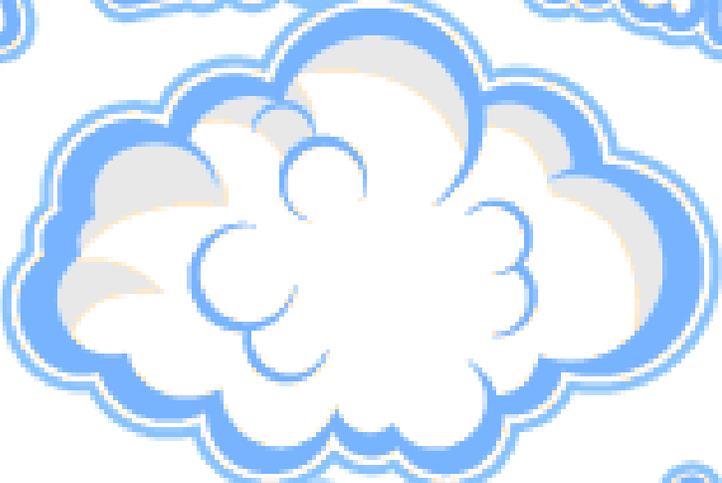


Our Little Haven

Daycare & Preschool

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

Phone: 319-365-6144

Fax: 319-373-2299

***Hayley Spencer
Owner/Director***

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.

Licensing

State Licensing All of our child care centers are 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 St. SE, Suite 400, Cedar Rapids, IA 52401 or (319) 892-6827.

Hours of Operation

6:30 am – 6:00 pm**Monday-Friday**

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, activity fee must be paid in order for a spot to be held for each child being enrolled.

Drop-Off

All children will need escorted into the building and signed in. If a child will be arriving later than 10am, a parent/guardian will need to notify the office prior to 10am. If the daycare is not notified of a late arrival, the child will not be able to be in attendance that day.

Late pick-up

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. We are not licensed after 6pm. It is very crucial that children are picked-up prior to 6pm .

ALL LATE FEES MUST BE PAID BEFORE THE CHILD IS ALLOWED TO RETURN TO THE PROGRAM.

After 15 minutes, if there is no one present to pick up the child, attempts will be made to contact the parent(s). After unsuccessful attempts to contact the parent(s), attempts to contact an individual on the Emergency Contact List, to pick up the child. And last, after unsuccessful attempts to contact someone on the Emergency Contact List, we will go to the nearest police station.

The Director or teacher will follow police instructions and remain with the child until the situation is resolved (parent arrives or law enforcement officials take responsibility for the child).

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 fee helps defer the cost of the following: Extra-curricular activities/events, Guest Speakers, Special Monthly Themed Activities, Holiday Events, Staff Development Training, Mandatory DHS Training, Child Development Courses, Curriculum Training

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 notify the office. Photo ID will be required by the unregular person picking up your child. 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.

Custody Orders

Until custody has been established by a court action, one parent may not limit the other from picking-up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

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 it is a DHS regulation that we attempt to get the children outside play for a short amount of time of time each day. This happens all too often in

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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.

Curriculum

The philosophy behind Creative Curriculum is that young children learn best by doing and through play. In the early years, children explore the world around them by using all their senses (touching, tasting, listening, smelling, and looking). Lead teachers will create weekly thematic lesson plans that include: gross motor skills, fine motor skills, art, crafts, group time, learning centers, stories, music and movement, science and sensory, and special activities.

Discipline Policy

When a child misbehaves in the center, they are asked to apologize and not to 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 repetitive throughout the day, a behavior report will be issued by the staff member or members that have dealt with the issues.

Biting Policy

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 bit and then take measures to prevent future potential bites from occurring. Staff may do this by reacting quickly when children are in dispute; paying extra attention to children who have been known to bite; providing different activities and space to minimize frustration; providing teething toys or other teething devices to children who may need them. 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 in one day or one bite causes broken skin the child will be sent home for the day and will need to miss the following day.

Discharge Policy

We reserve the right to discharge a child/family at our discretion. Reasons may include but are not limited to:

- Actions that are excessive and/or aggressive towards staff, other children, or the daycare property.
- Unable to meet child’s/family’s needs or parent/guardian becomes uncooperative.
- Harassment
- Refusal to provide required information and/or documentation
- Failure to provide payments
- Absence over 7 days without communication

We will attempt to have discussions with parents/guardians to rectify any behavioral issues prior to a discharge.

Personal Belongings

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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

Breakfast – 8:30 Lunch – 11:30 Snack – 3:30

If your child will not be in attendance before those time they will not be served for that meal
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.

Rest Period

It is required that all children have a rest period each day with the exception of school agers. It is not necessary for your child to sleep, but they will be encouraged to rest quietly on their cot during this time without disturbing other resting children. Building rest times are 12:30pm-2:30pm.

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 container 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.

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 and 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.

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.

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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.

Diaper Changing/Toilet Learning

- Parents are responsible for supplying diapers, ointments, wipes, etc.... for diapering their child if their child is not toilet trained.
- Diapers will be checked and changed at least every two hours when they are awake. Diapers are changed when wet or soiled. Diapering activities are logged in each room daily.
- Diapering will be done in designated diaper areas.
- Soiled clothes are immediately placed in a plastic bag (without rinsing) and sent home that day for laundering. (The Centers for Disease Control of the United States Public Service)
- Children who are not fully potty trained will not be able to advance to the 4/5 year old room.
- When accidents happen with a 4 year old and up, children will be responsible to notify staff, clean and change themselves while a staff member monitors outside of the bathroom.
- Any school age that has frequent accidents may not be permitted to attend field trips.

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.

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. Uncontrolled diarrhea can be defined as: Children must be out of the center for at least 24 hours after last bout of diarrhea
 - a. An increase in number of stools, compared with the child's normal pattern

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- b. Increased watery stool
 - c. Decreased form that is not contained by the diaper or use of the toilet
3. A child who has vomited twice will be sent home. Children must be out of the center for at least 24 hours after the last vomiting spell
 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.
 5. A child that is too ill to go outdoors is considered too ill to be at the center. We will expect all children in attendance to go outdoors if the class is going outdoors. In the event there is a communicable disease identified, Our Little Haven 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 office of the centers.

Please follow these guidelines before returning your child:

COVID- 19: Child who has been diagnosed with COVID must quarantine for 10 days (if a child can wear a mask properly, the must be absent for 5 days and may return on the 6th day with a mask)

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 prior to their return.

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 3 doses of eye drop medication,.

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 with a note from physician and the

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 for a full 5 days. Must be fever free for 24 hours prior to return

Upper Respiratory Infection (Common Cold/Rhinovirus): 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.

Croup: If a child is diagnosed with Croup he/she will be out of day care for a full 5 days. Must be fever free for 24 hours prior to return.

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

Influenza: Child must be absent from the center no less than 5 days Child must be fever free for 24 hours prior to return.

Ring Worm: A child will be sent home from daycare. Child must be seen by a doctor. Infected area must be able to be bandaged/wrapped before returning to the

Pneumonia: Child must be seen by a physician. Child can return after 24 hours of antibiotics.

Due to ever-changing policies for covid and respiratory illnesses, please contact management for the most recent guidelines.

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 within one hour. 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, it 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.

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

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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 and 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.

Fees

Full Time Weekly Rates:

6 weeks -12 Months.....	\$200 (Effective 3/1/23)
12 months – 24 Months.....	\$185
Two Year Old	\$175
Three Year Old.....	\$165
Four & Five Year Old(not in Kindergarten).....	\$165
School Age.....	\$100
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 and 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 they will be held 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 can 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. 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 that two week period, payment is still required. Any fees not paid on time with regards to termination of childcare 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. Families will not be permitted to register any children in the future if there is an unpaid balance.

Parent / Guardian Signature

By signing this page, I acknowledge that I have read the Our Little Haven Parent Handbook. I further acknowledge that I understand and agree to follow the policies set forth in this handbook, and that I understand what is expected of me as a parent/ guardian.

Signature _____ Date _____

Child's Name _____