently displays negative, harmful, or threatening behavior toward a child, staff, or another parent/guardian.

## FEEDBACK

Families may share their feedback, such as concerns, complaints, requests, and compliments in the following manner.

1. Discuss the issue with the room staff involved.
2. If a satisfactory resolution does not result, arrange a meeting with the Center Administrator and the staff involved to discuss the problem.

The Center Administrator may provide a final decision or choose to bring the issue to the Board of Center Administrators for further consideration.

# Enrollment

## REGISTRATION FEES

Upon enrollment there is a non-refundable enrollment fee of \$25.00 per child. This applies to new enrollments and re-enrollments after being withdrawn from the Center. The enrollment fee is valid for one year.

The annual renewal fee is \$10.00 per child registered. The renewal fee helps to cover the cost of processing DHS required documentation for your child.

## ENROLLMENT

Children's World enrolls children from the ages of two weeks through 4<sup>th</sup> grade without regard to race, culture, gender, religion, nationality, ethnic origin, income or disability. Any child within the age requirements is eligible to enroll. Placement in the child's age appropriate room is based on available space at the time of enrollment.

**Prior to your child receiving care at the Center, the following forms must to be completed and returned to Children's World.**

- Child Enrollment Form\*
- Infant Care Form (children under 1 year)\*\*
- Child Care Form (children 1 year and older)\*\*
- CACFP Food Form\*
- Diet Modification Request Form, signed by a doctor or nurse (if applicable)\*
- Child Physical Examination Form, signed by a doctor or nurse\*
- Immunization Record, signed by a doctor or nurse\*
- Contract for Care
- Handbook Acknowledgement Form
- Free/Reduced Meals Application (if applicable)\*
- DHS Child Care Assistance Form (if applicable)

If any information on these forms needs to be updated prior to your renewal, please tell the front office so that the Center has accurate information in case of an emergency.

\* Forms and documentation must be completed on an annual basis as part of your child's renewal process.

\*\* Forms are completed when your child moves to a new room or as needed.

## **WAIT-LIST**

If your child's age-appropriate room is full, your child will be added to the wait list. You must complete all enrollment documentation and submit the registration fee in order to be added to the wait list.

Children of currently enrolled families receive precedence when placing children in rooms from the wait list.

## **RE-ENROLLMENT**

If a family has previously received child care at Children's World and left with an outstanding balance, Children's World reserves the right to refuse re-enrollment to that family. If the family is allowed to re-enroll, their outstanding balance must be paid in full prior to resuming child care services at the Center.

# Termination of Care

## TERMINATION OF CARE BY FAMILY

### TWO-WEEK NOTICE

When a family decides to terminate their child's care, the family must provide a two-week written notice. If two weeks' notice is not given, the family is responsible for full contract payments for the final two weeks.

- Unused Absent Days cannot be applied to the final two-week period.
- Holding Fees cannot be applied to the final two-week period.

### LACK OF ATTENDANCE

If your child has not attended Children's World for ten consecutive days and the Center has not heard from the child's family, Children's World will assume that your child no longer needs care at the Center. Your child's spot will be given to another child.

## TERMINATION

Unfortunately, on occasion, there are reasons that Children's World must terminate care of a child from the Center either on a short term or permanent basis. Please know that the Center Administrator will do everything possible to work with the family of the child in order to prevent this policy from being enforced.

Children's World has the right to terminate services for any reason. Whenever possible Children's World will give a minimum of one week written notice should child care services need to be terminated. This decision is based on the best interest and well-being of all children and staff. Termination of enrollment may be a result of but not limited to the following.

### IMMEDIATE CAUSES FOR CHILD'S TERMINATION

- Child is at risk of causing serious injury to other children or herself/himself.
- Family member threatens physical or intimidating actions toward staff members.
- Family member exhibits verbal abuse to staff in front of enrolled children.

### FAMILY ACTIONS FOR CHILD'S TERMINATION

- Failure to comply with any of the Family Handbook policies.
- Failure to pay and/or habitual lateness in tuition payments and/or late pick-up fees.
- Abusive behaviors and/or verbal threats to staff or children.
- Disruptive or dangerous behavior by family member.
- Lack of cooperation from family.
- False information given by family either verbally or in writing.

### CHILD'S ACTIONS FOR TERMINATION

- Failure of the child to adjust after a reasonable amount of time.
- Uncontrollable tantrums/angry outbursts which could put other children at risk.
- Ongoing physical or verbal abuse to staff or other children.
- Excessive biting.
- Intentional destruction of property while in our care.

- An inability, by the child in question, to follow rules and routines, therefore consistently disrupting the program.



# Contract Policies and Fees

The Children's World rate policy has been developed on the belief that parents want quality child care in a safe environment with nurturing and professional caretakers. The policy regarding rates, fees and contracts is approved by the Children's World Board of Center Administrators based upon good financial practices. Children's World reserves the right to change its rates and payments policies at any time, with a two-week notice.

**All children must have a signed Contract for Care prior to their first day of care.**

## CONTRACT FOR DAYCARE

There are two Contract for Care documents. One for children ages 2 weeks through TK and another for School Crew children who are in Kindergarten through 4<sup>th</sup> grade. A copy of each contract is included at the end of this Family Handbook.

Your child's rate for the week is based on their contracted hours and the rates listed in their contract. There is a minimum of 10 contracted hours per week, per child, or a weekly \$25.00 holding fee (\$10.00 for School Crew children).

The Nursery School, Preschool, and Sunshine Fun Time programs are charged separately (see page 30). The hours your child spends in these programs do not count toward their contracted hours for the Contract for Care.

### 2 WEEKS THROUGH TK (TRANSITIONAL KINDERGARTEN)

**HOURS & RATES** (Based on your child's current age. Hours are per week.)

#### Under 24 months old

# of Hour	Rate
50.01+	\$155
45.01-50	\$150
40.01-45	\$135
35.01-40	\$120
30.01-35	\$105
25.01-30	\$90
20.01-25	\$75
15.01-20	\$60
10.00-15	\$45
10 and under	\$37

#### Two and Three years old

# of Hours	Rate
50.01+	\$151
45.01-50	\$146
40.01-45	\$132
35.01-40	\$117
30.01-35	\$103
25.01-30	\$89
20.01-25	\$74
15.01-20	\$59
10.00-15	\$45
10 and under	\$36

#### Four years old through TK

# of Hours	Rate
50.01+	\$148
45.01-50	\$143
40.01-45	\$128
35.01-40	\$113
30.01-35	\$99
25.01-30	\$85
20.01-25	\$72
15.01-20	\$58
10.00-15	\$45
10 and under	\$36

### SCHOOL CREW (KINDERGARTEN THROUGH 4<sup>TH</sup> GRADE)

- A minimum charge of \$15.00 per week will be billed per child.
- Scheduled hours will be billed at a rate of \$3.00 per hour after the minimum five hours per week.

## CONTRACTED HOURS

Each week you will enter or modify the hours your child will attend Children's World– these are considered your child's "contracted hours". The schedules are located in the front office and are categorized by room.

**Your child's schedule and any changes to their schedule are due by 6:00 P.M the TUESDAY prior to the week of care.** Schedule changes can be submitted via email using the *Future Schedule Change Form*.

Emails must be sent to [ChildrensWorld@sheldon.k12.ia.us](mailto:ChildrensWorld@sheldon.k12.ia.us).

- The times listed are the times you actually intend to drop-off the child and the time you intend to pick them up.
- You must follow the entered schedule in order to avoid additional fees for dropping your child off before the time you schedule or picking them up after the time you schedule. Schedule yourself enough time to allow for any inconvenience or delays in getting to Children's World.
- You will enter the schedule for each day of the following week. If no care is needed on a particular day, please enter zero for that day.
- If changes to your child's schedule are requested after Tuesday, for the following week, we cannot guarantee care for your child.
- A \$15 fee is applied if the child is clocked in prior to their scheduled arrival time AND/OR clocked out past their scheduled departure time. An additional \$4/hour will be charged at a minimum of 1 hour and at a rate of \$4/hour thereafter. These fees are per child.

### NURSERY SCHOOL, PRESCHOOL, AND SCHOOL CREW SPECIFICS

- When school has a delayed start, Children's World will assume that all School Crew children who are scheduled for morning care will attend. We also assume that Nursery School and Preschool children will need child care.  
If your child will NOT be attending, you need to call the Center no later than 8:30 A.M. to avoid charges for morning snack. Failure to call will result in a \$10 no-show fee.
- When school is let out early, Children's World will assume that all School Crew children who are scheduled for the afternoon will attend. If your child will NOT be attending, you need to call the Center to avoid charges for afternoon snack and a \$10 no-show fee.
- When school is cancelled completely, Children's World will assume that only School Crew children scheduled for the morning will attend. We also assume that Nursery School and morning Preschool children will need child care.  
If your child will NOT be attending, you need to call the Center no later than 8:30 A.M. to avoid charges for snack and meal charges. Failure to call will result in a \$10 no-show fee.

## HOLDING FEE

If you request that your child receives no care for a calendar week, a weekly \$25.00 holding fee (\$10.00 for School Crew children) is charged per child's spot that is being held.

- This must be scheduled no later than the Tuesday prior to the week of no care and is only available when no care is provided for the calendar week.
- It is the responsibility of the family to complete the Change of Care Request form so that the correct rate is charged. Forms are available in the family mailbox area.
- A week is defined as any calendar week in which the Center is open and provides care for children. A week with one or more holidays is considered a calendar week and the same holding fees apply.

- The holding fee cannot be applied to the last two weeks of your child's care when terminating care.

## BEFORE AND AFTER HOURS CARE

Any child at the Center before 5:30 A.M. will be charged a \$25.00 early fee plus \$1.00 per minute, per child.

Any child at the Center after 6:00 P.M. will be charged a \$25.00 late fee plus \$1.00 per minute.

If before and/or after hours care become habitual for a family, that family may face suspension from the Center and/or deactivation of their account.

## NO SHOW POLICY

If your child is going to be absent, families must call in cancellations for the day before 8:30 A.M.

- If you fail to call and cancel for the day by 8:30 A.M., you will be charged for all meals and snacks your child was scheduled to be served.
- If your child is scheduled and you do not call in at all to inform us of his/her absence, you will be charged a \$10.00 no-show fee plus all meals and snacks your child was scheduled to be served.

## APPROVED CHANGE OF CARE

If you call Children's World and are granted approval for care before and/or after your scheduled hours, a \$5 fee is applied if the child is clocked in prior to their scheduled arrival time AND/OR clocked out after their scheduled departure time. An additional \$4/hour will be charged at a minimum of 1 hour and at a rate of \$4/hour thereafter. This must be arranged prior to the scheduled drop-off time and an Approved Change of Care form must be completed. These fees are per child.

Any meals or snacks served during the time your child is cared for will be charged to your billing statement.

## ABSENT DAYS

An absent day is defined as any business day that you have scheduled care for your child, regardless of the number of hours, and no care is provided to your child by Children's World. Each child is granted five Absent Days that can be used during the calendar year.

Absent Days may not be used in the event of withdrawal from Children's World and will not be reimbursed after leaving the Center.

A Change of Care Request form must be completed and submitted to the Children's World office by the end of the business day following the absence for your bill to be adjusted accordingly. This form is available in the family mailbox area.

## DHS AND WRAP CHILD CARE ASSISTANCE

An application for DHS Child Care Assistance is provided to all families upon enrollment. You can request a form at any time from the front office or apply online. Families are responsible for re-applying for their DHS Child Care Assistance as designated by the program.

Families who apply for DHS Child Care Assistance are personally responsible for child care at the contracted Children's World rate plus any incurred fees until the Center receives notification of your assistance. Children's World will provide families with written notice of any changes to your assistance coverage.

Wrap child care assistance is coordinated through and approved by the Head Start program. Head Start communicates with Children's World as to who is eligible for this program.

- 1. Child Care Assistance covers only child care, not snacks, meals, sunscreen, or other incidentals.**
  - You can apply for free or reduced snacks and meals. If you would like to apply, please ask the front office for a form.
  - If you incur fees for use of Children's World provided diapers, wipes, or formula you are personally responsible for those charges.
  - If you drop-off your child prior to their scheduled drop-off time and/or pick them up after their scheduled pick-up time, you are personally responsible for those fees based on the contracted rates. See page 2 of the Contract for Care document for fee details.
- 2. Your Child Care Assistance coverage is based on the weekly maximum shown on your Certificate of Enrollment.** Each unit is equal to 5 hours of child care.
  - If your child is scheduled for more than the maximum number of hours per week allowed by your Certificate of Enrollment, the excess hours will be billed to you at the contracted rate. You are personally responsible for the fees associated with the excess hours.
  - For example, if you are allowed 10 hours per day and your child is scheduled Monday through Friday from 6:00 A.M. to 5:30 P.M., that is 11.5 hours per day. It is an excess of 1.5 hours per day with a total of 7.5 hours per week. You will be personally responsible for paying for the 7.5 hour rate shown on the contract.
- 3. You are responsible for re-applying for DHS Child Care Assistance as designated by the program.** If you do not re-apply, you will be responsible for paying for child care at the contracted Children's World rate.

## FOSTER CARE FAMILIES

Foster Care families who bring Foster children to Children's World are personally responsible for child care at the contracted Children's World rate plus any incurred fees. Weekly billing statements will be provided to the Foster Care families for submission to the appropriate agency.

## DROP-IN RATE POLICY

If you need to use Children's World on a drop-in basis the rate is \$5.00 per hour, per child with a minimum charge of \$25.00 per day. Any meals or snacks served during the time your child is cared for will be charged to your billing statement.

All required enrollment paperwork must be completed and submitted prior to receiving care at Children's World. A drop-in contract must be signed prior to attending Children's World. Approval for the hours of care must be given prior to bringing your child to the Center.

If you receive DHS or Wrap Child Care Assistance, you are personally responsible for any fees above that which is covered by these services.

## SUNSCREEN

Sunscreen is provided for your child when playing outside during the hours of 10:00 A.M. and 4:00 P.M., especially during the peak sun exposure months. Sunscreen will be applied to exposed skin, including the face and ears. At the time of enrollment and renewal, you will have the opportunity to select one of the following options in regard to sunscreen application option for your child.

- I give permission to Children's World staff to apply sunscreen to my child as described above. I understand that an annual fee of \$10.00 charged to my account.
- I give permission to Children's World staff to apply sunscreen to my child as described above using only sunscreen that I provide to the Center. I understand it is my responsibility to maintain my child's supply of sunscreen.
- For medical reasons, do not apply sunscreen to my child under any circumstances.

The sunscreen ingredient list is available at the front office.

## ADDITIONAL PROGRAM FEES

The additional program fees listed below do not include snack or meal charges.

- Nursery School Registration .....\$25.00, only if your child is NOT already receiving child care services at Children's World
- Nursery School .....\$23.00 per week, even if your child doesn't attend
- Preschool Milk and Snack Charge .....\$75.00, this is not covered by the Free/Reduced Meals program
- Sunshine Fun Time Registration .....\$25.00, only if your child is NOT already receiving child care services at Children's World
- Sunshine Fun Time .....\$18.50 per week, even if your child doesn't attend

## SHELDON SUMMER RECREATION ACTIVITIES

The Sheldon Recreation Department offers activities for school age children throughout the community. Children's World will coordinate staff to **walk with your child** to activities held at the following locations.

- East Elementary
- High School
- Tennis courts to the South of the High School
- Ball diamonds and grassy areas between East Elementary and the High School
- Outdoor swimming pool  
If swim lessons are moved to the Holiday Inn indoor pool, Children's World will not take them to their lessons. Alternative arrangements must be made by the family if the child is to attend lessons at the indoor pool.

### SERVICE GUIDELINES

- Staff will walk your child to the activity and walk them back to the Center. No vehicles or bikes will be used.
- If there is inclement weather or the threat of inclement weather, Children's World reserves the right to not walk your child to their activity, even if the activity is moved to an indoor facility.
- Staff will not stay at the activity with your child.
- Children's World may be listed as a contact when registering your child for the activity.
- Your child will remain clocked in while attending the activities. Any time spent at the activities will be included in your contracted hours for the week.
- You must provide Children's World with the activities your child is registered for on the designated sign-up sheets. Watch for due dates and sign-up sheet information posted at the Center.

### CHILDREN'S WORLD DROP-OFF, FAMILY PICK-UP

If you want Children's World to take your child to their activity and have a family member pick them up, the following will take place.

- The child's schedule must indicate that a family member is picking up your child from their activity. This must be indicated on the schedule by the Tuesday prior to the week of care.
- Your child's clock-out time will be the activity start time.
- After dropping off your child at the activity, Children's World is no longer responsible for your child.

### FAMILY DROP-OFF, CHILDREN'S WORLD PICK-UP

If you want to take your child to their activity and have Children's World staff pick them up, the following will take place.

- The child's schedule must indicate that a family member is taking your child to their activity AND Children's World is to pick them up from the activity. This must be indicated on the schedule by the Tuesday prior to the week of care.
- Your child's clock-in time will be the activity end time.
- Children's World will become responsible for your child at the activity end time.

# Billing and Payments

## BILLING STATEMENTS

Statements that include the previous week's charges will be placed in your family mailbox or emailed to you by Tuesday of each week. Exceptions to Tuesday may be made for holidays or unforeseen events in the Center.

If you have questions about your billing statement, please ask for assistance at the front office.

## PAYMENTS

Payment of the full statement balance is due by Friday of the same week you receive your billing statement.

### AUTOMATIC DEBIT

Families can authorize Children's World to automatically deduct the full amount of your weekly day care statement from your checking account. Deductions are made on Friday of each week. A \$0.20 transaction fee will be added to your weekly day care statement for this service.

Ask for an Automatic Debit Authorization form at the front office.

### CHECKS

Payment by check can be submitted at the front office. If a family provides a check with insufficient funds as payment for services, a \$30.00 returned check fee is charged. The family will be notified of the returned check and immediate steps will be taken to recover the funds and fee.

### CASH

If you choose to pay your bill with cash, please be aware that we do not have change. In the case that you overpay, the difference will be applied as a credit on your account.

## LATE PAYMENTS

### TWO WEEKS PAST DUE

Written notice of your account being overdue is given and a \$25.00 late fee is applied to your account when any portion is two weeks past due.

### 30-DAYS PAST DUE

Written notice of your account being overdue is given. You will be given four weeks to pay off the balance owed in addition to your on-going weekly charges. Failure to make a weekly payment as agreed upon will result in your child care services being suspended until your account is paid in full.

### 60-DAYS PAST DUE

Written notice of your account status is given. You will be given two weeks to provide full payment to Children's World. Failure to provide full payment will result in your account being turned over to our attorney.



# Emergency Policies

Various emergencies can take place while your child is at the Center. We keep your children's safety as a top priority at all times. Direction in emergency situations will be provided by the Center Administrator and/or Office Assistant. Guidelines for some situations follow.

## BLIZZARDS/SEVERE WINTER WEATHER

In the case of a blizzard or severe weather, listen to KIWA 105.3 FM for early closings or late starts. Children's World will only close the Center with the Board's permission. Children's World makes every effort to remain open during severe weather, however, staff-to-child ratios must be adhered to at all times.

## BOMB THREAT

If a bomb threat is received by phone, the person receiving the telephone call will contact another staff member. This staff member will call 911 and inform the rest of the staff. The Center will then be evacuated while the person on the telephone takes down all information (location of the bomb, time it's set for, background noises, voice, etc.).

The children and staff will follow the fire procedure when evacuating the building. All staff and children will remain outside until they are given the okay to return to the Center by the local police department.

## CHEMICAL SPILLS

The local emergency teams will notify Children's World of any chemical spills. HAZ MAT in Sioux City is the O'Brien County HAZ MAT team. Employees will wait for information from them to determine if staff and children are to evacuate the building or not.

If we are to evacuate, parents will be notified of our new location and when they can pick-up their child. The Center will be closed, if advised to do so by HAZ MAT and emergency teams. If transportation is needed for relocation, Children's World will use Regional Transit System or other emergency transportation.

## FIRE

In case of a fire, all children will be evacuated from the building. All staff and children will proceed to the nearest exit (as shown on the Fire Emergency Exit signs located in each room). The Center Administrator, Office Assistant, or On-Site Supervisor will take the clipboard, Family Emergency Numbers, cordless phone, and First Aid Kit with them as they exit. A head count of all children and staff will be done at this time.

The staff and children will then proceed to an area designated by the Center Administrator to await further information from the Fire Department. From November 1<sup>st</sup> through March 30<sup>th</sup>, all staff and children will go directly to the Sheldon Community High School.

In the case that staff and children are unable to return to the building, parents will be called to pick-up their children as soon as possible. This will also be aired on KIWA 105.3 FM.

Fire drills are held every month for children and staff.

## FLOOD

In the event of a flood, Children's World will work with emergency team members. Parents will be contacted to pick-up their child at the Center or the designated relocation area established by the emergency team members. If transportation is needed for relocation, Children's World will use Regional Transit System or other emergency transportation.

### INTOXICATED PERSON/PARENT

If a staff member observes parent or pick-up person for odor of alcohol on breath, blood shot or glassy eyes, slurred speech, and/or unsteady gait, the staff members will offer to call another person or parent to pick them up. If the person or parent refuses and takes the child with him or her, staff will call the police immediately and inform them that a possible intoxicated person has left the Center with a child. Give the police a description of the car (make and model), license plate number, and the direction the car was heading. As mandatory reporters, Children's World will need to report the incident to the Iowa DHS.

### INTRUDER IN THE CENTER

If an unidentified person enters the Center without just cause, a staff member will establish contact with the person to determine what, if any, threat they might be. Staff members should keep themselves from harm so that they can protect the children. They will try to diffuse the situation if at all possible by reasoning with the intruder so that he/she will leave quietly without a major disturbance. If the person refuses to leave, staff will call 911 and move all the children to a safe location away from the intruder.

### LOST OR ABDUCTED CHILD

If an incident arises when a staff member cannot locate a child, the Center Administrator, Office Assistant, and/or On-Site Supervisor and all other staff will be notified. All staff will then aid in the search for the child. If unable to locate the child, Children's World will notify the police department of the incident. The staff will give a description of the child and the location the child was last seen to the police. The police will help in the search of the child. The parent(s) or emergency contact person will be notified of the situation.

### POWER FAILURE

In the event that Children's World loses power, the Center Administrator or Office Assistant will contact MidAmerican Energy to report the outage. If they are unable to give us an idea of when power will regain, the Center Administrator, Board President, Office Assistant, and On-Site Supervisors will meet to determine if the Center should be closed. Factors that will be considered include the time of day, weather, temperature, and the length of the power loss.

### TORNADO/SEVERE WEATHER

In case of severe weather in our area, the Center Administrator or Office Assistant, will monitor the radio, television, and Civil Defense Sirens for imminent danger. If they feel children should take cover, they will sound the Center's alarm.

Children will go to the designated severe weather areas and children will sit on the floor with their hands over their heads. If possible they will sit under a table. Kitchen and office staff will aid the infant staff in moving children to a safe place. The room staff will conduct a head count of the children in their room. The Center Administrator, Office Assistant, or On-Site Supervisor will take the Family Emergency Numbers and First Aid kit. All staff and children will remain in the shelter area until the all clear sign has been issued and the Center Administrator or designee has given the all clear.

If there is damage to the building and we are unable to remain in the Center, our location will be announced on KIWA 105.3 FM. All parents will be called to pick-up their children. If transportation is needed for relocation, Children's World will use Regional Transit System or other emergency transportation.

Tornado/Severe Weather Drills are held every month for staff and children.

## Fundraising

While Children's World is a non-profit organization, we attempt to keep fundraising to a minimum. The following options are ways that you can make a contribution to Children's World through products that you may already use in your homes. There are drop-off boxes under the family mailboxes.

- Pizza Ranch Wagon Wheels
- Godfather's Pizza Fedoras
- Campbell's Soup Labels for Education
- Amazon Smile (support Sheldon Community Day Care)



**The following acknowledgement must be placed in our files.  
Please complete the form, sign and date it, then return it to the front office.**

## Acknowledgment of Family Handbook

I acknowledge that I have read the Family Handbook and I am fully aware of the Sheldon Community Daycare (Children's World) philosophy, policies and procedures.

I have read and understand the fee arrangements and conditions detailed in this Family Handbook.

\_\_\_\_\_  
1<sup>st</sup> Child's Name (please print)

\_\_\_\_\_  
2<sup>nd</sup> Child's Name (please print)

\_\_\_\_\_  
3<sup>rd</sup> Child's Name (please print)

\_\_\_\_\_  
4<sup>th</sup> Child's Name (please print)

\_\_\_\_\_  
5<sup>th</sup> Child's Name (please print)

\_\_\_\_\_  
6<sup>th</sup> Child's Name (please print)

\_\_\_\_\_  
Name of Family Primary Care Giver and Payer (please print)

\_\_\_\_\_  
Family Primary Care Giver and Payer Signature

\_\_\_\_\_  
Date