

Parent Handbook

Our Little Haven provides year-round child care for infant through school aged children in a licensed center. We have a well – balanced program focusing on the developmental needs of children. 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.

**2770 18th Avenue
Marion , Iowa 52302**

**143 29th Avenue SW
Cedar Rapids, Iowa 52404**

**Hayley Snyder
Owner/Director**

Hours of Operation

6:30 am – 6:00 pm**Monday-Friday**

Late pick-up policy: If you are late picking up (after 6pm) you will be charged a fee of \$15 for the first 15 minutes and \$1 per minute after the first 15.

Enrollment Requirements

Before your child can be officially enrolled at Our Little Haven you must complete and provide the following documents:

- Completed Information Packet
- Copy of Immunization Records
- Physical
- Signed Consent Forms (those that are applicable)
- Yearly Activity Fee must be paid (\$65)*

*spaces will not be held by verbal contract, registration fee must be paid in order for a spot to be held for each child being enrolled.

Transportation/Outings

During the school year children enrolled in the school-age program are transported to/from the following schools Linn Mar (Bowman Woods, Linn Grove, Indian Creek, Novak & Wilkins) Marion Independent (FMI, Longfellow, Starry) If the child will be riding the Center van, the parent should provide the school with that information prior to the first day of school. In addition, the parent should discuss with his/her child the importance of reporting directly to the van in the afternoons as per his/her teacher's instructions. If a school-age child will not be riding in the van, it is the parent's responsibility to call the Center by 10:00 A.M., so that the van driver will know not to expect the child. Not knowing whether to expect a child or not lead to delays

Payment Procedures

Forms of payment accepted are Cash, Check or Money Order. All fees must be paid by Monday (or the first day of care) at drop off time for the current week of services. Please make checks payable to Our Little Haven and include your child's name on the memo line

Activity Fee

An annual Activity Fee of \$65 per child is required upon enrollment will be collected by August 1st every year. This registration fee goes towards supplies for children's artwork, as well as other supplies that we used to teach & care for your child.

Signing in and out/ Attendance Records Policy

Children are to be signed in and out upon their arrival and departure. We ask that if your child is not going to be in attendance as usual that you inform the center before 10am. This will help us plan activities for the day. When your child does not attend daycare you must call to let us know the reason – if it is a communicable illness we are required to record this in case of other cases breaking out. If no one answers the phone please leave a brief message. If someone else will be picking up your child(ren) please let staff know upon arrival. Photo ID will be required by the person picking up your child as well as if the staff member is not familiar with that person. Please let any individuals other than parents who may pick up the children that they will be asked for picture ID to ensure the safety of all children. Children will not be released to unauthorized individuals. If someone shows up to pick up your child and staff was not made aware, we will have to track you down to confirm that this is in fact permitted, as well as see a picture ID of that individual to confirm their identity.

Absences/ Exclusion from Daycare

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill, displays an unknown rash, or acts out-of-character your child's teacher will consult the director(s) and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come within the hour. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

Fever greater than or equal to 101 degrees F.
Excessive drainage from the mouth, nose, eyes, or ears.
Red discoloration to the whites of the eye(s)
Yellow discharge from the eye(s)
Skin rashes
A deep hacking cough
Difficulty breathing or untreated wheezing
Live lice or Nits
Cuts or lesions in the diaper area

Clothing

Children should come dressed in comfortable, season appropriate clothing that would be okay getting dirty, since some activities we do on a daily basis can be messy. A spare change of clothes is required for

all children in case of soiling. Children under the age of 3, and those potty training require at least two changes of clothes including socks. We always want your child to be happy and comfortable. Please note whenever weather permits the children are taken outside at different times of the day. Please ensure that you have proper outerwear for your child so that they can be comfortable and don't miss out on outdoor play. If a child does not have proper outdoor attire they will remain indoors with another classroom. This happens all too often in the wintertime because of a lack of snow pants, hats & mittens. Please leave an extra(labeled) pair of these items with us if you can, or be sure to bring them everyday.

Discipline Policy

Items Needed From Home

Nap Bedding – OLH provides the crib/cot sheet that they sleep on daily, each child will need to bring a blanket from home for them to cover up with, as well as any comfort item that they may need to sleep.

Diapers/Wipes/Rash Ointment – Each Child needs enough diapers and wipes for each day

Spare Clothing- Shirt, Pants, Socks, Underwear

Weather Appropriate Attire – Jackets, Snow Pants, Hat, Mittens, Boots Etc – Lack of weather appropriate clothing will prevent your child from enjoying their class outdoor play time.

If a child does not have enough of these items for the day the parent will be contacted to bring more in or take the child home for the day.

*We ask that the children do not bring toys to the center. Unless they are providing a "Show and Tell" item. If items are accidentally brought to the center they will be kept up until they can be returned to go home at the end of the day.

Snack and Meal Times

Throughout the day water drinks are available for the children as needed. A water bottle is always welcome to be brought to the center but needs to be taken home to be washed. At all times during eating children are required to be seated and not engaged in any play activity. This is to ensure safety and to promote healthy habits. Under no circumstances will young children be allowed to walk around or play with bottles in their mouths. Under no circumstances will children be allowed to go to sleep with a bottle.

Health and Injuries

Our center is licensed and equipped to care for children in good health

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 updated 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.

Medications

All medications are stored in a cabinet that is inaccessible to children. Children are not given any medication without parents' consent. All medications must be in their original bottles with original labels. A form must be filled out by parents at the start of the medication for staff to be able to administer it. Staff will indicate on the form administering date, time and dosage of medicine given.

Allergies

If there are dietary needs, or allergies, it is the parent's responsibility to notify both the center director and the classroom teacher. Parents will need to supply any special foods required. An Allergy Action Plan and a Medical Action Plan are available in the main office and must be filled out if a child has an allergy or medical need.

Developing Illness Policy

In the event a child becomes ill during the course of the day, to the point where they are not able to be participating in a regular activity, the parent/guardian will be contacted immediately and be required to come pick the child up. If the parent/guardian can't be reached the alternate emergency contacts will be called to come pick up the child

If any of the following conditions are present, its is required that children be excluded from care. Children may return to care when they are free of symptoms or are approved to return by a physician.

- Difficulty breathing – wheezing or persistent cough
- Fever (101 or higher) – Child must be free from fever (without being medicated) for 24 hours before returning to care.
- Sore Throat or trouble swallowing
- Infected skin or eyes (mucus/pus draining) or an undiagnosed rash and or blister.
- Vomiting – 2 or more times in 24 hours – may return to care after 24 hours without vomiting.
- Diarrhea (as defined by an increased in frequency and loosening of stool) – 2 or more times in 24 hours may return to care after 24 hours without loose stool/diarrhea

** Parents are required to inform staff of any serious illness or communicable / contagious disease to allow other families within the center to be alerted.

Fees

Full Time Weekly Rates:

6 weeks -24 months.....	\$175
Two Year Old	\$165
Three Year Old.....	\$155
Four & Five Year Old(not in Kindergarten).....	\$155
School Age.....	\$75
School Age (summer only).....	\$125

Fees are due by the first day of care of each week. Fees may be paid in cash, check, or money order. Returned checks may result in cash only payment policy for future services. Full fees are due regardless of a child’s illness, holiday offs.

Parents/ Guardians that use government subsidy to help pay for fees are responsible for renewing their own authorization before it expires. If parents/guardians do not renew their authorization before it expires will be responsible for full fees until an authorization and payment is received from DHS. If/when back payment is received from DHS (for fees already paid for by the parent), a reimbursement will occur.

Telephone Communication

If you need to contact the daycare for any reason, please feel free to call (319) 365-6144. If you get our voicemail please do leave a message, as often we are out or busy with the care of the children and unable to get to the phone at that moment. We do check messages regularly and return phone calls as soon as we get the chance. We do not mind calls to check to see how your children are doing during the day. If you call outside of daycare hours please leave a detailed message. Someone will return you call at our next earliest convenience.

Open Door Policy

Our Little Haven offers an Open Door Policy. An open door policy allows parents to visit their children in our facilities any time they wish. We do ask parents who plan to visit their children frequently to follow the classroom routine, to avoid disturbing classroom schedules and activities. We also ask that visits are

respectful of the other students in care, we suggest short visits or watching from the hallway. This is to ensure that the students are not distracted from their learning activities and classroom rules. First.

If you wish to meet with the Director or Lead teacher, please make an appointment so that arrangements can be made. This is to ensure that appropriate attention is being given to all of our students during hours of operation.

Withdrawal Of Service Policy

A minimum 2 weeks written notice is required for termination of childcare services. Even if your child does not attend during two week period, payment is still required. Any fees not paid on time with regards to termination of child care services could also be subjected to a late fee, until full payment is received. If fees are not paid, the unpaid bill will be sent into collections.