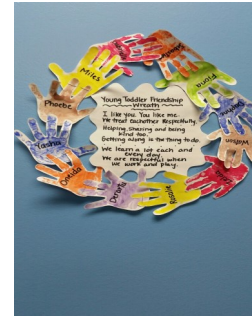




Northeast Child Development Center Parent Handbook

The center's license is #801743



On behalf of Northeast Child Development Center Staff, I would like to extend to you a sincere and warm welcome. Parents are welcome to visit our center anytime that is convenient for you. You may call or email us to inquire about your child or ask questions. The Center is here to provide a high quality educational program for the children we serve. We offer parent support through our Assistant Director and various other resources and referrals.

Our program operates with the concept that staff and parents are partners in the development of children. We believe that parents are the child's first teacher and we respect the values and the teachings that come from home.

We welcome parent volunteers who wish to share their interests, jobs, crafts, hobbies, language, music, dance, stories and food with the children. Let us know if you would like to come in.

We look forward to a wonderful program year together.

Margie Bragg
 Director of Early Education
 Northeast Child Development Center
 A program of East Side Neighborhood Services
 Physical Address: 1700 2nd Street NE, Minneapolis, MN 55413
 Mailing Address: Same as above
 Main Phone Number: 612-781-6011 or call 612-787-4048
 Main Fax Number 612-787-4001

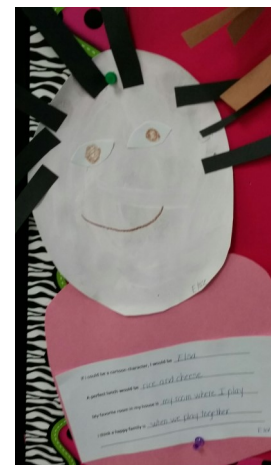


Table of Contents

Mission Statement	3
Philosophy	3
Program Goals	3
Hours of Operation & hours of attendance	3
License Number, ratios	4
Mandated Reporters	4
Discipline Statement	4
Time outs, restraining children	5
Separations from the group, special needs	5
Reporting Policy	6
Biting Policy	7
Curriculum	7
Classroom environment	8
Parent Conferences, developmental assessments	8
Fieldtrips, photography, publicity, research projects	9
Physicals	9
Outdoors play	10
Naptime	11
Daily Communication	11
Group Newsletters	11
Pets	11
Visiting the Center	12
Food/toys from home	12
Celebrations	12
Program Plan	12
Parking	12
Cell phones	12
Picking your child up	13
Late fees, security	14
Parents and Teachers	14
Program Stats	15
Cover Page section 2	16
Parent Obligations, Parent Behaviors	18
Financial Policies	19
Food Program	20
Infant food	21
Snacks	21
Food Concerns	21
Parent Resources	22
Affirmative Action	22
Grievance Procedure	22
Confidentiality	22
Non Discrimination Policy	23
Phone Numbers	
23	

Mission Statement:

To foster the healthy development and well being of individuals and families while strengthening our diverse community.



(9503.0090 subpart c) Philosophy: NECDC offers the opportunity for each child to develop physically, socially, and cognitively according to individual learning style. Each child is considered unique in temperament and rate of development. Curriculum is planned to enhance and challenge particular, distinct individual needs, interests, and abilities. Activities and relationships occur in a healthy, positive and relaxed environment in which a well-qualified staff provides personal attention, guidance and nurturing to each child. The Center maintains continuity and consistency throughout the program by developing relationships with families.

Program Goals

A primary goal of the program is to offer a high quality early education program that permits the children to discover and learn, to become decision makers and problem solvers, and to feel good about themselves. The Center uses the National Association for the Education of Young Children (NAEYC) accreditation criteria throughout all components of the program. Additionally, other program goals for the children are for them to develop in the areas of cognition (thinking), language arts (talking), literacy (reading), social/emotional (relationships) and physical development (moving and doing).

Hours of Operation and the Program Year (9503.0090 subpart b)

We are open 7:30 am to 5:30 pm, Monday – Friday, 12 months of the year.

We are closed for the following days listed: Martin Luther King Day,, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the day after, Christmas Eve, Christmas Day, New Years Eve, New Years Day.

Children should attend on a regular basis. Sporadic attendance is cause for termination. If your child will not be in because of illness, please notify the center each morning until your child will return.

NECDC will remain open unless East Side Neighborhood Services closes all its programs due to weather or other hazardous conditions. Any changes in NECDC hours will be posted via Bright Wheel communications to parents.

Should the program will close early due to hazardous driving conditions during the day it will be your responsibility to arrange for your child’s early pick up. Any changes in NECDC hours will be posted via Bright Wheel communications to parents.

NECDC reserves the right to have a late start due to weather conditions which could delay staff from getting to work and thus leaving the program without required child coverage. Any changes in NECDC hours will be posted via Bright Wheel communications to parents.

Children need to be in attendance by 9:30 am daily. Administrative staff reserve the right whether or not a child may be admitted after the 9:30 cutoff based on current staffing or events of the day.

You, the parent, signifies on your child’s enrollment form your stated time of drop off and pick up based on your hours of work or school. NECDC reserves the right to not accept children being brought in to the program after 10:30 am, unless prior arrangements have been submitted in writing to the office. Most individuals work an 8.5-9 hour day with one half hour travel time to and from work. We adhere to that time as we schedule our staff accordingly.

Changes in your schedule without approval from the Assistant Director may put our program out of state ratio compliance resulting in possible loss of license. If your schedule changes you must make arrangements with the Assistant Director.

Children whose care is funded through subsidies cannot be absent more than 25 total days in a 12 month period. Days missed over the 25 days will result in the parent being responsible for paying for care.

The Center is licensed to serve 100 children. Our license number is 801743.

(9503.0090 SUBPART A)

State Licensing ratios are: 1 teacher per 4 infants, 1 teacher per 7 toddlers, 1 teacher per 10 Pre-school children. Children transition to the next age group according to MN regulations. Infants remain in their room between the ages of 6 weeks to 15 months & up to 18 months, toddlers are 16 months up to 35 months and preschool is 33—36 months up to first day of kindergarten.

Infants are licensed for 28, toddlers are licensed for 28 and preschool is licensed for 44.

NECDC is a an early education school readiness program offering individualized, family specific care with the support of specialists trained to provide support and additional resources for families. NECDC is licensed by the State of MN, follows the standards and code of ethics set forth by the National Association for the Education of Young Children (NAEYC) .

MANDATED REPORTERS OF SUSPECTED MALTREATMENT

NECDC Staff are mandated reporters of suspected child abuse or neglect, the law **requires** mandated reporters to make a report if they know or have reason to believe a child is being neglected or abused, within the preceding three years. Staff are required to report to Child Protection or the Police the following:

✦ If we know or suspect that a child is in **immediate danger** or the child is abandoned. Law enforcement officers can remove a minor from a threatening environment in order to protect the child.

✦ If the child is *not* in immediate danger, and the alleged perpetrator is a parent, guardian, day care provider, or staff member of a licensed facility.

If the child is not in immediate danger and the alleged perpetrator is someone outside the family and not a licensed facility staff person. (Examples of non-family, non-facility caretakers include volunteer or paid teachers, coaches, school administrators, and babysitters.)

Discipline Statement (9503.0090 subpart L) We believe that children learn acceptable behaviors by modeling those around them—such as the other children in the program and staff when they are in school and their parents and others when at home. We have established a few basic rules which will help your child enjoy a security that will enhance his/her learning.

We will not allow a behavior to continue if it appears that your child will hurt him/herself or someone else or that property will be damaged. We expect our teachers to implement this policy with the constructive techniques listed below:

- Redirecting the child's attention from the disruptive behavior to an acceptable activity.
- Discussing the outcomes of negative behavior, with teacher sitting or kneeling at the child's level.
- Talking it out—the teacher would sit down and help the children put their thought/emotions into words.
- "Cool off" time when needed, for a minute or two, before talking with the teacher and/or other child.

Discipline methods such as exclusion, sending a child to the office, threats to call parents or any form of corporal punishment/violation of personal rights will **not be tolerated**. Staff will ask to conference with you if behaviors have escalated or if we need parent partnership to assist with your child's behaviors at the Center by developing a behavior plan.

TIME OUT(9503.0055)

A time out may only be used with children over 36 months old. If a time-out is used as a disciplinary method it must be done according to the process in the licensing law. It is NECDC's practice that your child's teacher will inform you of any time-out your child has experienced.

Continued time-outs will result in the teaching staff and program specialists to meet with the parents to develop a behavior plan. The behavior plan will outline the behavior of concern, the plan of action the center and the parent will work towards to achieve a positive change in the child's behavior. All time outs are logged in a Separation Log. Parents may request to see the log pertaining to their child at any time.

Time outs are not punishment. Instead, a time out is a neutral break where the child can regain self-control. Usually a child will have to be helped by an adult to take a time out; ultimately the goal is for the child to achieve the control to take time outs by him/herself when feeling overwhelmed in a social situation.

RESTRAINING CHILDREN Only for children over the age of 36 months in preschool:

If a child is physically aggressive and/or threatening another child or adult with bodily harm or endangering the health and safety of themselves or others, and cannot be verbally redirected, NECDC staff may physically restrain a child. NECDC staff will sit if possible on the floor or in a chair and hold the child in a manner, which will not cause harm to the child or the adult. Anytime a child is physically restrained the classroom staff will document the incident and talk with the parent either by telephone or upon pick up.

SEPARATION FROM THE GROUP

If a child is having difficulty regaining control after all other attempts have failed and staff feel it would be better for the child to regain their dignity and composure in the office, the child may be brought to the office **only if** the child has a behavior plan on file. Then a separation report is documented by the staff person working with the child, including the duration of the separation, the results of the separation and what actions the center will take to help the child in future situations. Parents will be notified and incident documented. Sometimes children are just sad and miss a family member or don't know why they are sad and crying. NECDC will comfort a child in the office who is having a difficult separation at drop off, or is experiencing an emotional sadness and needs just wants quiet time to collect their feelings before returning to the classroom. while being rocked in the rocking chairs. Parents will be notified at the time the child is being held or rocked and the separation will be noted on the separation form under incident description as a non behavior specifying why (sad, upset, needs time to regain composure etc)

SPECIAL NEEDS

Parents/guardians have the responsibility to inform the center when their child has any special medical condition, needs or allergies so that we can provide appropriate care and support.

If your child has a special need and is (one of the following):

- Eligible for case management through the state and has an Individual Service Plan (ISP), receiving services through the local school district and has an Individual Educational Plan (IEP), determined by a licensed physician, psychiatrist, psychologist, or consulting psychologist to have a condition related to physical, social, or emotional development.
- You will be asked to share the ISP and/or IEP with us. In addition, state licensing regulations require us to develop an Individualized Child Care Plan (ICCP) with you that will assist us to meet your child's needs.
- This plan must be signed by you and your child's source of licensed health care as listed above and be reviewed annually to assure that necessary modifications are made to the plan of care. If the special need requires that our staff are to perform a new skill to assist your child we will ask that you arrange for this training with your child appropriate care professionals.

REPORTING POLICY FOR PROGRAMS PROVIDING SERVICES TO CHILDREN **Who Should Report Child Abuse and Neglect**

- Any person may voluntarily report abuse or neglect.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

- If you know or suspect that a child is in immediate danger, call **911**.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at **(651) 297-4123**.
- Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county services agency at **(612) 348-3552** or local law enforcement at **911**.
- If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at **(651) 296-3971**.

What to Report

- 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.
- A report 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.
- 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.
- The reporting policies and procedures must be provided to parents of all children at the time of enrollment in the child care program and must be made available upon request. The Division of Licensing recommends that parents with children currently enrolled in your child care program are informed of the development of the reporting policies and procedures, and provide them with an opportunity to request the information.

Biting Policy

NECDC will implement the policy according to the age of the child, developmental level and number of incidents. Biting is more of a concern in children ages 3 years and higher. Instances of biting in preschool aged children will result in meeting with the biter's family to discuss the circumstance of the incident and to determine if outside resources need to be contacted. In children from infant through the age of 3 years, the following procedures will be followed. Biting is not uncommon in the early ages, but will be documented and tracked. Families of the biter will be informed upon pick up. The teachers will pay close attention to the biter to determine the cause of the biting and to attempt to deter any future incidents. Most young children will bite on occasion, but the severe biter (chronic, routine, frequency over time or hard biter) will have the following procedures:

- Meeting scheduled with the parent to discuss the situation and develop a plan of action.
- Outside support/resources brought in to assist.

The victim of the biter is also attended to in the following manner for all ages. Parents will be informed upon arrival that their child has been bitten and be given a completed accident report. If the bite breaks the skin the parents will be called at the time of the accident. The name of the biter will not be released to the parent by the Center staff, as we do not want something that is within the range of normal behavior used against the biting child. At the time of the incident, the victim will be treated (bite area washed and iced) and comforted. The biter will participate in this (if age appropriate) to help them develop empathy and an understanding that they were the reason for the response of the victim (crying, hitting back, etc.). If the victim instigated the bite (example: stole a doll, wherein the other child bites her to get the doll back), the staff will discuss this with both children to illustrate the reason she was bitten, but also letting the biter know that there are more appropriate methods in getting her doll back.

Curriculum

The curriculum that NECDC is using is a mixture of different philosophies and practices. The Creative Curriculum is used as the guide for the teachers in the classrooms. The Creative Curriculum is designed to be a blueprint for our teachers. The Creative Curriculum is based on different Child Development theorists and current research as to how children learn. The curriculum also takes into account the following: individual interests and uniqueness, gender, temperament, learning styles, life experiences, culture, special needs and second language learners. Teachers are trained to recognize these aspects of each child and welcome them into the classroom. The Creative Curriculum is the foundation of the program and the teachers are encouraged to further their exploration with developmentally appropriate practices to maximize the learning and development opportunities within the program. Using the Creative Curriculum as our foundation provides a thorough curriculum that supports the children in meeting desired results. The Creative Curriculum also encourages our teachers to individualize and make the learning experiences relevant to the children in the classroom. The Creative Curriculum has different components that are interrelated to support each child in his/her learning and development.

NECDC is expanding the curriculum to build STEAM into our daily programming. To learn more about STEAM with us visit <https://eclkc.ohs.acf.hhs.gov/sites/default/files/pdf/steam-ipdf.pdf>.

Classroom Environment

The classroom environment is fundamental to your child's experiences and learning while in the program. We strive to make the classrooms a welcoming place for both the children and family, with home-like touches. The rooms and playground are for the children to freely explore and experience, the only limitation being one of safety. Age appropriate materials that are interesting to the children are at the child's level, for easy and accessible self service. The classroom is divided into strategically located interest areas, so learning experiences do not interfere or interrupt one another. Noisy activities (blocks, dramatic play) are separate from quiet activities (book reading, writing, and art). The staff will rotate materials often to keep the children interested in all areas, as well as increase the difficulty to challenge them mentally and physically.

Our classroom environments are set up into interest areas in each classroom: art area, easel, book area, dramatic play, table toys, block area, puzzles, sensory table etc. The teachers plan weekly interest areas using the extensive rotation of toys and library books at NECDC. This concept is based on the Creative Curriculum model that encourages children's learning by allowing them to explore and make discoveries using concrete materials that are of interest to them.

Parent/Teacher Conferences (9503.0090 subpart d)

Conferences are scheduled two times a year or more, depending on the age of your child and personal need. We expect all families to participate in these conferences and support the teachers in helping your child master developmental skills. If your child has special needs and attends a half day program offsite we will work with both you and the other program to ensure a continuity of services for your child. If you would like additional conferences throughout the year please let us know so that we can schedule time for you to meet with the teacher.

Developmental Assessments

The first formal developmental assessment begins in the first 6-8 weeks of your child beginning the program. If the developmental assessments indicate your child may need additional support to reach their developmental age level teachers will meet with you to discuss your child's strengths and appropriate developmental goals.

NECDC believes curriculum and assessments are integrated throughout all age groups. Using various assessments benefits the child as it allows teachers to adjust their curriculum as needed to individualize and improve a child's development.

Our assessments support parents as their child's first teachers praising a child's strengths and abilities while identifying areas that may need support to master skills. Assessments involve collaboration between teachers, parents, children and administration to help plan for their child's learning experiences. Parents are given updates to their child's ASQ scores upon each designated age for assessment.

FIELD TRIPS (9503.0090 SUBPART I)

Parents are given advance notice and information regarding all field trips. Written parental permission is required for each field trip when your child will be visiting a community place. A staff person trained in First Aid and CPR will always accompany children on the trip.

Walking trips in our neighborhood occur weekly. At the time of enrollment you will be asked to sign a release form allowing your child to walk to the park or in the neighborhood. Staff will post on the sign in/out sheet any of these excursions. The childcare office is notified where the children are and when they will return.

PHOTOGRAPHS, PUBLICITY AND RESEARCH PROJECTS (9503.0090 SUBPART J)

Representatives from the United Way, Hennepin County and other community organizations tour our program. Often times there are photo opportunities.

Parents are asked at the time of enrollment for written permission to use their child's photo in advertisements, brochures, classroom bulletin boards, etc. A child's photograph will not be used without permission. If research projects are conducted at the center, all parents will be notified receive a description of the project. Children will not participate in any research unless there is written parental authorization.

PHYSICALS (9503.0140) See Health and Safety policies

NECDC requires all parents to submit a current health care summary and immunization record for their child upon enrollment and after each well child check. For children without current immunizations and health care summaries child care will be suspended until submission to the office. NECDC uses the MN Immunization Information Connection data base to access current immunization records. If your child has a well child check with updated immunizations either bring in a copy or tell us and we can access a copy through this data base. Parents are given a new physical form for their child each time there is a well child check.

CLOTHING:

****The center is not responsible for lost or stolen articles of clothing or toys.**

Label it or lose it.



OUTDOORS PLAY

NECDC's practice is that children go outdoors daily, except in when there is a threat of severe weather, it is raining or below 0 degrees.

Any child too ill to go outside is considered too ill to be in attendance for the day.

See Health and Safety policies online at www.esns.org under Northeast Child Development Center

Going outside may mean a walk around the block or playing in the attached backyard. Minnesota weather is variable so dress your child accordingly for the day. If you forget boots, hats, mittens, snow pants the center has limited extras for your child to wear. The purpose of outside play is to encourage awareness of the outside environment as well as to develop large and small muscles. It is a medical fact that children get sick from being indoors not from going outdoors.

Staff view the outdoors as a rich learning environment and uses our playground as outdoor play space. The following procedures are observed outdoors by NECDC staff to ensure your child's safety at all times:

Staff are to:

- Stay within the child's reach when children are climbing or sliding on the playground equipment.
- Staff take frequent head counts to make sure all children are present and accounted for.
- Children are kept in view of staff at all times.
- NECDC does not use the pool area at Bottineau Park.

Dress your child appropriately so that he/she can participate in messy activities without the fear of ruining good clothes. Even our use of paint smocks cannot guarantee that clothes will not get dirty.

Children are to wear tennis shoes or comparable shoes daily for safe traction. Flip-flops, thongs and sandals are unsafe on climbing equipment and are slippery. To prevent serious accidents, children may not wear them while in attendance.

Your child will get messy during the day. This is what children do. Staff make every attempt to keep children clean during projects and outside play, but the reality is that children need to feel and experience their environment to learn and grow.

- Dress your child in clothes that can get dirty or messy.
- Label your child's clothes/blankets/shoes.
- Put your child's clothes in a plastic bag in their cubby.
- Teach your child to "hang their possessions" on the hook in their cubby.
- If someone other than you picks up your child, please check what comes home. If it isn't your child's please return it to school. It is so easy to grab the wrong items - especially if you are not familiar with what is here.

NAP TIMES (9503.0050)

Nap times vary according to age groups. Typically nap is between 12:30 – 3:00 P.M. with varied start times for individual groups. Infants have individual cribs with crib sheets. We will provide the toddlers and pre-school children with cots. We ask that you bring in a small blanket from home to leave at the center for your child. Blankets must be taken home on Fridays to be laundered.

Staff may rub your child's back if needed to help them ease into sleep. Special provisions are made for a relaxation period after children have rested for 30 minutes, for the non-sleepers with appropriate quiet activities.

For infants enrolled in the program, each baby has their own crib. NECDC keeps infants in sight and sound at all times. Teachers can monitor your baby by sight and sound at all times when they are sleeping in their crib.

DAILY COMMUNICATION (9503.0090)

Teachers are available in both the morning and afternoons to talk with you about your child's experience at the center. If you have a concern or question that will take more than 5 minutes to address, we ask that you set up a time to meet or talk over the phone with your child's teacher as their primary responsibility is the supervision of the children during normal center hours. Staff provide parents with daily slips giving parents information about their child's day.

NECDC strives to make every effort to incorporate the language and culture of the diverse families we serve while children are developing proficiency in English. Teaching staff ask parents for support and strategies to incorporate their home language into the daily curriculum. NECDC is able to provide materials in other languages or interpreters if requested.

GROUP NEWSLETTERS

On a monthly basis newsletters will be provided for parents with information about individual groups current events, special projects, policy changes or reminders, and news of each child's group. Please read the Newsletter, as it is an important way in which we communicate with parents.

PETS (9503.0090 SUBPART M)

We have at times pets visiting in our program, as they are part of our curriculum. We believe it is important for children to learn about animals and how to take care of and respect them. Only those pets authorized by State Licensing and Health policies will be allowed. Before a pet is allowed as part of the classroom environment we will inform all parents in writing. If your child has an allergy to or is fearful of animals please inform the classroom staff.

VISITING THE CENTER (9503.0090 SUBPART N)

Parents are welcome and encouraged to visit the center at anytime. If you are coming for lunch, please call the office a day in advance for information regarding food arrangements.

FOOD AND TOYS FROM HOME

We discourage children from bringing food or toys from home to the Center, except for designated Show and Tell days. It is up to the classroom teacher to decide on Show and Tell days. From experience we know that toys from home cause conflicts and are quite often lost or stolen. **The center is not responsible for replacement of these items.**

BIRTHDAY AND OTHER CELEBRATIONS

We invite children to bring in a special treat to share with the other children for their birthday or other significant event. Please note that because of local health regulations, any food brought into the Center to share must be store bought (commercially prepared). We encourage fresh fruits, whole grains or organic snacks for treats.

PROGRAM PLAN: (9503.0090 subpart c)

The child care program plan is on file in the Director's Office and can be reviewed there.

PARKING

Please use the drop-off area in the front or back of the agency. Unless you have a designated handicap parking sticker do not park in those designated areas. You will be reported to the police. The fine for illegally parking in handicap spot is \$250.

Parents must inform the program immediately of a change of: address, phone number, work/training status or schedule.

NECDC is a cell phone free site. Your child is more important than a phone. You can put your personal business on hold for 5 minutes when dropping off or picking up your child, plus no one wants to hear your conversations. Be polite and put it away.

PICKING UP YOUR CHILD AT THE END OF THE DAY:

Children will not be released to an unauthorized person for any reason without prior approval of the child's parent.

NECDC does not release children to an individual under the age of 16.

Under no circumstances will staff transport a child.

If a person who is incapacitated or suspected of abuse or under the influence arrives to pick up a child we will call 911. Staff are not expected to jeopardize their own safety or the safety of children in their care. If staff are threatened and/or forced to give up a child, the parent, the emergency contact person, or if necessary emergency assistance 911 will be called. If the person who is incapacitated or suspected of abuse is the parent, the police will be called. If the child is not picked up by closing time, staff will call the parents/guardians or the emergency contact person. If neither can be reached, staff will remain at the center until instructed by the 911/police of what to do.

Only persons authorized by the parent will be allowed to pick up children. You are expected to list emergency contacts at the time of enrollment and keep us updated as to any changes with these contacts. Failure to keep your records current may result in the center having to call 911 if we do not have current updated phone numbers, addresses and emergency contacts. Failure to comply may result in termination from the program.

Each child must have a completed authorization form that lists persons able to pick up your child. If, for some reason, someone other than the persons you have listed will be picking up your child, you must notify us **in advance**. If staff do not recognize this person, they will ask for a picture I.D. NO ID? Your child will not be released.

If a parent calls to inform the center that an alternate individual is picking up the child, you will be asked to give the staff person your security code as a method of identification verbally over the phone.

NECDC tries to be sensitive to the needs of the families we serve. If two divorced or separated parents are sharing custody and there is some way the center can help make this easier (or avoid making the situation more difficult) let us know.

In cases where a child's biological parent is not authorized to pick up the child, the center must have a court order on file. If we do not have a court order, we cannot prevent the biological parent from picking up the child.

LATE PICK-UP

The Center closes at 5:30 pm. If the parent has not contacted us that they will be late, and parents or emergency contacts cannot be reached by 6:00 pm, the staff have no other choice than to call the 911 and report an abandoned child.

Late fees:

Individuals arriving after 5:30 p.m. to pick up a child will be charged a late fee according to the following schedule :

5:31 – 5:35	\$10.00
5:36 – 6:00	\$1.00 additional per minute <u>per child</u>
6:01 – 6:30	\$2.00 additional per minute <u>per child</u>

You will receive a separate invoice for late charges from your monthly child care fees. Failure to pay late fees may result in suspension until paid in full.

SECURITY

NECDC is a locked facility for you and your child's safety. Your code to enter the program is for you only. Be aware of unfamiliar individuals standing near the doors. They may be watching your code being punched in. **DO NOT LET PEOPLE IN BEHIND YOU WHEN YOU OPEN THE DOOR.** Be polite and wait till the door closes....you don't know if they are authorized to be here or not and would you want to be responsible for a child being taken by an unauthorized person?

Parent and Teachers—Partners in Education

Parents have a unique contribution to make in their child's education. Creating a partnership with your child's teacher begins with recognizing the strengths that you and us bring together. This helps us see a more complete picture of your child. That is why we encourage you to call, email, or leave a message at any time. We also encourage you read our bulletin boards with information about our program or community announcements. You will find information about local health care services and a variety of family support programs. We welcome your questions and concerns so that we may help make your child's time with us special.

We can help you understand your child's developmental milestones, offer techniques for positive discipline, share information on models of effective language to use. If you need support or help locating local resources we are happy to help with that as well.

We encourage you to spend time each day at pick up asking your child to show you what they did today. We provide opportunities for families to meet other parents and connect with them for play dates and other community related events.

Your child will be in an age group specific to their chronological age. You may call your child's teacher or leave a message to contact you at any time. The teacher in your child's group has had a background check done through the State of Minnesota and the Bureau of Criminal Apprehension. All staff are cleared before they begin working with children.

The program hires teachers with a background in early childhood education, elementary education, or a similar field. Your child is attending a quality program that is state licensed, Children are within sight and sound of a teacher at all times as safety is a priority.

Info of our program:

*Average daily enrollment -68

*First state license issued February 1, 1948!

*Child care has been a program of East Side since 1915.

*Director has been with program 40 years and Assistant Director for 32 years.

*NECDC one of only a small number of child care programs that has a full time Food Service Manager cooking meals for the children. Food Service Manager has been with program for 38 years.

*Program has 21 staff.

*2019 completed a total renovation of the child care program to expand care for more children.

*NECDC also is creating a new curriculum for science, technology, engineering, art and math (STEAM)

*Has experience serving children with special needs and making successful transitions to kindergarten

*Play yard to be completely renovated focusing on outdoor activities that support science, technology, engineering, art and math (STEAM)

Additional facilities include:

Gymnasium

Multi purpose room

Commercial kitchen

All NECDC Administration staff, teachers & assistant teachers and aides have CPR and First Aid.

Transportation –Program does not provide transportation

- Parents bring their children to and from school

- Located close to public transportation on 2nd Street NE

Drop-off Procedure

- Parents walk their child into the classroom
- Parents sign their children in and out daily
 - 7:30 am is the earliest time a parent can drop off a child
 - Center closes at 5:30

**This Section of your parent handbook
contains:**

**Parent Obligations
Parent Behaviors**

**Financial Information
Tuition
Fee Info**

**USDA Food Program
Infant food program
Toddler and preschool food program
Parent Resources**



Parent Obligations—Parent Behaviors

PARENT BEHAVIOR AT THE CENTER

East Side Neighborhood Services has a Zero Tolerance, No Violence policy. If program staff perceive your actions to be threatening to a child, or an adult, 911 may be called.

We expect all adults, including parents, to behave at the center in a manner that we believe is consistent with **Northeast Child Development Center's** philosophy.

We expect parents to abide by the following:

- No physical discipline of your child or any other children.
- No verbal threats toward or humiliation of a child or staff member.
- No use of inappropriate language such as swearing.
- If you are under the influence of a substance it is strongly recommended you ask an alternate acquaintance pick up your child.

PARENT OBLIGATIONS

- To read this handbook and follow the policies and procedures.
- To bring your child adequately dressed and rested.
- To keep us informed if your child has been exposed to any contagious disease or condition.
- To keep us informed of experiences or changes in your child's life that may affect his/her behavior at the center.
- To inform the childcare office of any changes of address, home or work phone numbers, and emergency contact phone numbers.

**Failure to have current phone numbers where you can be reached in the event of an emergency will result in the program calling 911.



FINANCIAL POLICIES

As a parent of our program it is expected that you will adhere to the following policies:

The rate you are charged is a weekly fee. You will be required to pay for days that the center is closed, i.e. holidays, inclement weather, staff training, including days your child is out for vacation or illness.

You will receive your weekly fee amount due upon enrollment. The center provides a monthly invoices at the beginning of each new month. Be sure to check your invoice as some months have 5 weeks.

Payments are due on Monday's for that week of care.

Failure to make a payment as required may result in your child not being accepted at the Center until payment is received.

Families experiencing financial difficulties should contact the Assistant Director to make necessary arrangements.

You may make your payments at the main reception desk located in the lobby of the agency. There is a payment box located on the wall next to the Assistant Director's office.

DO NOT give staff CASH.

A two week written notice is required before withdrawing your child from the program. If a two-week notice is not given; you will be billed for the two weeks after you have left the program.

Late fees will be added to your next monthly invoice as a notation at the bottom.

If you are reserving a slot for your child, the center requires a \$100 enrollment fee per child.
This deposit fee is non-refundable.

PAYMENT AGREEMENT

Parents will be required to sign an agreement indicating the method of payment they will use while their child is attending the Center. Tuition will be paid in full by the end of each month. Any payment made with personal check that is returned for non-sufficient funds will be paid thereafter with a money order.

Tuition payments are to be paid in full on a monthly basis.

There are no discounts for holidays, vacations, sick days or closures of the Center.

If payment is not received within 10 business days of the date the fee was incurred, the parent will be given written notice of the overdue balance and care may be suspended until payment is made.

FOOD PROGRAM

NECDC participates in the USDA Child and Adult Care Food Program:

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, [complete the USDA Program Discrimination Complaint Form](#), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136 (in Spanish).

Persons with disabilities who wish to file a program complaint, please see information above on how to contact us by mail directly or by email. If you require alternative means of communication for program information (e.g., Braille, large print, audiotape, etc.) please contact USDA's TARGET Center at (202) 720-2600 (voice and TDD).

USDA is an equal opportunity provider and employer.

Menus are posted near the daily sign-in sheets for your convenience. If you wish to receive a copy of the monthly menu please request it in writing to the office.

Serving times are between the hours of:

Breakfast: 8:45 ~ 9:15 Lunch: 11:30 ~ 12:30 Snack: 3:00 ~ 3:30

We provide breakfast, lunch and an afternoon snack. All meals meet the United States Department of Agriculture (USDA) regulations.

Please advise the office of any dietary restrictions your child may have so that it may be relayed to the kitchen. If your child has any food restrictions, you must have your physician fill out a dietary restriction form to be retained in your child's file. The Food Service Manager will oversee the child's special diet per physician orders.

Family style eating is encouraged and children are given as much opportunity for self help as possible. Children are not forced to eat foods but encouraged to try their food. No food may ever be withheld as a punishment or used as a reward. Staff are sensitive to the individual eating patterns of each child.

Staff sit with the children during meals, modeling good eating habits.

Milk is always served for meals. If your child has any special dairy restrictions or substitutions, please inform the office and we will ensure appropriate milk is available (lactose free, soy or rice).

INFANT FOOD AND LUNCHES

For Infants – The Center will supply cereal and formula per USDA guidelines. Parents have a choice of using what the program provides or bringing their own. Teachers will meet with you regularly to update documentation regarding the new foods you are introducing to your Infant at home.

All table food eating children – Once children being eating solids the program will provide pureed fruits and veggies and transition your infant to regular table food when appropriate. We do not use a microwave for warming up food. We do use a crock pot with warm water.

Infants on formula or breast milk are fed on demand. Mothers wishing to breast feed their children are welcome to do so at any time.

SNACKS

Each snack is designed within guidelines for a balance of foods and enough servings for each child. We encourage children to try all components of the snack, not to fill up on one item. Every child is encouraged to clean up after the meal. All children's allergy requirements and personal/religious preferences are taken into account.

FOOD CONCERNS

Toddlers/twos do not carry sippy cups, or regular cups with them while crawling or walking. Teaching staff offer children fluids from a cup as soon as the families and teachers decide together that a child is developmentally ready to use a cup. Children should not come into the center with personal food items.

Children under the age of 12 months have specific food guidelines set by USDA that will be followed explicitly.

- There are **NO** food restrictions for a child over 12 months unless the primary physician states otherwise and a special diet form is filled out.

-We **DO NOT SERVE** peanut butter or nuts to any child in the infant room. We do not serve them peanut butter even if they are transitioning to toddlers.

-Children over 12 months can eat citrus fruits of all kinds, berries of all kinds, oranges, pineapple etc.

-**Fish** was questioned due to the mercury content found in fish-tuna. According to the USDA the mercury content in fish issue that came out several years ago has been reduced to safe intake levels. Unless the doctor says otherwise children over 12 months may eat tuna or fish sticks.

For all children—the program does not offer hot dogs, whole grapes, popcorn, nuts, raw peas, hard pretzels, spoonfuls of peanut butter or chunks of raw carrots or eat foods larger than can be swallowed whole.

PARENT RESOURCES

At **NECDC**; we are able to refer families to a variety of community resources. Assistant Director or Director will be happy to assist you in locating an appropriate resource for your family. The following are a few of the kinds of resources the center can refer you to:

Parent Education	Individual or Family Counseling
Support Groups	Child Developmental Evaluation
Parks, Playgrounds and Recreational Areas	Anger Management Resources
Places to Shop for Clothes and Toys	Special Education Resources
Chemical Dependency Counseling	Educational/Vocational Counseling
Health and Dental Care Resources	Supplemental Food and Clothing
Emergency Support Services	

AFFIRMATIVE ACTION

It is the policy of **NECDC** and East Side Neighborhood Service to actively promote the economic, social, and educational equity of all citizens including that of its employees and the people whom it serves. We comply with both the letter and spirit of federal, state and local laws prohibiting discrimination on the basis of race, creed, color, religion, national origin, ancestry, sex, age, affection preference, marital status, or physical handicap.

GRIEVANCE PROCEDURE

We would like to stress that if you have any concerns or questions about your child's care or center policies, please contact the teaching staff or Assistant Director. If for any reason you are dissatisfied with their response or are not comfortable in approaching them with a specific situation, contact the Director. East Side Neighborhood Services and NECDC have a procedure in place for staff and program participants to use. All parents are encouraged to put into writing parent concerns. These are directed to the Center's Director and a response will be given back to you within 24 hours of notification.

CONFIDENTIALITY

All information collected by the Center staff or funding sources is held in strict confidence. Any information that is necessary to be shared among outside resources or individuals will require authorized signatures of all parties involved. The Tennyson Warning in your enrollment packet explains the use of information and to whom we might share that information.

All information about your child is maintained in a locked file cabinet in the childcare office. Each child's file must contain the following information per DHS Rule 3 licensing regulations: Emergency information and contact numbers Medical and Dental contact information and authorization to perform emergency services Health care information including current immunization records Health history information Permission for PR, walks, water activities, medications.

This information is kept confidential and is only reviewed by East Side Neighborhood Services President, the Department of Human Services, Division of Licensing, the Public Health Department and Nurse, NECDC Administration, classroom teacher, and the USDA.

NON-DISCRIMINATION POLICY

Children will be admitted to the Center regardless of race, gender, religion, or national origin and in compliance with the Americans with Disabilities Act.

To best ensure that their needs are met, when children with special needs are enrolled, there will be consultations with the parents and, as needed, the Center’s medical advisor, the staff who will be involved, and any other appropriate individuals.

Additionally, an assessment to determine the full scope of needs and appropriate services may be required. Assessments may be made on a periodic basis after a child with special needs is enrolled to ensure that the child is continuing to have his/her needs adequately met.

CHILDCARE FUNDING SOURCES

Hennepin County Child Care Assistance	612-348-5937
East Side Neighborhood Service/Employment Center/MFIP	612-781-6011

IMPORTANT NUMBERS

You may call the Department of Human Services at any time if you feel you have questions or concerns not being addressed by the center.

Department of Human Services	651-296-3971
State Commissioner of Health	651-623-5460
Hennepin County Child Protection	612-348-3552
Minneapolis Public Health Department	612-348-3925



NOTES: