

# Sacred Heart Childcare

## Parent Handbook 2021-2022



Pre K 4612 40 ½ Avenue North  
763.533.5059

Toddler 4038 Hubbard Ave. N.  
763.537.1121

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## **I. Information for Parents**

### **Days and Hours of Operation**

Age Group: 12-23 months (Toddler); 24 mos. - School Age (Pre-K)  
Monday - Friday 7:00 AM -6:00 PM.

Sacred Heart Childcare(s) will be closed the following days for the 2021-2022 Fiscal year: **July 5, September 6, November 25-26, December 23-24, December 31, January 17, February 21, April 15, April 18 and May 30.**

### **Educational Methods**

Sacred Heart Childcares offer a child centered, activity-based program. It provides a stimulating, structured program geared to the children's ages and development, and offers the children opportunities to explore, manipulate, experiment with things and interact with people. Children at Sacred Heart Childcare are supervised at all times!

### **Curriculum Being Used**

123 Learn Curriculum was developed by Jean Lang, a child care provider since 1985, in St. Paul, Minnesota.

When your provider is using 123 Learn Curriculum, you can be confident in knowing they are knowledgeable on how each activity is best suited to your child's growth and development and the positive impact it will have. 123 Learn Curriculum also understands the areas of child development and incorporates the Minnesota's Early Childhood Indicators of Progress into lesson plans. (ECIPs). Letting providers know what domains are being touched on when doing each activity listed under infant, toddler and preschool daily plans. Children learn best by repetition. Repetition is an essential key to the physical development of a child's brain. The more something is repeated the more likely children are to remember it. Repetition in a variety of forms also increases the likelihood of reaching children with different learning styles and provides a more comprehensive understanding of concepts. 123 Learn Curriculum provides this opportunity through a variety of fun and exciting themes Each carefully selected subject incorporates a letter, color, number, shape, and activity. Allowing each child individual hands-on opportunities for making learning fun, and exciting. Each day is a fun, learning adventure for your child and 123 Learn Curriculum

### **Statement of Philosophy**

Sacred Heart Childcare provides a Christian environment in which the spiritual, educational and social needs of children can be met.

We offer a structured program within a caring, loving atmosphere that allows children to grow, to experience new things, and to feel secure and capable in God's world.

Our goals for the children are to develop small and large muscle skills, to encourage creativity and decision making skills, to enjoy group interaction, to foster social development with peers and adults, and to develop language.

### **Standards**

The childcare staff is qualified, meeting all state requirements. Sacred Heart's Childcare facilities accepts children between the ages of 12 mos. – 24 mos. and 24 mos. - school age. If your child has special needs, please contact the director prior to the first day of childcare.

### **Admissions**

It is the policy of Sacred Heart Childcares to comply with state and federal laws prohibiting discrimination.

Preference is given to year round, full time students based on licensing requirements through Hennepin County.

### **Admission to Sacred Heart Childcare is based on the following:**

- Children presently enrolled year round (12 mos.) in Sacred Heart Childcare will have top priority for registration each year.
- Children presently enrolled year round (12 mos.) in Sacred Heart toddler Childcare transitioning in the Pre K childcare will have top priority for registration next year.
- Children presently enrolled part time in Sacred Heart Childcare(s) will have top priority for registration each year, based on full time registration beginning in summer.
- New children who are siblings of students in the childcare/school.
- New children who previously had brothers and sisters in the childcare.
- New children who are members of the Church of the Sacred Heart.
- Children who are children of school alumni.
- Children who are members of parishes that support the school.
- Children who are members of a neighboring parish.
- Children who are non-parishioners.

Sacred Heart may refuse entrance or dismiss any child if there is evidence that the child's participation in the program could cause physical or psychological harm to the child or the other children.

### **Transition to PreK house.**

Transitioning to the Pre K childcare house depends on many factors:

- Numbers and ages of the children currently at the Pre K house. We are licensed for 10 children under school age.
- Numbers of children that transition to kindergarten in fall to open up possible spots for new children.
- All three year olds must be fully potty trained and have to ability to dress self (shoes, clothing).
- If limited available spots are available for three year olds at the childcare house, they will be determined by a few of the following: oldest determined by birthday, potty training, and self-help skills.

**The childcare does not discriminate in admissions or dismissals of children, parents or staff on the basis of race, color, age, religion, sex, nation origin or handicap.**

### **Provider Expulsion of Services**

When the provider determines that it is in the best interest of a child to expel the child care, the provider will provide the parents with a written 2 week notice and a final statement of monies due. **The provider reserves the right to give written notice of immediate expulsion where there are extreme circumstances that affect the well-being of the provider or other children in attendance or non-payment of care.**

### **BEHAVIOR GUIDANCE**

Our childcare has developmentally appropriate rules and expectations that are clearly communicated to the children, staff and parents. The staff, through positive, non-threatening teaching techniques and by modeling appropriate behaviors and problem solving techniques will work toward increasing the children's self-respect and respect for others. Children will be taught how to use acceptable alternatives to problem behavior in order to reduce conflict.

For a child not cooperating in a group listening situation, the child is seated by a teacher and is reminded of acceptable behavior.

Separation from the group for a period of time-out is the next tactic used for a child who continually demonstrates unacceptable behavior. This separation is in visible view and not punishment, but rather a time when the child may calm down,

remember what behavior the teacher is asking for, and decide for himself/herself when he/she is ready to rejoin the group with appropriate behavior.

**In order to have a good childcare environment, some rules are necessary. The staff is consistent in seeing that they are followed so children realize their importance. If inappropriate behavior occurs, we will provide immediate and directly related consequences for that child's behavior. If persistent behavior continues, teacher and parents will write a behavior plan to improve behavior.**

The following are methods of behavior guidance used by staff must be constructive, positive and suited to the age of the child:

- a.) Positive role modeling of expected behavior by the staff.
- b.) Talking to the child on a one-to-one basis.
- c.) Redirection – assisting the child to play with an activity in a different area of the room.
- d.) Assisting children to find words to express their wants and feelings about a situation.
- e.) Helping children to cooperatively solve a problem by asking them how they think it should be handled.
- f.) Protection of all children and staff is a must. If a child's behavior threatens the wellbeing of the child, other children and/or staff in the class, the child will be removed from the group temporarily. In extreme situations parents will be called to pick up their child for the safety of the child, other children and staff.
- g.) Immediate and direct consequences will be given.

**Separation from the group will ONLY occur if the above has taken place.**

Guidelines for Separation:

- a.) The child will remain in an unenclosed area of the room and within the sight and sound of the staff.
- b.) The child will return to the group as soon as the behavior that precipitated the separation abates or stops.

**Unacceptable Behavior:**

Expectations of the children will be developmentally appropriate for the age of the children. The staff shall set consistent rules and limits within the childcare.

All following actions by or at the direction of a staff person are prohibited:

- a.) Subjection of a child to corporal punishment, which includes, but is not limited to, rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting and spanking.

- b.) Subjection of a child to emotional abuse, which includes, but is not limited to name calling, ostracism, shaming, making derogatory remarks about the child, or humiliating or frightening the child.
- c.) Separation of a child from the group except as stated in this policy.
- d.) Punishment for lapses in toilet habits.
- e.) Withholding food, light, warmth, clothing or medical care as punishment or unacceptable behavior.
- f.) The use of physical restraint other than to physically hold a child when containment is necessary to protect a child or others from harm.
- g.) The use of mechanical restraints.

Acceptable forms of touch by staff members:

- a.) Nurturing Touches (spontaneous), hugging, holding on lap, rubbing and patting backs, rocking.
- b.) Comforting Touches: All of the touches listed above and holding or carrying in arms, kissing (i.e. kissing an injured finger, head, etc.)
- c.) Touching for restraint: To protect the child and others from injury, to facilitate separation from the parent at arrival, holding tightly in arms, carrying in arms, rubbing backs.

Unacceptable touches as stated by the State of Minnesota:

- a.) Intentional touch of intimate parts which refers to the genital area or groin.
- b.) Corporal punishment, including but not limited to, rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking.

When appropriate, staff will meet with the child's parents to develop a plan to address the behavior.

### **Health/Immunizations/Safety**

Your child's health is a matter of major importance to us.

Your child's immunization record must be submitted to the childcare director at the time of enrollment.

A child enrolled with allergies an Allergy Information Form must be submitted at time of enrollment.

### **Illness/Injury**

If a child becomes ill or is injured at childcare, parents will be notified immediately. If parents cannot be reached, the person(s) designated with

emergency numbers on the admission form will be contacted. The child will be isolated with a staff person while waiting for parents or caregivers to arrive.

For the safety and wellbeing of your child, as well as the other children and staff members, please do NOT send your child to childcare when he/she is not feeling well. Please notify the childcare when your child will be absent from the childcare due to illness (or for any other reasons).

Furthermore, the childcare will not knowingly accept a child: (a) with a temperature of or exceeding 100 degrees, (b) who is displaying symptoms of physical illness (vomiting, diarrhea, etc.), (c) with a rash of unknown origin, (d) who has contagious conjunctivitis, (e) who has unexplained lethargy, (f) who has significant respiratory distress (excessive coughing, excessive nasal discharge, etc.), (g) who cannot participate in all program activities, including outdoor play, with reasonable comfort.

The child may return to the childcare 24 hours after a temperature has returned to normal, 24 hours after the child is no longer vomiting or diarrhea, or 24-28 hours, depending upon the illness after the first dose of an antibiotic.

If your child appears ill upon arrival, staff may refuse to accept the child for the day.

If the child has symptoms of a possible communicable disease, please notify the childcare at once. Parents must report within 24 hours to the childcare when their child is diagnosed by the child's doctor as having a contagious disease or a communicable disease including chicken pox, cough, head lice, impetigo, measles, three day measles, mumps, pink eye (conjunctivitis) or strep infection. The childcare will notify parents the same day it is notified with this information.

If there are any communicable diseases in the childcare, we will notify family's information the same day the childcare is notified.

### **Medical Emergencies**

If a medical emergency arises, we will first contact the parents, then the emergency numbers provided by the parents. A trained staff person will administer first aid as indicated. 911 will be called. Parent permission is not needed for staff to call 911.

### **Medication**

Medications will be administered by childcare staff if necessary. All parents must sign the permission statement in the registration materials to authorize this.

Medications will not be *routinely* administered by the childcare staff. However, exceptions will be made for emergency purposes (food allergies, asthma) in consultation with parents and physician. **If medications are given, a doctor note and original medicine bottle is required.**

### **Clothing**

Children are encouraged to wear comfortable clothing appropriate for the weather. Children will play outside on a daily basis as required by licensing. Winter air temperatures of 15 degrees and above.

### **Picture Approval**

All parents of childcare children will be given a Picture Approval Form to sign when their child is enrolled. Should we be asked to participate in any research study, experimental procedure or public relations activity involving a child, a separate permission slip will be obtained for each occasion.

### **Nutrition**

Nutrition is basic to health. Eating habits and attitudes toward food are formed in the early years. Snack is served daily, and will meet USDA requirements. The childcare will follow all special diet restrictions as prescribed by a health care source. Food for special diets must be brought from home.

Breakfast will be served from 830 AM – 9 AM. A snack is offered in the afternoon. The staff should be given information about food allergies or other special dietary concerns for the child. If the child needs rigid dietary supervision, food must be supplied by the parent. A food plan must be provided and shared with the director. The weekly lunch menu will be posted in the childcare each week.

It is permissible to bring a snack for your child's birthday or other special party. Please let staff know when you are planning to do this.

### **Potty -Training**

It can be very difficult to train children to use the bathroom. We only start when the time is right and when you are ready. It takes teamwork between parents and staff to accomplish this mission so we recommend that you follow through with the schedule that you provide us when your child is ready. Potty -training is catered to each child's needs. We will not be using the toilet until you say so. Potty -training material is available for parents to check out through the childcare as an aid if needed.



### Is it time:

Potty-training success hinges on physical and emotional readiness, not a specific age. Many kids show interest in potty-training by age 2, but others might not be ready until age 2 ½ or even older – and there's not rush. If you start potty-training too early, it might take longer to train your child.

Is your child ready? Ask yourself these questions:

- Does your child seem interested in the potty chair or toilet, or in wearing underwear?
- Can your child understand and follow basic directions?
- Does your child tell you through words, facial expressions or posture when he or she needs to go?
- Does your child stay dry for periods of two hours or longer during the day?
- Does your child complain about wet or dirty diapers?
- Can your child pull down his or her pants and pull them up again?
- Can your child sit on and rise from a potty chair?

If you answered mostly yes, your child might be ready for potty-training. If you answered no, you might want to wait. A child who opposes potty-training today might be open to the idea in a few months.

Potty-training includes the child being able to recognize that they need to go, being able to pull their clothing up and down ) once your child is wearing training pants or regular underwear, avoid overalls, belts, leotards or other items that hinder undressing).

Help your child understand how to talk about the bathroom using simple, correct terms. You might dump the contents of dirty diapers into the potty chair/toilet to show its purpose.

Teach to wipe. When it is time to flush, let your child do the honors. Make sure your child washes his or her hands afterward.

If your child resist using the potty chair or toilet or isn't getting the hang of it within a few weeks, take a break. Chances are he or she isn't ready yet. Try again in a few months.

### **Nap/Rest Time**

Nap and rest policies are consistent with the developmental age of the children enrolled in the childcare and include: Confinement limitations - A child who has completed a nap or rested quietly for 30 minutes must not be required to remain on a cot or mat.

If your child brings in their own blanket for nap/rest time it must be left at the Childcare.

### **Personal Possessions**

It is recommended that personal possessions (Bals, dolls, figurines, trucks, stuffed animals, etc.) **NOT** be brought into the childcare. Please leave at home or in your

car. The children always want to play with such items and staff are not responsible of items being misplaced.

**The childcare will have no class pets.** Parents must ask permission in advance to bring pets to the childcare and parents must remain with the pet the entire time it is at the childcare.

#### VISITATION IS ALWAYS PERMITTED!

We enjoy meeting grandparents, too. Parents may visit the program at any time during the hours of operation.

Sacred Heart Childcare strives to build the Christian community. Special party invitations that do not include all the children are discouraged at childcare. Invitations that are not inclusive should be mailed by the parent and not given out at school. Invitations that include all children (boys and girls) may be given out at childcare.

## II. **Emergency, Health Policies and Records**

If a medical emergency arises, we will first contact the parents, then the emergency numbers. A trained staff person will be available during all hours of operation to administer first aid as indicated. 911 will be called if needed.

### **Safety rules in avoiding incidences of:**

**1. Injuries:** Staff will conduct daily inspections to ensure safety of children. Staff will check electrical cords/outlets are safe, toys are safely put away, and other obstacles, such as furniture, are put in their proper places. In the case of an accidental injury we will make an immediate attempt to contact a parent. In the case of an emergency and the parent or authorized persons listed by the parent cannot be reached, the childcare will call the child's family physician or the emergency 911 number. The childcare staff will be trained in CPR and First Aid procedures. Children will be supervised at all times by staff. Parents will be informed and an accident log will be kept on all accidents, except minor scratches and abrasions. Minor scratches and abrasions are washed with soap and water only and bandaged. No first aid creams may be administered. Ice packs are used on bumps. All injuries will be reported to the childcare director. Staff will administer any needed first aid, inform the parents, and maintain the accident log. The daily accident log will be analyzed semi-annually for needed safety correction in the childcare.

**2. Burns:** Children shall be protected from burns and electrical shock by:

- All furnishings shall not exceed 120 degrees.
- Equipment and materials shall be suitable for the class.

- Children shall be closely observed during indoor and outdoor play.

**3. Poisoning:** All hazardous or toxic substances (lead paint, cleaning chemicals, medications, questionable food, etc.) shall be kept out of children's reach.

**4. Choking:** Children shall be observed carefully while eating at meal and snack times and shall be encouraged to eat slowly and chew foods carefully.

**5. Suffocation:** All plastic bags will be inaccessible to children.

**6. Traffic/Pedestrian Accidents:**

- Children will be taught traffic safety.
- No child will cross the street without staff/teacher/parent present. Children will not cross until staff tells them it is safe and crosses with them.
- Cross with lights or in crosswalks whenever possible.

**Daily Inspection: Staff will conduct a daily inspection of any possible potential hazards in the childcare and outdoor activity area.**

**Fire Procedures:** Children will be taken out of the environment by means of the nearest fire exits. All parents will be contacted after the immediate emergency has ended. The staff is given annual instruction in fire drill procedures and use of extinguishers. A log of dates and times of fire drills will be kept on file.

1. Monthly fire drills and a log of dates and times showing that the fire drills were held will be maintained at the center.
2. The following information is posted in the Childcares:
  - a. *Toddler house--Primary fire exit: 40 ½ Ave N.  
Secondary exit: Hubbard Ave.  
Pre K house-Primary fire exit: Backyard-exit thru back fence.  
Secondary-40 ½ Ave N*
  - b. Building evacuation route: directions to Sacred Heart Parish Activity Building or school, other childcare or Elim Lutheran Church
  - c. The phone number of the fire department: 911
  - d. Childcare staff is responsible for the evacuation of children in all areas of the childcare.

e. Childcare staff will be responsible for closing off the fire area.

3. A statement of how staff is trained to carry out fire procedures will be posted in the childcares.

Procedures will be posted regarding the location of emergency shelter in the event of the following disasters:

1. **Blizzard:** In case blizzard conditions arise during childcare hours, parents are expected to arrange for children to be picked up as soon as possible and to notify the childcare of the arrangements as soon as they have been made. Calls may be made to the parents if necessary by the staff.

The childcare will close for severe snowstorms that deem roads unsafe for travel. For extreme cold conditions, the childcare will *normally* be open to accommodate parent work schedules when at all possible. The administration will make the decision on a case by case basis. Phone calls or texted messages will be made to each family as soon as possible.

No refunds are made when the childcares close early or for the day.

2. **Tornado:** In the case of a tornado the staff will calmly and quickly escort children downstairs away from doors/windows. Doors to the childcare room will be closed. Children will sit with their head on their laps and their hands folded over their necks. The staff will keep the children as calm and quiet as possible. Drills will be conducted monthly and logged with dates and times will be kept on file.

3. **Other Natural Disasters:** Evacuation to designated sites on emergency care plan.

4. The Childcare will provide a copy of their Emergency Plan to families upon enrollment.

**If a child is missing from the childcare,** staff should be notified and the facility, facility grounds, and close surrounding area searched. Should the child not be found, the parents and Robbinsdale Police Department or 911 shall be called.

## Procedures regarding child pick up:

1. Parents must submit the names and telephone numbers of any persons authorized to take their child from the childcare. A child will not be released to anyone not authorized to take your child. If there is anyone to whom your child is NOT to be released to, parents must provide a court order with this information.
2. If an incapacitated person, parent, or person suspected of abuse attempts to pick up a child; the child will not be released and attempts will be made to call the parent. Police will be notified immediately. A staff member will remove the child from the scene while the problem is being resolved. Child protection will also be notified by the staff involved. The incident will be documented and kept in the childcare file.
3. This childcare complies with the State of Minnesota Statute 626.556 regarding mandatory reporting of suspected child abuse. The statute states under Subdivision 2: “A professional or his delegate who is engaged in the practice of...child care, education...who knows or has reason to believe a child is being neglected or physically or sexually abused shall immediately report the information to the local welfare agency.” Subdivision 6 states that if a person is mandated to report abuse and fails to do so, that person is guilty of a misdemeanor. If the staff of this childcare reports a suspected case of child abuse or neglect to the child protection agency, the childcare teacher will inform the child protection agency.
5. If the authorized person does not pick up a child within 15 minutes of pick-up time, attempts will be made to contact other persons authorized to pick up the child from the childcare. The child will remain with a staff member until contact is made and the child picked up. If no one can be contacted, 911 will be called.

### Helpful Tips for Drop-off and Pick-up Time:

**At drop off time please be brief.** A cheerful good-bye and a hug & kiss are really helpful for your child to start the day off right. Staff cannot always hold your child immediately, but will try to engage them in an activity, or have them sit by them if that is more comfortable for them.

Mornings are hectic for everyone. Please don't be frustrated when your child is clinging to you. This is healthy and normal behavior. So are some tears. Just cheerfully say goodbye and leave.

**At pick-up time:** You have had a long day at work. So have your children. They are eager to see you and also eager to “Show-off” a little. Sometimes children try to bend the rules a little, testing to see who is in control. This puts staff in an

awkward situation. We want your children to continue to respect staff but at the same time you are the parent and ultimately in charge of your child. Please help your child follow the rules. Please encourage your child to remain with you until you are ready to leave.

**The immediate source of emergency medical care is 911.**

**The procedure for recording accidents, injuries, and incidents involving a child enrolled in the program will be recorded as follows:**

1. The name and age of the person(s) involved;
2. The date of the accident, injury, or incident;
3. Place of the accident, injury, or incident;
4. Type of injury;
5. Action taken by staff person(s); and
6. To whom the accident, injury, or incident was reported.

An analysis of accident, injury, and incident records and modification of the program's policies based on the analysis will be reviewed annually.

### **III. Child Care Program Plan**

A daily schedule for both indoor and outdoor activities is posted in the daycare.

The daily schedule will provide active and quiet staff directed and child initiated activities. A variety of group activities and individual centers will be used to encourage creativity.

The staff will utilize a variety of activities on a weekly basis such as manipulatives, play centers, books, music, art materials, etc.

### **IV. Policies/Procedures for reporting suspected child maltreatment and complaints about the operation of the program.**

#### Reporting Abuse and Neglect:

1. Any person may voluntarily report abuse or neglect.
2. Staff are legally required or mandated to report and cannot shift the responsibility of reporting to supervisor(s) or to anyone else at the childcare. If staff know of or has reason to believe a child is being or has been neglected or

physically or sexually abused within the preceding three years staff must immediately (within 24 hours) make a report to an outside agency.

#### Agencies Reported to:

1. If staff suspects a child is in immediate danger they will call 911.
2. Parents can report suspected abuse or neglect of children occurring at Sacred Heart Daycare to the Department of Human Services, Licensing Division's Maltreatment Intake line at (612) 348-3883.
3. Staff will report incidents of suspected abuse or neglect of children occurring within a family or in the community to Hennepin County Protection services (612) 348-3552 or the Robbinsdale Police Department.

#### What is Reported:

1. Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
2. Reports to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
3. An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

#### Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

#### Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services

from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

## **V. Program Drug and Alcohol Policy**

Staff and volunteers that directly work with persons served by the program are prohibited from abusing prescription medication and/or from being under the influence of a chemical that impairs the individual's ability to provide care. If a person is suspected of the above, the adult will be removed from the classroom until the situation is remedied or treatment fulfilled. The parish recognizes chemical dependency as a treatable illness. Employees who are so diagnosed will receive the same consideration and opportunity for treatment that is extended to employees with other medically certified illnesses with established employee plans and programs.

For purposes of this policy, chemical dependency is defined as an illness in which an employee's consumption of mood altering chemicals repeatedly interferes with his or her performance.

No employee with chemical dependency will have his or her job security affected either by the diagnosis itself or by request for treatment.

If the employee refuses to accept diagnosis and treatment, or fails to respond to treatment, and the result of such refusal or failure is such that his or her job performance continues to be affected, it will be handled in the same way as other similar performance problems.

## **VI. Program Grievance Procedure For Parents:**

### **COMPLAINT POLICY**

The purpose is to provide communication between parents and child care providers so children receive consistent, nurturing care. Sacred Heart wants to be sure that concerns and questions may be openly shared as they arise.

(MN Statutes Section 245A, 145, Subd.1)

Policy: We welcome questions, feedback, or discussion of any kind that affect a positive outcome for the child. If you have a concern about our childcares, please follow this procedure:

- a.) Let the childcare director know, in person or by phone, when you have a concern and a time will be arranged to meet.
- b.) If concerns cannot be satisfactorily resolved with the director, the business administrator will be notified and will set up a meeting.



- c.) After this, parents may contact Hennepin County Child Care Licensing coverage line at 612-348-3883, or report suspected maltreatment to Hennepin County Child Protection at 612-348-3552.

## **GRIEVANCE POLICY**

If a grievance between parent/guardian or a child and a caregiver or business administrator should arise the following grievance procedure shall apply:

- A. The parent/guardian or student (grievant) will meet with the staff member and/or director (respondent) to discuss resolution of the grievance.
- B. If the grievance is not resolved, the grievant will meet with the parish administrator (if the grievance involves a teacher) or with a person designated by the pastor (if the grievance involves the administrator).
- C. If the grievance is still not resolved, a Grievance Committee will hear the grievance.
- D. The Grievance Committee will be made up of three persons: one designated grievant by the pastor, one designated by the respondent, and one designated by the grievant.
- E. The committee will meet to receive evidence. It shall have the discretion to determine whether such evidence shall be written, oral, or both.
- F. At the conclusion of the meeting, and upon due consideration, the committee will make its recommendation to the pastor. The committee shall not have the power to alter or amend childcare policies.
- G. The pastor or his designate will then decide the grievance.
- H. The grievance procedure should be completed within 30 days.
- I. If the grievance determination is not resolved to the satisfaction of either party, a referral to Archdiocesan Due Process may be made. Nothing contained herein shall obligate either party to consent to conciliation or arbitration under the Archdiocesan Due process procedures.

## **Fee Policy**

Weekly fees are based on contracted hours and parents will be charged the contracted amount each week. Families are allowed two weeks of unpaid tuition per 12 month period and 1 week per 9 month period. No reimbursement for sick days or additional vacation time beyond the two weeks. There is a late fee of \$1.00/day/child assessed each day the payment is not received. If a family falls more than 3 weeks behind the child will be suspended from the program until the account is made current. In the case of financial emergency, a payment plan must be submitted, in writing, to the business administrator.

Contract hours are adjusted no more frequently than once per semester. Requests for additional contract hours must be approved by the director, based on space availability per day. The childcares are limited to 10 children under the age of 5 per day. On non-school days/summer months additional children may be in attendance. (Each daycare has rules/regulations on age limits as noted on childcare license). There is an additional charge for service over the normal contract hours.

### **Non-sufficient funds check**

If a check is returned from the bank due to non-sufficient funds, it is the responsibility of the parent to bring the amount of the check in CASH to the childcare within one week of notification of returned check. A service charge will be assessed for all returned checks.

### **Sign in and out**

A parent must sign the attendance sheet when a child is brought in the childcare. The parent must be sure that the staff is aware of the child's presence. The person who will pick the child up at the end of the day must be specified on the attendance sheet.

The parent must sign the child out of the program at the end of the day. The parent should check the child's cubby each day to pick up any announcements or communications that may be sent from the Director.