



KidsPoint Family Handbook

A Guide to Policies and Procedures

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This handbook is provided to all KidsPoint families upon enrollment.

*If you need assistance with reading or interpreting the handbook, please feel free to contact our
Family Support Specialist at 319.365.1458, ext. 6179.*

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Section 1: Introduction

Welcome

Welcome to KidsPoint! We are glad to have your child in our program. We are committed to helping your child and family make an easy and comfortable transition into our program. Therefore, we have put together this guide to outline the philosophy, practices, policies, and procedures of our child care services. We hope that our Family Handbook will help with your initial orientation to the program and serve as a convenient reference while your child is enrolled. As stated in our philosophy, we value our partnership with families, so we encourage your feedback and participation in helping us provide the very best care for your child. Our doors are always open!

KidsPoint Philosophy

KidsPoint's programs are dedicated to providing a high quality, nurturing environment where children are encouraged to reach their fullest potential in all areas of development.

We carry out our philosophy by providing...

- A curriculum that encourages physical growth, fosters cognitive learning, and enhances social-emotional development.
- An environment where each child's health and safety is of utmost importance.
- The opportunity for staff to grow as teachers, as well as learners; bringing the latest knowledge in child care and development to the classroom.
- A partnership that values the family as each child's first teacher.
- An inclusive program that embraces every child and family, regardless of ethnicity, culture, religion, ability, socio-economic status or family structure.

State Licensing

Each of our child care programs is licensed and regulated by Iowa's Department of Human Services. Maintaining a license in good status indicates that a program meets or exceeds guidelines in a variety of areas including personnel; health and safety; nutrition; environment; and administration. If you ever have serious concerns about the care your child is being provided, please contact: Linn County Department of Human Services Office, 411 3rd Street SE, Suite 400, Cedar Rapids, IA 52401 or 319.892.6827.

Our Staff

Children thrive when their teachers are nurturing and committed to each of them. Our teachers enjoy working with children and parents to create a warm, consistent learning environment. All of our teachers are qualified early childhood professionals who have met strictly enforced state standards. They have been selected not only because of their knowledge and experience, but also because their educational philosophy and teaching style are compatible with KidPoint's approach.

Each staff member must also pass a thorough check of personal references, criminal and child abuse record checks, and health examination. Because health and safety is of the utmost importance to us, each staff member is first-aid and CPR certified, and trained in Universal Precautions and Mandatory Child Abuse Reporting. In addition, each staff member is required and encouraged to participate in professional development opportunities related to child development and education.

Each new staff member is fully oriented to the philosophy, policies and procedures of KidsPoint and his/her designated classroom or site. Ongoing observation and evaluation occurs for each individual and recommendations or techniques on how to better care for your children are given.

Staff members are expected to maintain professionalism, including, but not limited to, the following tasks:

- Having good communication and listening skills
- Being honest and fair with everyone, especially children
- Knowing why things are done and being able to clearly articulate the reasons
- Being patient
- Looking at the sunny side of things
- Keeping all things in the proper perspective
- Facing conflict constructively
- Respecting and accepting all clients
- Conducting oneself in a professional manner
- Smiling often, being helpful and supportive

KidsPoint is fortunate to have other individuals from local colleges participate in our programs. Work-study students, field experience students, and service learning students come from a variety of programs and add a unique dimension to our Centers' programs. These students are not counted in the room ratio and are under the supervision of a staff member.

Field Experience Students

College students may be required to complete a field experience. Field experience students have the opportunity to apply and practice theory as well as begin to formulate their own educational philosophy. The students also plan and implement activities with the children under the guidance of a lead teacher. They complete a State and National Criminal History Record Check, and a Request for Child Abuse Information.

Service Learning Students

Several college programs and classes require students to complete a service learning experience. Students may participate in the program in a variety of ways, for example, reading to the children

(Children's Literature) or interacting with the teachers and children in the classroom (Marriage and Family). The purpose of service learning is for students to integrate what they are learning in their classes by participating in an organized activity that meets a community need while earning academic credit.

Early Childhood Programs

KidsPoint manages KidsPoint North, KidsPoint South, and KidsPoint Downtown Learning Center and Preschools. Each Center serves up to 120 children ages six weeks to five years-old and is open to anyone in the community needing child care.

Creative Curriculum

Creative Curriculum® supports the Center's multi-cultural and anti-bias education philosophy. We recognize, appreciate and respect the uniqueness of each child and his/her family. We expose the children to many cultural experiences including:

- Preparing and tasting foods from other cultures
- Dressing dolls to match different cultures
- Playing with puppets that represent different family types
- Trying on clothes from other countries
- Playing with block people of varied races, sexes and ages
- Experiencing music from other cultures
- Reading books about other cultures and types of people
- Getting to know people from other parts of the world

We also expose the children to many different types of people, old and young, male and female, through literature, posters, toys, music, dramatic play and actual contact. We have visitors come to share their uniqueness with the children. We welcome families to share their cultures with the center.

As a part of this curriculum, goals for children will include:

- **Physical Development**
- **Social-Emotional Development**
- **Cognitive Development**
- **Language Development**

A Parent Guide indicating specific developmental levels, which will be observed, are available for parents at any time. Teachers will keep an individualized portfolio for each child that will be used to plan appropriate activities and discuss the child's development at parent teacher conferences.

Infants and Toddlers (birth to age 2 ½)

The term "curriculum" may seem too formal to use in reference to infants and toddlers. The Creative Curriculum for Infants, Toddlers, and Twos® however, simply creates a framework for how we: 1) learn from and interact with each child and family, 2) create a warm, nurturing and stimulating environment, 3) promote health and safety, and 4) plan and evaluate our program. This framework allows us to foster the social, emotional, physical, cognitive, and language skills in every child.

Preschoolers (age 2 ½ to 5)

At this age, a child's abilities may become a bit more sophisticated, but their basic needs remain the same. The Creative Curriculum® grows with them, while maintaining a focus on developing social, emotional, cognitive, physical and language skills. Weekly themes are used to expand the children's learning on a variety of topics. These themes are incorporated into the classrooms' Learning Centers and focus on the core concepts of literacy, mathematics, science, social studies, the arts and technology.

Jolly Phonics

Jolly Phonics is a multi- sensory, interactive program that is specifically designed for young children. We use this program to introduce the letters and letter sounds to the children as well as letter formation.

Key advantages of Jolly Phonics

- Recognize all main letter sounds
- Teaches how to relate sounds to symbols
- Letter formation
- Discover letter sounds in words
- Blending sounds together
- Builds pre-reading skills

We focus on introducing the letter/letter sound of the week by:

- Reading a story that focuses on the letter sound
- Introducing a corresponding song for each letter/letter sound
- Introducing the actions that correspond to each letter
- Plan an activity that helps with letter recognition
- Practice writing the correct letter formation

2nd Step

2nd Step is a program that promotes success and early learning in the classroom, school readiness, and social and life success. It can also prevent problem behaviors, peer rejection, impulsivity, antisocial behavior, and aggression. The program works by directly teaching children the skills that strengthen their ability to:

- Learn
- Have empathy
- Manage emotions
- Make friends
- Solve problems
- Self-regulate
- Be socially and emotionally competent

The children are introduced to 2nd Step through large group discussions and activities called “Brain Builders,” songs that support the lessons, parent letters, and “Home Links,” which provide information and activities to parents for home support.

Section 2: Enrollment and Registration

Enrollment Procedures

1. Obtain, complete and return the following forms two weeks prior to child’s first day of care:
 - Registration / Contract for Services form / Automatic Check Authorization form
 - Enrollment form
 - Parental Emergency Medical Consent form
 - Pick-up and Emergency Contact Authorization form
 - Child’s Physical (must be no more than 12 months old and signed by doctor)
 - Iowa Immunization Certificate (signed and dated by the child’s physician – no photocopies)
 - Child and Adult Care Food Program (CACFP) form
2. Meet with the Child Care Leadership Team to address financial responsibility and sign contract

Waiting List

The waiting list maintained for each site is only used when:

- 1) we do not currently have openings at the site or in the room of your choice or,
- 2) you anticipate needing to enroll your child in the future but do not currently need care.

The sibling discount does not apply until both children are enrolled in their respective programs.

If you are offered a spot at your site/room of choice and you do not enroll, your child’s name will move down to the bottom of the waiting list, and the next family on the list will be contacted. We cannot maintain your place on the waiting list if you do not choose to enroll your child when a spot becomes available.

Children Requiring Special Accommodations

Family Support

The KidsPoint Family Support Specialist is available to help your family if you require assistance beyond the scope of the classroom environment. The Family Support Specialist can assist with family concerns and can connect you with community resources to help with your needs.

KidsPoint will make every effort to accommodate children with special needs in accordance with the terms described in the Americans with Disabilities Act. It is imperative that if you have a child with special needs, these needs be communicated to the KidsPoint Leadership Team. The KidsPoint Leadership Team will then be able to discuss these needs with your family and make the necessary program accommodations so that your child may make a smooth transition into the program.

Registration and Record Retention

Registration is completed annually. As children transition from room to room or during the annual registration, the previously completed enrollment paperwork is shredded and the newly completed enrollment paperwork is maintained. If during the course of the year changes are made to the enrollment packet, the outdated forms are removed and shredded. Any items left at the Center after your child's last day of care are shredded.

In support of Creative Curriculum®, each child also has a portfolio that is updated frequently to support the child's growth and development. This portfolio follows your child through the program and is available to the parent/guardian upon withdrawal or graduation.

Section 3: Early Childhood Daily Routines

Arrival and Departure

For the safety of the children in our care, we require that a person physically sign your child in and out of the program each day. This person must be listed on your child's Pick-up and Emergency Contact Authorization form and be 18 years old or older. To ensure the safety of the children in our care, photo identification may be required to be shown by the parent or designated pick-up person before the child is released. We cannot allow a child to walk home, unless an authorized person comes into the building to sign your child out. Children may not sign themselves in or out at any time. Parents are required to drop off their oldest child in his or her room prior to dropping off younger children. Following these procedures will not only keep us in compliance with state regulations, but also will help to ensure the safety of all the children in our programs.

Classroom Accommodations

We reserve the right to move children within our individual site programs to accommodate both the needs of the child and the center (within DHS guidelines). This includes a temporary visit to an adjacent room to ensure staffing is at the proper ratio or moving a child to the next room if a spot is available to better meet the needs of the child's development. Parent communication will take place when this occurs.

Large Motor Play

All classrooms have scheduled time in the gym and on the outdoor playground/courtyard for at least one hour each day. Please be sure your child has clothing, shoes and other items to match the weather. Closed toe, closed heel shoes are recommended but not required.

Parent Communication

Because we strive to be partners in your child's care and development, we encourage daily communication between families and staff. Drop-off and pick-up times are wonderful times to capture just a moment to talk about your child's day, communicate a concern, or just say hello. We utilize more formal methods of communication as well, including daily grams, bulletin boards, newsletters,

phone calls, and semi-annual conferences, depending on the age of your child. We maintain an open-door policy. Families are welcome and encouraged to call or visit the center at any time.

On occasion, you may need to speak with your child's teacher in a private setting or for a considerable length of time. To accommodate this, please discuss with the teacher and schedule the time away from the classroom.

Meals

KidsPoint participates in the Child and Adult Care Food Program (CACFP) administered by the United States Department of Agriculture. Standards set by the government are followed for all meals and snacks given to children participating in a KidsPoint Child Care Program. Every family is required to fill out an application for free and reduced child care meals and snacks. In order to comply with CACFP requirements, an application must be completed even if you know that you do not qualify.

The meals and snacks that are served are carefully selected to ensure that they meet the governmental guidelines for the basic food groups, vitamins and other nutrients and portion size according to your child's age. The food service staff prepares and provides a diverse menu, comprised of a variety of foods, presenting to the children an opportunity to experience and enjoy a varied diet. KidsPoint will have formula, baby cereal, and baby food available for parents who wish to select that option for their infants.

KidsPoint will provide an iron-fortified formula and rice cereal to infants less than one year in age. If you choose a different product or food selection than what KidsPoint is offering, it is expected that you provide this product at your expense. Table foods are provided to infants/toddlers when they are ready.

Children in the Before School Program are able to participate in the breakfast program at their site. No morning snack will be provided. Children enrolled in the After School Program are provided a daily snack. The price for the snack is included in the weekly rate and follows the CACFP guidelines. Children may bring in food to eat, however, they must sit at a designated snack table and the snack must be healthful. Soda, candy, or other junk food will not be allowed.

Children enrolled in the early childhood programs are served breakfast, lunch and an afternoon snack daily. The price for meals is included in the weekly tuition rate. As required by CACFP, food brought from home for children under five years of age, who are not enrolled in school, will be monitored and supplemented if necessary to ensure CACFP guidelines are maintained. Food brought from home will be approved by the classroom teacher and covered and stored in an appropriate location (refrigerator or cabinet) until it is time to be served. Exceptions and/or substitutions to the menu will be made for allergies, medical conditions, or religious preferences. If you choose a food selection that is different from what KidsPoint is offering because of personal preferences, it is expected that you provide this product at your expense. An allergy/exception statement (available in the appendix) must be signed by your child's physician and on file at the center or site in order to provide a food substitution.

Menus are planned one month in advance. Menus are posted on the parent bulletin board in each classroom.

Allergy Policy

In an effort to maintain the quality of care we provide, we have developed a plan to address how we manage food allergies in our programs.

First, we require our teachers to receive training on Food Allergies, Anaphylaxis, and use of an epi-pen. This training will include watching the video, “It Only Takes One Bite,” by the Food Allergy and Anaphylaxis Network; and then learning the proper use/administration of an epi-pen by first watching the video, “Preparing Ahead – How to Use your Epi-pen Auto Injector” and then demonstrating to staff how to correctly administer an epi-pen shot by use of the Epi-Pen trainer.

Second, we include the “food allergy action plan” in our family registration. If/when this is completed by a parent; the KidsPoint Leadership team will provide a copy to the Director of Food Service and then will provide the “allergy/food exception statement” to the parent to be completed by the physician. When the Director of Food Service is notified, s/he will be able to ensure the proper steps are taken regarding menu planning, food preparation, and delivery.

If the allergic reaction is anaphylaxis, the classroom will be designated an “allergen free zone.” The Director of Food Service will place a laminated poster on the door and this will be posted until the child either changes rooms or a parent notifies us that the allergy no longer exists. In addition, the child’s meals and snacks will be placed in a red lunch bag for daily use. This lunch bag will have the child’s food allergies listed and the child’s photo and will be labeled/color coded for the correct classroom.

If you are interested in viewing the training materials, you may do so onsite by contacting the KidsPoint Leadership Team to schedule an appointment.

Personal Belongings

Depending on the age of your child, several items are required from families for each child. *If these items are not provided or we run out, you will be required to pick up your child.*

- Infants (age six weeks through 12 months) are required to bring several extra outfits, enough bottles for each meal, appropriate meals, formula, and/or breast milk (if you choose not to utilize those provided by KidsPoint), and diapers and wipes.
- Toddlers (12 months through age two) are required to bring at least one extra outfit, enough bottles for each meal (until he/she is transitioned to training cups), diapers or pull-ups, and wipes.
- It is recommended that preschool children keep at least one extra outfit at the program for accidents or messy projects or play.
- Make sure that all extra clothing kept at the center is weather appropriate. In addition, please make sure to bring your child to the program each day in clothing appropriate for the respective season. Weather permitting, the children will be outside year-round so hats, gloves, boots, and winter jackets are necessary in the winter, and cool clothing and sneakers are necessary in the summer.
- Please clearly label all of your child’s belongings

It is up to the discretion of your child's teacher as to whether they permit toys or other personal items from home. Please keep in mind however, that KidsPoint is not responsible for lost, damaged or stolen items. Toys that are valuable (such as electronics) should be left at home. Any toys that are brought in should be labeled with the child's name.

Inclement Weather

Severe weather conditions or emergencies may merit sudden or early closing for the safety of the children, parents, and staff. KidsPoint reserves the right to close, requiring children to be picked up during, or in anticipation of severe weather.

The early childhood programs will be open, and remain open, until notice is received from the KidsPoint Leadership Team. In the event that KidsPoint does close, the KidsPoint Leadership Team will announce the time of the closing, and all parents will be contacted to pick up their children.

For the School Age Kids Program, KidsPoint does offer care at select locations for unscheduled, emergency day out or early release days. You must pre-register for this care. In the case of an early release day, you must pick up your child from school and transport them to the site for care (if the site is not at their school). If there is a late start due to weather conditions, all sites will be open at the regular time and will remain open until school begins. In the event of extreme conditions, the Waypoint CEO may close all of KidsPoint programming and all parents will be contacted to pick up their children. To inquire about whether KidsPoint will close due to inclement weather:

- Call 319.365.1458 and listen to the main voice message
- Go to our web site: www.kidspointchildcare.org
- Stay tuned to local radio and/or television stations

Transportation

Routing transportation to and from school is not offered by KidsPoint. The Cedar Rapids School District, College Community School District, as well as the Cedar Rapids City Transportation System does provide transportation to and from selected School Age Child Care sites. Arrangements must be made directly with the district.

In the event of a medical emergency, 911 will be called and an ambulance will transport the injured child to the emergency room if deemed necessary by medical personnel.

Field Trips

Occasionally, field trips are part of the KidsPoint experience. Parents are notified at least one week prior to the date of the scheduled trip. Parents are required to fill out an authorization form before their child can participate. If a parent chooses not to have their child participate, alternative care arrangements must be made by the parent and communicated to the KidsPoint Leadership Team in advance.

For Summer Camp, field trips are offered weekly. There will not be a separate permission slip for each trip. In addition, care will not be available at the site for children choosing not to attend the field trip.

The transportation KidsPoint chooses will vary depending on the number of children attending a particular trip, as well as the destination. The choices are school bus or charter bus.

Guidance and Discipline

Children are always learning. They are learning through play activities and interactions with the adults and other children around them. The word “discipline” means to learn. It is to be expected that children will misbehave and test limits as they are learning about their environment. We have a proactive discipline policy, meaning that we try to anticipate problems before they occur and act.

Beginning in the classroom, the environment is set up so that each child will experience success. Our program promotes a positive approach to managing the behavior of all children, and uses the teaching pyramid as developed by Positive Behavioral Supports to develop interventions based on the child’s development.

Positive Programming

Positive Programming refers to building trusting relationships; teaching appropriate social skills; teaching children to self-evaluate and self-monitor their behavior; and teaching specific communicative alternatives to challenging behaviors.

We strive to develop a positive relationship between the teacher and the child as an individual. Setting clear, appropriate, and consistent limits provides children with information about what behaviors are expected. We also believe that if an interesting and challenging program is offered to the child, then discipline problems will be kept to a minimum.

The KidsPoint Leadership Team is available to meet with classroom staff, program directors and parents, and to observe in the classroom to determine which social emotional teaching strategies would best support the classroom and child. The KidsPoint Leadership Team will also determine if an intensive individualized intervention is necessary.

Conflict Resolution

The Center provides an environment where positive behavior and conflict resolution is encouraged. Conflicts are a way of life. They come up all the time in every classroom. Because children get frustrated easily, it’s tempting for adults to solve the problem quickly by offering a solution. Yet a quick solution from an adult doesn’t teach children how to solve problems on their own. Rather, it ensures that children will depend on adults continually to solve their problems.

Conflict resolution is introduced to the children at about the age of three. At this age, children are better able to tell the person they are having the conflict with how they are feeling. Teachers help the children verbally express their feelings and desires, and come to an agreement between the children.

Specific Strategies We Use:

- Praise positive behavior

- Establish and follow rituals/classroom routing without long waiting periods
- Use face, voice, touch, motion and language to help children respond to stimulation and manage emotions
- Use physical proximity between teachers and children to be able to listen, talk, and assist with conflicts
- Replace the word “no” with positive language, such as “walking feet in the classroom”
- Provide opportunities to move around, be active, and play throughout the day
- Give older toddlers, preschoolers and school age kids the time and attention to work it out themselves – so long as no one will be hurt
- Use language with infants and young toddlers to talk through the solution as the intervention occurs
- Time Out/Time Away – This is limited and will not exceed the child’s age. When the child is under age three, a toy may be removed for time not to exceed five minutes. A teacher may also make use of distraction/moving the child to another area.
- Follow the four steps of Time In: asking questions, attending to classroom and children, taking action early, and teaching children how to make amends:
 1. Ask the child
 - Use questions to stimulate independent thinking
 - Use questions to allow them the opportunity to be “right”
 - Ask rhetorical questions to children who are younger, and then also provide a verbal solution
 2. Attend
 - Verbally recognize changes being made – on their own and with your help
 - Learn about the emotions and help teach the child about the connection between thoughts, feelings and behaviors
 - Discover alternatives that you want to teach and then introduce to the child
 3. Action
 - Stop incorrect or unsafe behavior
 - Repeat behavior the correct way
 - Allow a teachable moment by introducing the correct behavior and expect the child to use the correct behavior without consequence
 4. Amend
 - Teach how to resolve conflict
 - Teach how to make it right with the person wronged
 - Teach how to think about others’ thoughts and feelings
 - Do not force apologies

Developing self-regulation, the ability to control one’s own feelings and behavior, is a primary task of early childhood. It takes time. Infants, toddlers, preschoolers and school age kids have immediate and intense feelings of joy and excitement, as well as feelings of anger and frustration. They are learning how to stop and think about what they are feeling, why they are feeling it and what to do about it. They may not have the verbal language to express their feelings. Learning to self-regulate is a slow process that requires patience and understanding of what each child is able to do at his or her specific stage of development.

Physical aggression, temper tantrums, and biting are among the most challenging behaviors. Many caring teachers struggle to deal with these behaviors every day. The first step is to try to determine the

cause of the behavior. Challenging behaviors are often cries for help. Children who use these behaviors may not know how to express their feelings in other ways. Try to imagine what the child might say if he or she could, and focus attention on what a child may need rather than what the child is doing. Needs to consider include: connection/nurturance, protections, independence/control, quiet/alone time or stimulating activity.

When dealing with challenging behaviors of any kind, keep in mind there is an underlying reason behind all behavior. Children who misbehave may not feel safe or connected to others. They may lack the foundation of trust necessary to experiment with doing constructive activities of their own, and seek adults to form a relationship and rebuild trust. They need opportunities to express their fears and anger appropriately – through creative art, dramatic play, storytelling and talking with caring adults – only then will they be ready to learn.

We Will Never Discipline By

- Striking, slapping, or any other form of punishment that causes physical discomfort
- Punishing a whole group for the misbehavior of one member of the group
- Denying food or drink
- Humiliating the child verbally or physically
- Yelling
- Forcing a child to sit for long periods of time. The “time away” procedure will be used for short time durations not to exceed the child’s age, for children who have reached age 3, and only repeated when the child’s behavior dictates additional separation time may be of benefit
- Using anger or scare tactics to frighten a child into appropriate behavior

Leaving the Classroom/Program Space

The following procedure will be followed when a child runs from or leaves the program space without permission. Please be aware that circumstances may warrant the child’s parent(s) to be immediately called and/or the child may be immediately subject to suspension or permanent removal from the program.

STEP 1: The child will be warned verbally to return to the room. A written incident report will be given to the family when the child is picked up.

STEP 2: The parent and KidsPoint Leadership Team/designee will be called to notify them of the incident. The staff will keep child within their sight and hearing to the best of their ability. If off-site, the school staff may be notified that a child is missing. The KidsPoint Leadership Team/designee will develop a plan to maintain ratios while also contacting the Director of KidsPoint.

STEP 3: If 10 minutes pass, or if the staff feels the child may be in danger, the authorities will be contacted under the direction of the Child Care Leadership Team/designee. Parents will be contacted and must come to the program location immediately.

Biting

Even in the best child care programs, periodic outbreaks of biting occur among infants and toddlers, and sometimes even among preschoolers. This is an unavoidable consequence of grouping young children together. When it happens, it can be frustrating and very stressful for children, parents and teachers. However unfortunate, biting is a natural occurrence among children under age three, and is not something to blame on children, parents or teachers. There are also no quick or easy solutions.

In keeping with the Creative Curriculum®, biting will be dealt with in a way that promotes relationships of mutual trust and respect with adults and peers, yet still allows for positive exploration.

Reasons Why Children Sometimes Bite

- Teething – Pain in the mouth may cause the infant or young child to relieve the pain by putting pressure on the area of the pain, therefore a bite occurs
- Experimentation – An infant or young child may take an experimental bite to touch and/or taste other people and learn more about them.
- Exploration – Infants and young children are exploring cause and effect, they are learning about how to make things happen and why things occur; young children like to have an impact on their world.
- Interaction – Infants and young children are trying to approach or interact with another child
- Expression – Infants and young children experience the same variety of emotions as others; biting is often a manifestation of different emotional feelings at different ages and stages of development; however, they also lack the language skills to verbally express the emotion or they may lack the skills necessary to cope with situations and feelings. Therefore, when experiences of frustration, stress or anger occur, often times so does biting.
- Stress – Often times when an infant or young child is overwhelmed by too much noise, confusion, or excitement, or when too much is going on around them, this intense emotion can cause children to feel powerless or helpless and as a result, biting may occur.
- Connection – At times biting may occur if a child is in want or need of additional attention; biting guarantees a connection and attention will occur and make someone focus on them.
- Imitation – Infants and young children are constantly learning. When they see or experience biting, they too may learn this behavior and begin to bite as well. This is also considered a type of experimentation.
- Protection – If an infant or young child is feeling threatened, feeling that their possessions are being threatened, or feeling they are in danger, they will protect themselves or their property (toys being used) by the use of biting.
- Tension – Infants and young children are sensitive and can sense when the adult or the environment around them is unpredictable or tense; as the tension for the adult increases, the adult is less available emotionally to the children, the child may sense a loss in their secure base and the result may be a bite.

Ongoing Prevention and Intervention Biting Plan and Resources

Our goal at KidsPoint is to focus on preventative measures. We maintain our observations so we can anticipate when a child might bite and we intervene accordingly. However, if a biting incident occurs in a classroom, we will create and carry out ongoing preventions and interventions. This plan may include some or many of the following:

- Offer cool teething toys or pain reliever – based on parent and/or MD discussions and/or recommendations.
- Provide a variety of sensorimotor experiences to satisfy curiosity – such as finger-painting, preparing and eating food, or engaging in sand and water play.
- Give infants and young children more opportunities to interact with one another while simultaneously guiding their behavior, encouraging positive interactions, and playing alongside them to support them during play.

- Watch for signs of increasing emotions such as frustration, monitor for potential conflict, and guide the situation using strategies developed through Positive Behavioral Supports and provide language for the situation.
- Reinforce positive social behavior – provide infants and young children with additional physical contact through nurturance, holding, and positive language; increase play support.
- Model loving supportive behavior, offer language to address conflict, and offer positive alternatives to address negative behaviors.
- Provide support and assurance so the children recognize the safety provided and protect them and the toys being used from other children who may be attempting to take them.
- Work with adults to address their personal or classroom tensions and stress management techniques.
- Talk with the teachers in the classroom.
- Hold a team meeting among the teachers, parents, and KidsPoint Leadership Team.
- Invite a specialist from Grant Wood Area Education Agency to observe and help explore interventions.

When a Biting Incident Occurs

When a biting incident occurs, KidsPoint Programs employees will manage the incident in the following manner:

- The biter
 - Immediately assess the situation and provide an intervention listed above.
 - State clearly and calmly that biting is not all right. However, we will avoid being overly dramatic to ensure the response does not make the act of biting more interesting or appealing, and to be sure the tone of voice does not act to punish the child through shame or guilt.
 - When appropriate, the child may be invited to help care for the bitten child to learn the opportunity to help and leave the role of the aggressor, while developing caring behaviors.
 - Notify the parent verbally (either in person or by phone call) and in writing through the use of the incident report.
 - To maintain confidentiality, the discussion will occur away from other parents.
 - The written incident report will be secured in the child's cubby away from other parents' view.
 - Additionally, we may recommend that parents notify their pediatrician to discuss options to address the biting.
 - If several incidences occur over a short period of time, the parent of the child biting may be contacted immediately.
- The bitten
 - Respond to the situation promptly, treating and comforting the child.
 - Assess any injuries and apply first aid, which may include washing the area with soap and water, application of the ice pack to reduce swelling and bruising, and application of a band-aid.
 - Notify the parent verbally (either in person or by phone call) and in writing through the use of the incident report.
 - To maintain confidentiality, the discussion will occur away from other parents.

- The written incident report will be secured in the child's cubby away from other parents' view.
- Additionally, we may recommend that parents notify their pediatrician to discuss options to address the biting.

Confidentiality Related to the Biting Policy

KidsPoint's confidentiality policy applies to biting incidents as follows:

- We will not discuss the affairs of one family with another family without prior mutual consent, nor will we release family information to parties outside the center or to the general public.

Please feel free to discuss these concerns with the KidsPoint Leadership Team and trust there are strategies being implemented to decrease the incidence and provide safety and security to all the children entrusted in our care.

Extreme Physical Aggression

The following procedure will be used for a child who exhibits physical aggression, which puts themselves or others around them in danger of being injured. These behaviors include but are not limited to throwing objects, tipping chairs, tables or other pieces of furniture, biting staff members, physical contact which is intended to cause harm or threats with objects such as a scissors or other object which may inflict injury.

- **STEP ONE:** Child will be kept away from other children. If this is not possible, the other children will be moved to an alternate space until the child no longer poses a risk.
- **STEP TWO:** If aggression continues and staff is not able to use verbal cues to stop the behaviors, the child will be warned and parents will be notified to pick up their child immediately.
- **STEP THREE:** If the staff member feels that their safety, the child's safety or the safety of the other participants are at risk, they may contact local authorities.

Any child who behaves in a manner which poses a safety risk to themselves, the other participants or staff, may be asked to leave the program for the day, several days or permanently. In addition, children and/or their families will be required to pay for items damaged by children during an outbreak.

Section 4: School Age Programs

School Age Kids

KidsPoint operates before and after school programming for children in kindergarten through fifth grade at Waypoint and several elementary schools. We strive to provide a safe and fun environment for children to engage in academic support, recreational activities, arts and crafts and games. The School Age Kids program also provides care on scheduled early release and all-day-out days, as well as emergency school closings, delays and early releases.

We believe that children learn through experiences with their environment. We have set up a theme-based curriculum with activities supporting the themes from the curricular areas (art/sensory, large/small motor, language development, music and movement, dramatic play, math and science).

A variety of activities are offered within the framework of a predictable daily schedule. Our curriculum is designed to meet the needs, interests and abilities of each child and is based on developmentally appropriate activities. Each classroom has a posted daily schedule that tells the basic structure of the day. In addition, each classroom also has a lesson plan posted to let you know the activities that your child will be involved in during the day.

Literature is an important part of our curriculum in all of the classrooms. It is offered through both planned group activities and individually. Books are always accessible to the children. Often activities will be based on a story that has been read to the group. Exposure to literature helps to develop language skills, thought processes, listening skills and creativity.

School Age Kids Program – Early Dismissals and All-Day-Outs

In order to arrange both staffing and transportation, all interested parents must sign up for care on scheduled school days out. There is no additional fee to families for scheduled early dismissals and all day outs. There will be a sign-up sheet at your child's site approximately two weeks prior to these days. There is a deadline, after which **NO MORE SIGN-UPS CAN BE ACCEPTED**.

All interested parents must pre-register for care for unscheduled days out or early release (due to severe weather or other emergency school closings).

Children enrolled on a full-time or part time basis will have early dismissals and late starts included in their weekly fee. All students are able to attend scheduled early dismissals or unscheduled late starts. Students must be registered for All Day Outs and Emergency Care Days.

Summer Adventure Day Camp

KidsPoint offers day camp programming at select sites during the summer for children who have completed kindergarten through fifth grade. Registration begins in late winter/early spring and is open to the community. We offer a variety of fun and engaging activities for children including swimming, museum trips, ice and roller-skating, guest speakers and more, which are planned and used to enhance the curriculum goals.

School Age Curriculum

The School Age Kids and Summer Adventure Day Camp Programs have chosen to implement a curriculum. This curriculum is known as Developmental Assets®. Developmental Assets® are forty common sense, positive experiences and qualities that help influence choices young people make and help them become caring, responsible adults.

Because of its basis in youth development, resiliency, and prevention research and its proven effectiveness, Developmental Assets® framework has become one of the most widely used approaches to positive youth development in the United States. It allows our teachers to become “intentional” teachers in the games, arts and crafts, and daily conversations with the youth we serve.

Researchers have learned a great deal in the past several decades about elements in human experience that have long-term positive consequences for young people. Factors such as family dynamics, support from community adults, school effectiveness, peer influence, values development, and social skills have all been identified as contributing to healthy development. However, these different areas of study are typically disconnected from each other.

The framework of Developmental Assets® steps back to look at the whole – to pull many pieces together into a comprehensive vision of what young people need to thrive.

On one level, the forty Developmental Assets® represent everyday wisdom about positive experiences and characteristics for young people. In addition, Search Institute research has found that these assets are powerful influences on adolescent behavior – both protecting young people from many different problem behaviors and promoting positive attitudes and behaviors. This power is evident across all cultural and socioeconomic groups of youth. There is also evidence from other research that assets have the same kind of power for younger children.

Section 5: Health and Safety

Safe Infant Sleep

Providing infants with a safe place to grow and learn is very important. For this reason, KidsPoint's Programs follow the safe sleep practices for infants up to one year old, as recommended by the American Academy of Pediatrics (AAP) and the Consumer Product Safety Commission to provide a safe sleep environment and reduce the risk of sudden infant death syndrome (SIDS). SIDS is the sudden death of an infant under one year of age, which remains unexplained after a thorough investigation. The KidsPoint Programs follow the AAP safe sleep policy.

Sleep Position

- Infants will only be placed flat on their backs to sleep.
- Infants with special health care needs may need a sleep positioning waiver signed by the infant's primary care physician.
- Devices such as wedges or infant positioners will not be used since such devices are not proven to reduce the risk of SIDS and may actually increase the risk of SIDS.
- Infants will not be left to sleep in infant carriers, car seats, strollers, infant swings, etc.
- Infants who use pacifiers will be offered their pacifier when they are placed to sleep; the pacifier will not be put back in should it fall out once the infant is asleep.
- Pacifiers will be cleaned after each use, checked for tears, and will not be coated in any solution, sweet or otherwise.
- While infants will always be placed on their backs to sleep, when an infant can easily turn over from back to front and front to back, they can remain in whatever position they prefer to sleep.
- Infants will not be placed on the floor to sleep.
- Only one infant will be placed in a crib to sleep. Siblings, including twins and triplets, will be placed in separate cribs.

- The crib will have a firm, tight fitting mattress covered by a fitted sheet and will be free from all loose bedding, toys, and other soft objects (e.g., blankets, pillows, quilts, comforters, sheepskins, stuffed toys, etc.)

Sleep Environment

- To avoid overheating, the temperature of the rooms where infants sleep will be checked and will be kept at a level that is comfortable for a lightly clothed adult.
- Sleep clothing; such as sleep sacks can be used as alternatives to blankets.
- Bibs and pacifiers will not be tied around an infant’s neck or clipped onto an infant’s clothing during sleep.
- Smoking is not allowed in Iowa child care businesses.

Supervision

- When infants are in their cribs, they will be within sight and hearing of staff at all times.
- A staff member will maintain constant visual and hearing monitoring of sleeping infants.
- When an infant wakes, the infant will be removed from the crib and placed on their tummy for supervised “tummy time.” This will help babies strengthen their muscles and develop normally.
- Infants will spend the majority of their awake time in child care in nonrestrictive environments. Infants will not be placed in swings or bouncer/infant seats for more than 15 minutes a day while they are awake.
- Infants will not be placed in car seats by our teachers while under our care for any reason.

Illness

One of the primary goals of KidsPoint’s Programs is to provide a safe and healthy environment for all children enrolled. Although teachers take precautions to prevent the spread of illness, children in child care settings are sometimes exposed to germs and may catch an illness that prevents him/her from attending the program. We highly recommend that parents arrange back-up child care arrangements for their children in advance so that when such an instance arises, stress for your family is minimized, and the comfort of your child and the health of the other children enrolled in the program are considered.

Children should be kept home or will be sent home if any of the following symptoms have occurred within the last 24 hours:

- Fever of 101 degrees or higher (it is required when taking the temperature under the arm to add one degree). A lower fever may be of concern if it occurs in conjunction with one or more other symptoms.
- Vomiting
- Diarrhea (three or more within a one-hour time period)
- Thick nasal discharge
- Pronounced or persistent coughing
- Rash without fever or behavior change unless professional determines it is not a communicable disease
- Pink eye (until 24 hours after treatment has been started)

- Mouth sores with drooling
- Impetigo (until 24 hours after treatment has been started)
- Strep throat (until 24 hours after treatment has been started)
- Chicken Pox (until all sores have dried and crusted, typically 6-7 days)
- Pertussis (until at least five days after treatment has started)
- Mumps (until nine days after onset)
- Hepatitis A, Measles, Rubella (once cleared by a health care professional)
- Lice and scabies (may return after first treatment)
- Hand, Foot, and Mouth (48 hours or until blisters are crusted)

We require that if your child becomes ill while under our care, the child must be picked up *within one hour* of notification. If we cannot reach you or response has not occurred within 15 minutes of the initial notification, we will begin trying to reach the individual(s) you have listed on the Pick-up and Emergency Contact Authorization form. While waiting to be picked up, your child will wait in a “quiet area” provided in the classroom or with a member of the KidsPoint Leadership Team.

When sick children are kept at home, all of the children and their families benefit from better health. Please remember that all symptoms must have disappeared at least 24 hours before returning to the program. In some instances, a physician’s note of good health may be required before a child will be allowed to return.

In the event that there is a communicable disease identified, KidsPoint will post a notice of that illness, including the classroom in which it was identified, and signs and symptoms to look out for. Further information regarding each specific illness can be found in the offices of the KidsPoint Leadership Team.

Medication

Prescription Medication

Prescription medication will only be administered when delivered to your child’s lead teacher in its original container, labeled by the pharmacist with the child’s name, physician’s name, and name of medication and dosage instructions. Families must also fill out a medication consent form in order for staff to administer the medication. If a child is placed on an antibiotic, the child needs to be on the antibiotic for at least 24 hours before returning to the program. Reminder: Even if your child is on an antibiotic, he/she may not return to the program until he/she is fever-free for at least 24 hours without the use of a fever-reducing medication such as Tylenol.

Allergy Medication

If your child is diagnosed with an allergy that requires the use of an epi-pen, one must be provided to the program to be kept on site.

Over-the-Counter Medication

According to DHS License Standard 109.10 (3) and the National Health and Safety Performance Standards 3.081, centers are cautioned against contributing to the overmedicating of children, especially the use of over-the-counter medication, solely on the desire of parents. Children under age five are especially prone to inappropriate medication treatment by parents for respiratory illnesses.

For commonly used over-the-counter medications, such as acetaminophen, KidsPoint may secure a standing written authorization order from a parent or guardian that specifies exactly what type of medication and under what circumstances medication may be administered to their child (form provided in Appendix). However, we cannot dispense over-the-counter medications on an “as needed” or “PRN” basis without written authorization by a physician. In addition, medications will only be given according to the dosage on the package, unless otherwise directed by a physician.

If a physician orders an over-the-counter medication, make sure the amount administered is consistent with the physician’s order, as that may differ from the directions on the package.

All medications being requested for administration at KidsPoint will require the following information. If any information is omitted or unclear the medication will not be administered. Parents are expected to complete the form and questions are to be directed to the KidsPoint Leadership Team.

- Parent’s name and signature
- Child’s name
- Child date of birth
- Medical condition
- Signs and symptoms
- Medication name
- Dose of medication
- Route of medication
- When it’s to be given
- Possible side effects
- Any program adaptations
- When to call parents or health care provider
- When to consider the condition for reassessment
- Name, address and phone number of doctor

Any medication remaining after the authorization to dispense has ended or the child no longer requires the medication should be returned to the parent.

Topical Non-Prescription Medication

Topical medications may be administered to a child only with the written permission of a parent. If staff notices an adverse reaction to the medication, we reserve the right to request a physician’s note to continue use of the medication at the program. Medications will only be given according to the dosage on the package, unless otherwise directed by a physician. This policy applies to all topical medications.

Additional items which require a consent form:

- Diaper rash cream
- Sunscreen
- Chapstick

Children shall be protected from the sun by using shade, sun-protective clothing, and sunscreen with UVB-ray and UVA-ray protection of SPF-15 or higher during outdoor play. Parents are expected to provide sunscreen for their children.

Accidents and Incidents

Accident/Incident Reports will be completed any time a child is injured while in our care, there is a behavior concern, or there is a change in the child's health status. The staff member who observed the incident will complete the report and the parents will be asked to sign a copy of the report at the end of the day. One copy will be given to the parent and one copy will be maintained in the child's file. Depending on the severity of the accident, illness, or incident, families may be contacted immediately.

Emergency Evacuations

In the event of an emergency that requires the evacuation of children and staff from the program, locations have been designated as "safe spots" at each center and site where staff and children will remain until the proper authorities give permission to re-enter the program area. Such emergencies would include fire, power failure, bomb threat, etc. If we are unable to re-enter the program area, staff will contact families, who will then be able to pick up their children from various locations.

Mandatory Child Abuse Reporting

The people who care for your child have a special status under the law. They are Mandatory Reporters of Child Abuse. They are required by law to report any signs or suspicions related to any physical or emotional abuse of your child or any situation where they reasonably believe that neglect or denial of critical care may have occurred.

This would include leaving a child unattended in a vehicle, not using proper child restraints in a vehicle as required by Iowa law for the child's age/weight, and concern that the pick-up person is under the influence of any substance that would impair their ability to transport and/or care for the child.

Teachers will consult with their supervisors at KidsPoint and communicate any reports to the Department of Human Services or the Cedar Rapids Police Department as deemed necessary. Teachers are not required to tell a parent about the report. Trained professionals decide whether or not abuse/neglect actually took place. All children get bumps, bruises and scrapes as part of growing up. It is most important, however, that you tell your child's teacher about any unusual injuries or conditions.

Keypad Entry and Keypad Code Changes

KidsPoint Early Child Care Programs utilize a keypad entry system to ensure the safety of all children and staff. The keypad code will be changed in any of the following instances:

- Minimum of three times per year – August, January and June – to coincide with the start of the school year (end of camp season), start of the calendar year, and start of the summer (end of the school year).

- When protective orders have been filed - In addition to the keypad code change, a copy of the paperwork and a picture of the alleged adult will be placed in the child's classroom, in the child's file with the KidsPoint Leadership Team, and if the child is enrolled at the Waypoint main site, with the receptionist.
- When a child is removed from home - In addition to the keypad code change, paperwork is shared as in the case of protective orders (above).
- When terminations are initiated by the KidsPoint Programs for either the employee or enrolled family and under the approval or direction of the Senior Executive or designee.
- Any other special circumstances warranting an immediate code change and under the approval or direction of the Senior Executive or designee.

Visitor – Unauthorized Access

Following DHS Code 109.4(2)h – Develop a policy to ensure that people do not have unauthorized access to children at the center. The policy shall include but is not limited to the following:

- A description of the center's criteria for allowing people to be on the property of the facility when children are present.
- A description of how center staff will supervise and monitor people who are permitted on the property of the center when children are present, but who have not been cleared for involvement in child care through the formal record check process as outlined in subrule 109.6(6). The description should include definitions of "supervision" and "monitoring."
- A description of how responsibility for supervision and monitoring of people in the center will be delegated to center staff, to include provisions that address conflicts of interest.
- A description of how the policy will be shared with parents, guardians and custodians of all children who are enrolled at the center.

Waypoint Definitions as They Relate to Visitors

Waypoint is a public building and serves many members of the community, not just for child care services. According to Waypoint's Employee Handbook, "All persons other than staff entering the Waypoint building should sign in at the front desk. The receptionist will call the employee(s) being visited. The employee must then come to the front lobby to meet his or her guest(s). The employee should let the receptionist know in advance when he or she is expecting a visitor. Waypoint is a public building and it is imperative that employees meet with visitors in designated locations. Such locations are the reception area, meeting rooms, the employee's office or the staff lounge. However, there are times when visitors are required to enter the Child Care Center, and it is during such times the visitor will remain under the supervision of the Waypoint employee during the time the visitor is conducting their business at Waypoint.

For the off-site locations: All persons other than staff or registered parents/authorized adults to drop off or pick up children, will be greeted at the entry way and not allowed to enter until a member of the KidsPoint Leadership Team greets the visitor. The KidsPoint Leadership Team member will meet with the visitor in a designated location such as an office, teacher resource room, or other designated space for meetings. Additionally, these visitors will remain under the supervision of the KidsPoint Leadership Team member during the time the visitor is conducting their business at Waypoint.

The off-site early childhood programs operate their business under a separate company's building ownership and the facility's personnel (including IT services) may be on-site and conduct requested business/maintenance/ support when they have notified the KidsPoint Leadership Team in advance of their arrival. The KidsPoint Leadership Team member will then communicate their presence to the lead teacher, who will then monitor their class for separation between these workers and the children.

“Supervision” – designee must be able to see and hear visitors at all times to monitor for safety, answer questions, and address concerns while the visitor is present in the child care center.

“Monitoring” – the regular observation and/or recording of activities taking place during the length of the access to the child care center.

Section 6: Families' Rights

Confidentiality

KidsPoint believes in protecting the confidentiality of all families who choose to use our services. We will not discuss the affairs of one family with another family or school professional without prior mutual consent, nor will we release family information to parties outside the center or to the general public. It is also against program policy for staff members to discuss the affairs of families in casual conversation within the program or in an inappropriate way at any time. We expect all families to follow the same principles of confidentiality with respect to all other families and staff members.

In addition, information contained in a child's file is privileged and confidential. The program will not release any information within a child's file without prior written consent of the child's parent or guardian.

Equal Opportunity Employment/Anti Discrimination Policy

The Affirmative Action Program of the agency is a legal and social necessity to comply with the Civil Rights Act of 1964, Executive Order 11246 and Revised under No. 4 and Sections 503 and 504 of the Rehabilitation Act of 1977. Equal employment opportunity and affirmative action will be applied in recruitment, hiring, compensation, fringe benefits, staff development and training, promotion, any other condition of employment practices, programs and activities regardless of race, color, religion, gender, national origin, age, disability, citizenship status, marital status, creed, genetic predisposition or carrier status, sexual orientation, gender (except where gender is a valid qualification for the position) gender identity, veteran status, or any other characteristic protected by federal, state, or local laws.

If you have questions or grievances related to compliance with this policy by KidsPoint, please contact the Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14th Street, Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; web site: <https://icrc.iowa.gov/>.

The agency is a partner with the U.S. Department of Agriculture, USDA. The 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 may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).”

Open Door Policy

KidsPoint Programs have an open door policy for all parents who have children enrolled in a child care program. This means that parents have unlimited access to their children and to the provider caring for the children. We encourage parents to drop in or visit any time the program is in operation.

If parental contact is prohibited or restricted by a court order, KidsPoint must have a copy of the order on file at the program. We ask that parents keep us informed of any changes, which may occur to this document during the time their child is in our care. Classroom phones are available if parents would like to call.

Family Volunteers

A component of our curriculum consists of keeping families involved in our day-to-day activities. We are often looking for parent accompaniment on field trips of to help with special projects. This is a great time to see how our program operates, get to know your child's friends, and have fun! Your child's teacher will keep you informed of upcoming opportunities to help in the classroom. If you want to become a volunteer in a classroom, then you will be required to complete the State and National background checks as well as a FBI fingerprinting check, at your own expense, as required for DHS licensing.

Parent-Teacher Conferences

Teachers complete observations each week on the children. As each child continues to learn and grow, the teacher will complete an assessment and then will review it with you during a parent-teacher conference.

Conferences will be held once or twice per year. This gives you the opportunity to talk with your child's teacher one-on-one about your child's development and classroom experiences. Please do not wait for a conference to discuss any concerns that you may have. Your child's teacher would be happy to schedule a meeting with you at any time.

Extended Absences

Families with a child currently enrolled who are under doctor's orders to be excused from the child care program for an extended absence are eligible to hold their classroom spot at a reduced fee. The extended absence must be longer than two weeks and should not exceed six weeks in order to qualify for the reduced fee. If the extended illness is anticipated to last more than six weeks, the child's name will be removed from the hold list until a new start date can be determined.

To initiate a hold spot, a parent must:

- Contact the KidsPoint Leadership Team to confirm that the child will be absent from the program.
- Provide a written statement from the doctor with an anticipated start and end date of the absence.
- Pay half of the weekly tuition for each week the spot is being held. The spot may be held up to six weeks (some exceptions may apply which are up to the discretion of the KidsPoint Leadership Team). No rebate will be given.
- Contact the KidsPoint Leadership Team one week prior to the first day the child will return for care.

All other requests for extended absence from the child care center at a discounted rate will not be considered and full weekly tuition will be required in order for the child to remain enrolled.

Termination of Enrollment

Failure to comply with any policy outlined within this handbook can cause a child's enrollment to be terminated. Some examples include: not handing in required paperwork, failure to pay tuition, habitual late pick-ups, inability to manage a child's behavior, and other reasons at the KidsPoint Leadership Team's discretion. Any problem that arises with a child's enrollment will be handled in the following manner:

1. **Initial Concern:** Concern is raised by the classroom teacher and communicated to the child's parents as well as the KidsPoint Leadership Team. An initial plan will be developed and shared with the Director of KidsPoint.
2. **Education Coordinator:** If after the initial concern is raised, there continues to be challenges, the KidsPoint Leadership Team will request that KidsPoint's Education Coordinator contact the parent to problem solve and see if KidsPoint can be of assistance in resolving the challenge.
3. **Team Meeting:** The Education Coordinator may request team meetings with the child's parents, child care staff, the KidsPoint Leadership Team, and/or other concerned professionals as deemed appropriate. Our goal is to cooperatively work with parents and community professionals to develop a plan that is based on the ideas in Creative Curriculum and Positive Behavior Supports. This plan will be implemented for a trial period of up to three weeks.
4. **Dismissal:** If concerns continue after the trial period, an alternative plan, alternative care or a recommendation for dismissal may be made.
5. **Appeal Procedure:** An appeal may be made within 10 days in writing to the Managing Director of Child Care. Response to the appeal will be made within 10 days from receipt of the written communication and will be considered final. The child will remain in the KidsPoint Program's care during the appeal process.

Section 7: Tuition and Attendance Policies

Payment

Prior to the first week of care, registration paperwork is due and payable with the registration fee. Registration fees are non-refundable. Thereafter, payments are due weekly on the Friday proceeding the week of care. Child care fees will still be charged unless a two-week written notice is given prior to removing the child from the program. Additional fees may occur for field trips or other activities.

Child Care payments must be paid through our automatic service. They can be deducted from a checking or savings account, or paid through a debit or credit card. Families who will have two different parties paying their child care must work with our accounting department to set this up. Bank account information must be kept up to date. Continued NSF's or declined charges may result in termination from the program.

Financial Assistance

Department of Human Services Financial Assistance

The Department of Human Services (DHS) provides funding for child care to families with qualified income. Families should contact the Family Support Specialist before applying for this funding to be pre-screened for eligibility. This funding reimburses KidsPoint for child care costs equal to the number of hours and days the child attended the program, plus up to four absence days.

KidsPoint requires the family to notify the Family Support Specialist if your child needs special accommodations for extended illnesses or extenuating circumstances. If a child is absent for more than the four DHS excused absences and you do not have prior approval from the Family Support Specialist, the child will be placed on attendance probation.

At times there has been a waiting list for this type of funding. DHS assistance recipients need to contact the Family Support Specialist before care is provided so that all necessary documentation can be completed.

Sliding Fee Scale

KidsPoint also offers a sliding fee program for families that do not qualify for DHS funding and are income eligible. This program is available due to funding Waypoint received from United Way of East Central Iowa. See the Family Support Specialist for eligibility prior to enrollment.

Attendance

It is imperative that you notify the child care program staff if your child will not be attending. Please call your child's room or site at least one hour prior to the time your child was scheduled to arrive. This will eliminate the time the staff would spend planning activities for your child when he/she is not there. It will also allow us to use extra staff in rooms that have more children or need additional assistance. For children in the SAK program who are not attending in the afternoon, we would ask that staff be notified during the morning program time so teachers are aware of the attendance change.

Early Childhood Lead Teachers will initiate a phone call to the listed parent/guardian when any child has not arrived to their classroom by 9:15 a.m., or within one hour of typical arrival after 9:15 a.m.

School Age lead teachers are not responsible for this phone call (except during break weeks or summer programming) because the elementary school office is responsible for notifying the parent. However, School Age lead teachers are responsible for checking their school mailboxes daily and if a child is not listed as absent on this report and a child does not arrive for scheduled after-school programming, the lead teacher is responsible for initiating a call to the listed parent/guardian within 15 minutes of the after-school program start time.

Late Pick-Ups

Each KidsPoint Program's center closes at 6:00 p.m. Families are expected to be in their child's room and signing them out before that time. If a parent knows he/she will be late picking up their child, we ask that the teacher be notified via phone call. You will still be responsible for the late pick-up fee. A late fee of \$5.00 per child for the first five minutes and \$10.00 per child for every fifteen minutes or portion thereof, applies to each child not picked up by 6:00 p.m. The late fee will be taken out of the following week's tuition payment unless paid in cash ahead of time. Child care may be terminated for non-payment as well as repeated late pick-ups.

Holidays and Closings

KidsPoint Programs have two annual Professional Development Day's, one in August and one in February. This allows for the opportunity to provide training and workshops for child care staff and refresh them for the new school year. Child care services will not be provided on these two days. Families will be notified well in advance of when this training day will occur.

KidsPoint observes the following holidays and therefore will not provide child care services on these days at KidsPoint Downtown: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve Day, Christmas Day, and New Year's Eve Day.

Holiday hours and closures will be posted at our KidsPoint North and KidsPoint South sites, and families will be notified well in advance of these hours/closures. Hours may be reduced or even closed on the day after Thanksgiving, Christmas Eve Day, and New Year's Eve Day based on potential attendance. If a holiday listed above falls on a Saturday or Sunday, the previous Friday or the following Monday may be granted as a holiday.

Severe weather conditions or emergencies may merit sudden or early closing for the safety of the children, parents, and staff. KidsPoint reserves the right to close, requiring children to be picked up during, or in anticipation of severe weather. Please review the information in this handbook regarding inclement weather.

Families are still responsible for paying for the entire week in the event that a holiday, training day, or emergency closing occurs. Weeks in which these events occur will not be prorated. KidsPoint has the discretion to close without benefit of refund with 30 days notice.

Vacations

If your family is planning a vacation that will cause an absence of your child from the program, we ask that you notify the KidsPoint Leadership Team at least a week in advance. In order to maintain your child's enrollment in their respective classroom, weekly tuition is expected.

Vacation Credit: Waypoint offers a vacation policy for children who attend a Child Development Center and/or Summer Camp. No vacation credits are given to children who attend Before/After School Kids since they have vacation options around the holidays and Spring Break. This policy will allow each family to receive a one-time 50% off of weekly child care tuition for a vacation that can be used once per year. Please see below for detailed information:

- Must give a minimum 2-week notice to the Center Director or School Age Kids Director if they plan on using the vacation credit
- Credit must be used in a five consecutive day period (Monday – Friday)
- Limit 1-week per child/per calendar year
- 50% discount will be applied on your weekly child care tuition bill during your vacation
- Children cannot attend child care/summer camp program anytime during their requested credit vacation time
- Parent/Families on DHS Child Care Assistance need to get approval from the Family Support Specialist for the vacation credit due to attendance requirements set forth by Waypoint
- Credit renews each calendar year and becomes valid after 6 months minimum enrollment

Withdrawal

If at any time you decide to withdraw your child from any of our child care programs, KidsPoint requires a two-week written notice provided to the KidsPoint Leadership Team. If a two-week notice is not given, families will be charged for two weeks of care.