

Our Little Haven Daycare and Preschool

Our Little Haven provides year-round child care for infant through school-aged children in a licensed center. We have well-balanced programs focusing on the developmental needs of children 3 weeks to 12 years of age. Our programs are committed to serve a wide variety of families. We are an equal opportunity daycare providing child care to all children regardless of race, religion, color, or financial circumstance. We will make program modifications to accommodate children with special needs when it is necessary and reasonable.

**Our Little Haven
2770 18th Avenue
Marion, IA 52302
(319) 365-6144 (Business #)**

Hayley Snyder
Owner/Director

**Center Hours: 6:30am-6:00pm Monday through Friday
Offering Full and Part time Child care/ Preschool Program
(Full time-21 hours and over)
(Part time-0 to 21 hours)**

**We accept Block Grant and Promise Jobs funding.*

Our Little Haven has an Open-Door policy. All parents have access to their child at all times. Parents should feel free to contact the center or the child's teacher at any time. Meetings or conferences are able to be scheduled when parents inquire. We also believe that parent involvement is necessary to the success of any child care program. We encourage parents to volunteer any time and talents they may have. Together we will work with your child so he or she is growing, learning, and developing secure attachments. We have the ability to build strong children, strong families, and strong communities to make a better future for all.

Registration

To ensure a spot at Our Little Haven, we recommend a pre-registration interview and tour with one of our management staff. You may contact the center by calling (319) 365-6144. We will provide a registration packet at that time or they are available to be printed off at www.ourlittlehavenmarion.com. We request \$65 at the time of registration which also will hold your child's spot in the center. This fee is also renewed every year on August 1st. If you begin in June or July, you will wait until August 1st of that year to pay your fee. We will not make you pay a double payment ONLY if you begin in June, July, or August of the year you enroll.

Payments

Payments are due on every Monday by 6pm (our closing time). Please make checks payable to Our Little Haven and include your child's name on the memo line. Payments

by Monday will ensure that our center is well-staffed and have enough food on our menus throughout the week. Failure to keep payments current will be grounds for termination from the center. A LATE FEE OF \$20 WILL BE CHARGED TO YOUR CHILD'S ACCOUNT EACH DAY A PAYMENT IS LATE. There is a \$45 charge for ANY returned checks. After three returned checks, you will need to pay by Money Order or cash only.

Unpaid Accounts

If for any reason you decide to leave the center, a two-week notice is needed including payment for the remaining weeks. On ALL unpaid accounts, a service charge of 1.5% monthly, 18% APR, will be added. You are also held liable for all legal and collection fees on the account.

Hours

The center will open at 6:30am and close at 6:00pm, Monday through Friday. For safety precautions, we are a secured building. When your child enrolls, we will give you the key code to enter the building. We ask that only the Primary Adult and Secondary Adult whom are dropping off and picking up will have the code. Children must be signed in and out every day in their room by an authorized adult whose name is on file in our office. If for any reason there is another adult picking up your child other than the primary adult, please notify the center ASAP with the name of the adult picking up. Please ask the adult picking up to bring his or her identification, as we will ask to see it. Your child WILL NOT be allowed to leave with someone who is not authorized!

Your child must be picked up BEFORE the building closes. Closing time is 6:00pm. If you are running late and not able to make it before then, please call the center ASAP. A late fee of \$15 for the first 15 minutes will be charged to your account and \$1 per minute after the first 15. Payment of the late fee will need to be paid at the time of pick up.

Licensing Guidelines

Our Little Haven is licensed by The Department of Human Services. This center meets all requirements of the licensing process. Staffing for the center meets the licensing requirements related to age, education, and adult/child ratio. Staff members are selected based on their qualifications; skills and concern for the health, safety, and development of young children. We provide regular and ongoing training in child development, First Aid, and CPR. Unannounced visits by parents and licensing personnel are always welcome. Parents are encouraged to visit the center and have unlimited access to their child unless visitation is limited by a court order. Parents ARE required to share any information regarding a court order with the director if parental contact is prohibited. Our Little Haven employees will respect and abide by the requirements of any court order.

Health Information and Injuries

The center is licensed and equipped to care for children in good health. Parents and staff, working together, promote the child's total well-being.

1. Each child must have a complete health form on file, signed by a physician, and all immunizations must be recorded and up-to-date. The date of the

physical examination shall be less than 12 months prior to the first day of attendance at the center. A new physical will need to be recorded every 12 months following.

2. **Child Abuse and Neglect:** Please be aware that the center is mandated by the Child Protection Law to report to the Department of Human Services with any suspected case of child physical, mental, or sexual abuse and child neglect.
3. **Emergencies:** Each room has a First Aid Kit which is available and accessible to staff when children are in the center, in an outdoor play area, or on field trips. Each Kit is sufficient enough to address First Aid related to minor injury or trauma and is stored inaccessible to children. When a child is injured while attending the center, a staff member or members involved in witnessing the injury, will fill out an Incident Report explaining the injury. The parents will read and sign the form and be allowed to keep a copy. In a medical or dental emergency, we will make every effort to reach the emergency contact in your child's records and if needed, the family doctor. If the case that the child needs to be taken to the hospital, we will keep you informed during the situation. All staff that care for the children are instructed on First Aid and CPR. In the event of an emergency, staff will call 911 and keep parents informed.
4. **Handling of Injuries:** Staff members are required to wear gloves when attending to any medical or dental emergencies. Hands are to be washed after attending to all injuries. Gloves, paper towels, or First Aid items containing blood or bodily secretions will be properly disposed of in a sealed garbage bag and taken directly to the garbage area.

Health Policies

We want to maintain a healthy environment for every child in our center. If your child has been out of day care due to illness, please follow the appropriate guidelines before he or she returns. Parents or other authorized adults will be notified when their child has signs or symptoms that require exclusion from the daycare.

1. A child with a fever of 101 degrees or more will be sent home from the center. We may call if child has illness symptoms and fever starts to rise above 100 degrees. CHILDREN MUST BE OUT OF THE CENTER FOR AT LEAST 24 HOURS AFTER BEING SENT HOME FOR FEVER.
2. A child with uncontrolled diarrhea will be sent home from the center. CHILDREN MUST BE OUT OF THE CENTER FOR AT LEAST 24 HOURS AFTER BEING SENT HOME FOR DIARRHEA. Uncontrolled diarrhea can be defined as:
 - a. An increase in number of stools, compared with the child's normal pattern
 - b. Increased stool water
 - c. Decreased form that is not contained by the diaper or use of the toilet
3. A child who has vomited (not spitting up right after a meal or drinking) one time will be sent home. CHILDREN MUST BE OUT OF THE CENTER FOR AT LEAST 24 HOURS AFTER BEING SENT HOME FOR VOMITTING.

4. A child who cannot participate in the daily program because of not feeling well, unusual fatigue, refusing to eat, or crankiness, but displaying no other physical symptoms of illness may be sent home.

Please follow these guidelines before returning your child:

Fever: Child must be fever-free (less than 101 degrees) for 24 hours without the use of temperature-lowering medicine.

Diarrhea: The child's condition must improve (stools are no longer watery and are returning to normal consistency) and tolerating bland foods or half strength formula.

Vomiting: The child must not be vomiting for 24 hours and tolerating bland foods or half strength formula.

Mouth Sores: The child who has mouth sores will be excluded from day care. The child may come back with a signed note from a physician. The child may return after 24 hours of antibiotics and if fever-free for 24 hours without use of temperature-lowering medicine.

Eye Infections: If the child has signs and symptoms of conjunctivitis (pink eye), parents will be notified. If free from contagious infection, child may return to day care with a signed note from a physician. He/She may also return after 24 hours of antibiotics or eye drop use.

Ear Infections: When a child is displaying signs and/or symptoms of an ear infection and is acting ill, we may notify parents and recommend the child to be seen by a physician. The child may return after 24 hours of antibiotics and if fever-free for 24 hours without use of temperature-lowering medicine.

Strep Throat: A child who has a strep throat and/or a fever will be excluded from day care. She/He may return after 24 hours of antibiotics and if fever free for 24 hours without use of any temperature-reducing medicine.

RSV: If a child is diagnosed with RSV, he/she will be out of day care until readmission is approved by a healthcare provider

Upper Respiratory Infection (Common Cold): Child must be fever free for 24 hours without the use of temperature-lowering medication and the child's symptoms do not interfere with the normal day care activities.

Rash with Fever and/or Acting Ill: Child needs to be seen by a physician and condition needs to not be considered communicable

Impetigo: A child with impetigo lesions will be released from day care, as it is highly contagious skin infection. The child may return to day care after 24 hours of START of antibiotic treatment.

Chicken Pox: A child will be sent home when chicken pox lesions are detected. She/He may return to the center when all chicken pox lesions have dried up and crusted.

Scabies: Parents will be notified if a child has scabies. The child will be sent home and can return after 24 hours of treatment.

Head Lice: A child will be sent home from day care with head lice and may return only when hair has been properly treated and ALL nits have been removed.

Pin Worms: A child with pin worms will be excluded from day care until 24 hours after treatment.

Ringworm: If a child is suspected to have ringworm, we will notify parents to remove their child from the center and seen by a physician. Child may return to center after the initiation of medicine and/or clearance from the physician.

Any other illnesses or conditions that require treatment by a physician and managed as directed will be approved by the center's Director. We will notify parents throughout the center when a child has a contagious condition.

Medication

All prescription and over-the-counter medications will only be given as prescribed and directed with written authorization from a physician. Parents will also need to fill out and sign our medication sheet as directed. Staff members will then fill out and initial each dosage given and keep it on record. All medicine must be in the original container with the physician/pharmacist directions included and label intact. Non-prescription medicine must be labeled by the parent with the child's name, in the original container, and must have a child-resistant cap. Only medicines authorized in writing will be given. Medicine requiring refrigeration will be placed in a secure area in our center's refrigerator. Other medications will be kept in a secured box, inside the child's room, and out of children's reach. A staff member will administer medication appropriately at required times and record it.

Sunscreen and Topical Ointments

Sunscreens and any topical ointments (including diaper rash cream) will be applied only with the written authorization of parents. Our center will have medication sheets for each child and they will be appropriately filled out depending on what cream will be used. Sunscreens and topical ointments are applied accordingly by staff with appropriate glove use.

Safety Policies

1. **Emergency Plan for Intruder/Dangerous Adult:** In the event of the presence of an adult who is considered by any staff member or managing partners, as an intruder or dangerous adult, who may be present danger to the center or a specific child, 911 will be called immediately. Our staff will calmly request for the person to leave the premises and also advise them that the authorities are on their way. (This is unless the center's judgment is that this action may escalate the situation.) If the children can be kept safe on the main floor, the center will lock up until the situation is resolved. However if possible, staff members may also attempt to remove children from the immediate area and relocate to another location, such as the basement, and remain there until danger has passed. A dangerous adult would be considered an adult who exhibits inappropriate behavior, bearing arms, and/or showing any sign of intoxication by either drugs and/or alcohol. This also would include any person prohibited by court order to visit or transport the child involved. In an event that the person may leave the center before appropriate officials arrive; staff will try every attempt to note the license plate of the vehicle, a vehicle description, and a full description of the person. Our Little Haven staff will not place themselves or the children in danger by attempting to detain the individual.

2. **Emergency Plan for Intoxicated Parent or Visitor:** If a staff member believes a pick-up person for a child is intoxicated and under the influence of drugs and/or alcohol (may be staggering, have slurred speech, strong alcohol odor), they will be reminding in a calm way that if they leave and drive with their child while under the influence, staff will have to report to DHS. We may ask if there is someone they can call for a ride. However, if the person refuses, staff cannot force them to stay. Our Little Haven staff will try to get description of the vehicle, license plate number, and call the police station. We will report that we are concerned that the person in question may be under the influence and is transporting child/children in the vehicle. Please be sensitive to our position. This situation can be extremely awkward for everyone involved.
3. **Emergency Plan for Lost or Abducted Children:** To prevent children from the center from being lost or abducted, the following procedures will be followed: Children should be walked to their classroom when arriving by an adult and signed in. They are also to be signed out when leaving. When children are on playground areas around the building, staff is always to be aware of the number of children they have. When leaving the center for a field trip, we will maintain the appropriate ratio and usually have at least one extra staff to help supervise the children. If a child should ever become lost or abducted, the following process will occur:
 1. All the remaining children will be grouped up and accounted for. There will be an immediate search of the area.
 2. Dial 911 and report all required information needed
 3. Call parents or emergency contact of lost or abducted child
 4. Keep all of the other kids in the center calm
 5. Call all other parents to inform of the emergency (only in the case of stranger abduction)
 6. If the situation increases, have children picked up from the center.

*A sex offender who has been convicted of a sexual offense against a minor, who is required to register with the ISOR, shall not operate, manage, or be employed by the child care center. They also should not be on the property even if they are a parent, without written permission from the director of the center. There are steps that will be followed out if written permission is granted. Included in the written permission will be designated areas in the center where permission is granted, the reasoning for the presence, and the duration of the offender's presence. The written permission will be kept on file and reviewed by the licensing consultant.

Emergency Procedures

Fire: In the event of a fire, each room in our center has evacuation routes posted based specifically on the location of the particular room. Staff is to be familiarized with the exit routes and be able to calmly instruct the children as where to go and will remain with them at all times. Prior to leaving the building, staff will grab their daily attendance sheet and account for all children. Staff will also bring a First Aid Kit along with emergency binders, which includes information on each child. Employees will assist on bringing out infants and toddlers outside with the evacuation cribs. Once safely outside, a designated employee will call 911. We

will then call parents using the information in our emergency binders. Fire alarms will be set off monthly so that staff and children can practice the evacuation routes.

Tornado: In the event of a tornado, each room has safe routes to the basement or the instructed spot. Staff will be advised in how to calmly instruct the children on how to take shelter. If tornado touches down, children are instructed to put their heads down and cover them with their hands. Extra personnel will assist in helping with the infant and toddler ages. Staff will grab daily attendance sheets and account for all children. After the “all clear” has been sounded, parents or emergency contacts will be called to assure them of the children’s safety. This will be practiced once a month so staff and children are familiar with the tornado procedure.

Earthquake: In the event of an earthquake, children will put in hallway areas against supportive walls. We will advise children and staff to take cover and assess the building before letting everyone return to normal activity. Parents or emergency contacts will then be called to assure them of their children’s safety.

Industrious Accidents: If a toxic spill should happen near the day care center, windows and doors will be closed and rags and fabric pieces will be stuffed under door jams to minimize exposure until the spill is contained or children are able to be evacuated safely. When the situation is over and/or under control, parents will be notified of their children’s well-being.

Bomb Threat: In case of bomb threat, staff and children will safely exit the building and contact authorities and all parents. The building will be free and cleared before re-entering.

Nuclear Plan: All of the children and staff will be loaded up as safely as possible and taken to our emergency evacuation area. Parents will be notified. Our Little Haven’s evacuation area is the Mount Vernon School.

Transportation Emergency: When leaving the day care with children, staff is required to take emergency binders with children’s information and First Aid kits. If there is an emergency during emergency, you will be called and proper action will be taken if needed.

Snow: If there is a snow emergency while the center is opened, we will contact parents or emergency contacts to come pick up their children. We will try to follow the role of other businesses and schools without putting everyone at risk. If you think there may be a possibility that we may be closing the next day or ever closing early, please tune in to KCRG-TV9.

Power Outage/Water Shut-Down: If a power outage or a water problem occurs and the center needs to shut down, staff and managers will call parents to have their children picked up. Parents will be asked to pick up their children within an hour.

Admission Policies

1. Our Little Haven will accept any infant through school-age children.
2. The State of Iowa requires that all children have a yearly physical and an up-to-date immunization record on file to attend the center. We will file them accordingly.
3. We encourage parents to observe or visit their children whenever possible or convenient for them. We encourage and welcome parent volunteers.
4. Weekly rates are determined while recognizing the resources required to staff our center. As a result, it is necessary for us to charge for a full week regardless of holidays or absent days which occur in a normal week. Once per calendar year, you can be charged one-half the normal weekly rate. If you need your child to be here part of a week while being charged the one-half rate, they are not allowed to be here more than 21 hours.
5. For every room in the center, please send an extra set of clothes. We do not have enough extra day care clothes for everyone in the center. (If your child has an accident, we can call you at work to bring clothes to us.) Other things a child may have in their cubbies may be extra socks, shoes, and/or underwear. A small or light blanket can be used if needed. (Please no pillows, pillow-pets, or stuffed animals!) You may bring home your child's blanket on Fridays and return it, washed, on Mondays. Each child is required to have their OWN sunscreen. Diaper creams or other ointments are allowed with signed permission from parents. **WE WILL NOT SHARE SUNSCREENS, BUG SPRAYS, DIAPER CREAMS, OR OTHER OINTMENTS.** Everything you send with your child must be marked with their name. However, we are not responsible for lost items.
6. You are responsible to bring your own diapers, wipes, and milk (for infants under 12 months). If your child is out of any of these, we will call you and need more supplies within the hour. If you are unable to provide us with more, we have the right to send your child home for the day. It is a DHS regulation that we change and feed the children accordingly in a timely manner.
7. When a child arrives to the day care, we expect them to have clean hands and faces as well as clean clothes.
8. Toys or items from home are not allowed unless the teachers are having a show-and-tell day. We will let you know if this is the case. If a child does happen to bring an item from home in, we do not take responsibility if it gets lost or broken. There are no toy guns allowed in the center, and we will also not tolerate the children playing while pretending to have guns.
9. There is no smoking permitted in or around the center.
10. If a child needs to be taken to the hospital or doctor as a result of something during our care, we are not responsible. We will also not be responsible for actions we have no control over.
11. We do not allow children to have chewing gum in or around the premises.

Disciplinary Policy

When a child misbehaves at our center, they are asked to apologize and not do it again. If this same action occurs again, the child will have a "sit-time" in a designated spot by the teacher: one minute duration for every year of the child's age. Staff will always discuss the child's behavior with the child after each incident. If the behavior is out of

control or repetitive throughout the day, a behavior report will be issued by the staff member or members that have dealt with the issues.

Discharge Policy

We have the right to discharge a child when we feel his or her actions are excessive and/or aggressive. We will attempt to have discussions with parents and child to rectify the problem before a child gets dismissed. Other discharge causes may be:

1. A willful destruction to our property
2. Excessive biting
3. Aggressive or harmful behavior
4. **NO PAYMENT FOR TWO WEEKS WILL RESULT IN DISCHARGE**

*Biting-although biting is common during group settings of young children, when it occurs, it can be disturbing to children, parents, and staff. The staff will work with parents to help understand why children bite and then take measures to prevent future potential bites from occurring. Staff may do this by supervising children more carefully; reacting quickly when children are in dispute; paying extra attention to children who have been known to bite; providing enough toys, activities, and space to minimize frustration; providing teething toys or other teething devices to children who may need them; and meeting children's needs promptly before they become frustrated. If a bite shall occur, staff will notify parents. If a child establishes a pattern of biting, staff will work with parents to develop an action plan. If three bites occur from the same child, you will be asked to find new child care.

OUR LITTLE HAVEN

*The center is open from 6:30am to 6:00pm, Monday through Friday. Your child must be picked up BEFORE the building closes. Closing time is 6:00pm. If you are running late and not able to make it before then, please call the center ASAP. A late fee of \$15 for the first 15 minutes will be charged to your account and \$1 per minute after the first 15.

Payment of the late fee will need to be paid at the time of pick up.

*We request \$65 at the time of registration which also will hold your child's spot in the center. This fee is also renewed every year on August 1st. If you begin in June or July, you will wait until August 1st of that year to pay your fee. We will not make you pay a double payment ONLY if you begin in June, July, or August of the year you enroll.

***Meals** (We will not serve meals after these times.)

Breakfast- 8:30am

Lunch- 11:30am

PM Snack- 3:00pm

(A menu is posted every week. Food and/or drink is not allowed without a doctor's note. If food or drink is brought, it will be thrown away or put into the cubby.)

*We are not responsible for injuries or accidents that occur on-site or in our care.

***Weekly Rates – PLEASE NOTE THAT OUR RATES HAVE CHANGED AS OF**

MARCH 2016 (full-time over 21 hrs) (part-time 0 to 21 hours)

Infants \$175- part time \$90

Toddlers \$175- part time \$90

Twos \$165- part time \$80

Threes \$155- part time \$80

Fours & Fives \$155- part time \$80

(Fours and Fives include preschool)

***Hourly Drop-In Rate**- \$4.00

***Daily Drop-In Rate**- \$30.00 per day

***Preschool** (without day care enrollment) \$125/month

* Payments are due on every Monday by 6pm (our closing time). A LATE FEE OF \$20 WILL BE CHARGED TO YOUR CHILD'S ACCOUNT EACH DAY A PAYMENT IS LATE. There is a \$45 charge for ANY returned checks. After three returned checks, you will need to pay by Money Order or cash only.

***Holidays**- The center will be closed on the following holidays: Memorial Day, Fourth of July, Labor Day, Thanksgiving, Day after Thanksgiving, Christmas Eve, Christmas Day, New Years Eve, New Years Day. If a holiday falls on a Saturday, the center will be closed on the Friday before. If a holiday falls on a Sunday, the center will be closed on the next Monday.

By signing the below line, I agree to all of the guidelines, regulations, and rules stated in Our Little Haven's Handbook:

(signature of caregiver)

(date)