

UNIVERSITY of DUBUQUE Childcare Center



Welcome to the University of Dubuque Childcare Center! The early years are the most precious, and we are honored that you have selected us to take part in this wonderful time in your child's life. I look forward to getting to know you and your family.

Within this handbook, you will find information on all of our policies and procedures. Our policies have been developed in accordance with the Iowa Department of Human Services standards, as well as recommended best practices for early childhood. The purpose of this handbook is to clearly outline our expectations for families using our services, as well as to describe how we will meet the needs of the families and children in our care.

It is our opinion that open, honest communication is the key to developing a strong home to school connection. Please do not hesitate to approach myself or your child's teachers with questions, comments, or concerns at any time. We will offer you the same openness.

We look forward to building a strong working relationship with your family. We are happy to have you as a part of our childcare family!

*Sincerely,
Angela Schrod
Childcare Director
University of Dubuque Childcare Center
Phone: (563) 585-7461
Fax: (563) 585-7466
aschrodtd@dbq.edu*

UNIVERSITY of DUBUQUE

University of Dubuque Childcare Center Parent Handbook

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Philosophy and Mission

The University of Dubuque is a small, private university affiliated with the Presbyterian Church. The University strives to achieve excellence in the areas of education, intellectual, spiritual, and moral development, and we aim to reinforce these concepts to our younger generation.

As parents, you are your child's first and most important teachers. As a center, we will strive to build on the values that you have already begun to instill in your child, as well as assist in meeting the social, emotional, physical, and cognitive needs of your child. It is our goal for each and every child to reach their fullest potential, and will do all that we can to realize this goal.

We believe that children learn best by active exploration in a child-centered classroom, and that our role as educators is to help young children use the environment productively so the children see themselves as successful and capable learners.

Operating Hours

The University of Dubuque Childcare center is in operation Monday through Friday, 6:30am-5:45pm. **Any child in the center before 6:30am or after 5:45 pm will be assessed a \$1 per minute late charge.** If a child is not picked up by 5:45, a staff member will attempt to reach the parent by telephone. If a parent cannot be reached after 5 minutes, the staff will begin to call the child's emergency contacts until an authorized pick up person can be reached. If the staff is unable to reach a family member or authorized pick up after 30 minutes, the Department of Human Services will be notified.

Evening care is available to students enrolled in the LIFE Program from 5:45pm-9:00pm *while attending class.* Evening care is not offered for children of parents not enrolled in the LIFE Program, or for those taking online classes through the LIFE program.

Center Closure dates for 2016-2017

Monday, July 4, 2016

Monday, September 5, 2016

Friday, September 30, 2016

Thursday, November 24, 2016

Friday, November 25, 2016

Friday, December 23, 2016

Monday, December 26, 2016

Friday, December 30, 2016

Monday, January 2, 2017

Monday, May 29, 2017

Tuition will not be reduced on weeks with one holiday. On weeks with two holiday days, families will be charged for 3 days only.

Cancellations due to weather

In the event that it would be a risk for families and staff to travel to and from the center because of road conditions, the center will close. Please listen for school closures on local Dubuque radio and television stations. In the event of an early closure, parents will be notified via telephone by the director or his/her designee. Parents need to pick up their children within 30 minutes of the decision to cancel, unless road conditions are impassible. In the event that the center closes due to weather or other emergency, parents of full time children will not be charged for the time that care was not available.

Our Program

Child/Staff Ratios

The University of Dubuque Childcare Center provides care for children age 6 weeks-5 years year round. Staff/Child ratios that will be maintained at all times are as follows: Infants: 1:4, Two Year Olds: 1:6, Three Year Olds: 1:8, Four Year Olds: 1:12, 5 and Older: 1:15. Licensing capacity for the center is 60 children.

Staff Training

The University of Dubuque Childcare Center seeks to employ quality, experienced staff. All staff employed at the University of Dubuque Childcare Center must be in good health and have an up to date physical examination on file at all times. All staff are cleared through a state and national background checks. All staff are trained in CPR, First Aid, Bloodborne Pathogens/Universal Precautions, and Mandatory Reporter of Abuse. Additionally, staff are required to gain continued training each year based upon how many hours they work. These trainings are approved through the Department of Human Services.

All staff are given on-the-job training regarding their specific duties, including an overview of the Department of Human Services Licensing Standards for Childcare.

Volunteer Policy

The Director is responsible for scheduling all activities of volunteers working in the Center and for developing guidelines for participation in the Center. The Director is responsible for supervising and monitoring any activity initiated with the children by volunteers. Behavior which in any way jeopardizes the welfare of the children or interrupts the program will not be tolerated. State licensing requires a state record and National (fingerprinting) record check if volunteers are transporting children/counted in ratio/engaging in any caretaking with the child(ren).

Curriculum

All classrooms in the center follow the Creative Curriculum. The Creative Curriculum is a curriculum based on learning through play. We focus on four main areas of development: Language, Social/Emotional, Cognitive, and Physical Development. Teachers will observe children and use the findings to plan activities and lessons for the classroom that will help children reach their fullest learning potential.

Curriculum goals:

- Provide a Christian setting and approach to the child in all areas of learning
- Help each child grow socially, physically, emotionally, intellectually, and spiritually
- Provide hands-on learning experiences
- Support each child in developing a positive self-image and self-esteem
- Create experiences that stimulate language development, memory, and curiosity
- Foster social-emotional growth with peers
- Model a loving, caring, and sharing attitude towards others

Our classrooms

The University of Dubuque Childcare Center is made up of five classrooms.

The Infant Room: Children age newborn to approximately 6 months (Capacity: 5)

The infant room is a family's introduction to our center. We strive to make the transition to the center a smooth one for both parents and families. Our teachers provide a warm, nurturing environment for all babies. Schedules for this room are individualized based upon the needs of each child.

Throughout the day, each child will participate in a wide range of early learning activities, focusing on sensory and development skills crucial to building a foundation for a lifetime of continued learning.

We are a breast-feeding friendly center. Mothers are welcome to nurse in the classroom, or elsewhere in the center.

The Transition Room: 6-18 months (Capacity: 10)

The transition room is for infants who are on the go! Children will move to this classroom when they are crawling/beginning to walk, ready to sleep on a cot, eating table food, and ready to start the transition to being a toddler. We work on beginning communication skills, gross motor skills such as walking, and learning to be independent! Our classroom provides an interesting environment that promotes exploration while still offering the comfort of adult boundaries.

The Toddler Room: 18-36 months (Capacity: 14)

Toddlers are very curious! With each day, toddlers are discovering the world around them, learning new words, new motor skills, and developing new cognitive abilities. Our teachers work with these independent minded children to help them develop self-help skills such as washing hands and potty training, as well as foster their growing minds with daily story time, art activities, and structured and unstructured indoor and outdoor play.

Three Year Old Preschool: 30-48 months (Capacity: 12)

Three year olds are experts at expressing themselves! They are, at least in their minds, completely independent! Our program offers activities and lessons to challenge the children. Our classroom is very structured, offering children the comfort of routine. We work on early literacy and math skills, art, social skills, and perfect the art of independent hand washing, toileting, and other self-help routines.

Four Year Old Preschool: 48 months and up (Capacity: 18)

The University of Dubuque Childcare Center participates in the Statewide Voluntary Four Year Old Preschool Grant. This allows for all children who are Iowa residents and four years old by September 15th to receive a minimum of 10 free hours of preschool per week. The classroom space is divided into learning centers that children are free to explore throughout the day. Our lessons focus on kindergarten readiness, developing areas such as: social skills, letter and number recognition, beginning math skills, and early literacy skills.

Our center is such that we can offer flexibility and individualization in the transition process. Parents and teachers will be in communication about a child's growth and development. Teachers, along with the director, will work with parents to develop a transition plan that will ease their child's transition to the new classroom.

Holiday Policy

Our goal in education is to teach the value in differences, while preserving each family's autonomy by sharing information about the holidays, celebrations and traditions they observe. Inevitably, this

will sometimes lead to conversations and questions about religion and family values. We will treat these issues with sensitivity, equality and open-mindedness, valuing each family's choice and uniqueness. The University of Dubuque is a private Christian school and therefore provides a curriculum designed from that view.

Field Trip/Transportation Policy

The childcare center is a part of the University of Dubuque's campus community and we encourage staff to take children on walks/stroller rides around campus grounds. We will frequently leave the physical environment of the center to participate in special activities on campus. Additionally, the preschool classrooms will participate in off campus field trips as part of their curriculum. As part of field trip policy, an extra staff will accompany children on all trips away from the center. First aid kits and emergency contact information for all children will be taken on all field trips. Parents will be notified about upcoming field trips, and asked to sign a permission slip. If the parent does not wish for a child to participate in the field trip, it is the parent's responsibility to arrange alternate care for the child during that time period.

Arrival/Departure

Each parent will be responsible for bringing his/her child into the center, washing the child's hands, then taking the child to his/her classroom upon arrival. Parents are responsible for signing their child in and out each day using the check-in computer. Parents should arrive by the designated time each day to pick the child up.

At departure, children will only be released to persons listed on the authorized pick up list. If someone other than those listed attempts to pick up the child, the child will not be released and the parent will be notified. All changes to the authorized pick up list need to be submitted in writing to the director.

Sample Schedule

All schedules are developed according to the developmental stages of children in each room, and are subject to change based upon daily needs of children, weather, or special activities.

6:30-8:00am Drop off, Quiet activities: stories, puzzles, manipulatives

8:00-8:30am Toileting/Diapering, Hand washing

8:30-9:00am Breakfast

9:15-9:30am Morning Meeting: songs, finger plays, letters, numbers, etc.

9:30-10:45am Indoor Play: Centers, art activities, sensory play, Toileting/Diapering, Hand washing

10:45-10:50am Story Time: Teacher led book, flashcards, etc.

10:50-11:25am Outdoor Play: Sensory experiences, balls, bikes, stroller rides

11:30-12:00pm Hand washing, Lunch

12:00-12:30pm Toileting/Diapering, Hand washing

12:30-2:30pm Rest Time Toileting/Diapering, Hand washing

2:30-3:00pm PM Snack

3:00-4:00pm Outdoor Play: Sensory experiences, balls, bikes, stroller rides

4:00-4:30pm Indoor Play: Small groups, centers, art activities, sensory play, Toileting/Diapering

4:30-5:30pm Quiet activities: stories, puzzles, manipulatives, Departures

Supplies

The University of Dubuque Childcare Center will provide the majority of the supplies needed for your child's daily care. However, there are a few things that parents will need to provide:

- Diapers (If applicable)
- Wipes (If applicable)
- Sunscreen
- A seasonably appropriate change of clothing

Dress Code

All children should arrive at care each day dressed and ready to learn. All children will be required to wear clothing at all times. Children who are walking will be required to wear shoes, except for when napping. For safety reasons, all shoes should secure over the top and around the back of the foot. Children should not wear flip-flops.

Rest Time

Young children need rest time during the day. Each classroom (excluding infants) will have rest time each afternoon following lunch. Children will be encouraged but not required to sleep. Soft, soothing music will be played, and staff will assist children in falling asleep. For children who do not sleep, after a period of rest a quiet toy or activity will be offered. As children wake up, classrooms will resume afternoon activities. Blankets are provided by the center for nap time. In order to reduce the spread of illness, blankets should not be shared between home and the center. All center bedding is laundered at least weekly.

Children should not be scheduled to arrive during naptime if it can be avoided. It is extremely difficult for young children to walk into their classroom and immediately lay down for nap.

Infant sleep policy

In order to reduce the risk of SIDS (Sudden Infant Death Syndrome) in the childcare environment, and per the American Academy of Pediatrics recommendations, the following guidelines will be followed for infant sleeping in the center:

- All infants will be placed on their backs to sleep
- If a parent requests that an infant be placed in a different position, a signed physician's note stating why it is medically necessary must be provided
- Infants will not be permitted to sleep in swings, car seats, or anywhere other than a crib
- All cribs will have a firm mattress with a tight fitting sheet
- Blankets, toys, bottles, or other items will not be placed in the crib with an infant
- Sleeping infants will be checked periodically by staff members
- No sleeping infant will be left unattended
- If an infant requires something for warmth while sleeping, a "sleep sack" can be used

Discipline Policy

Our main objective is to develop a warm, supportive, and responsive environment in which children feel good about themselves and others while they are away from home. It is our goal to set limits and expectations for children that encourage their growth and development, while keeping them safe.

Teachers will use positive reinforcement to help children learn which behaviors are appropriate for the childcare setting. Children behaving in an inappropriate manner (throwing toys, etc) will be redirected to an appropriate activity. If a child is in a situation in which he/she is causing self-injury, injury to others, or damage to equipment, he or she may be removed from the play area.

In the event that a child has a repeated behavior that is cause for concern, the child's teacher will discuss the concern with the child's parent. The teacher may request a conference with the parent and the director. If necessary, the teacher or director may recommend services such as Keystone AEA for the child to assist in developing a behavior plan.

It is our goal for all children to find happiness and success in our center. In the event that the center is unable to provide the level or type of care necessary for a child to succeed in our environment, the parent may be asked to remove the child.

Biting Policy

Biting is a very common behavior for children under the age of 3. It is a typical part of growth and development for many children. It is important that children learn that biting is not an acceptable behavior, but it is equally important for the staff to discover what the child is trying to express with the biting behavior.

Biting occurs for numerous reasons, and it is our goal as a center to work to prevent the triggers that lead to biting. When a child bites, the staff members will fill out an incident report for all children involved, documenting what was happening immediately before the child bit. This data will assist the staff in developing a plan to prevent future instances of biting.

The child who received the bite will immediately be shown care and compassion, and first aid will be given, including washing of the area with soap and water and applying an ice pack if necessary. The child who bit will be reprimanded in a positive, but firm manner such as "Teeth are for eating, not biting. Biting hurts." The child who bit may also be encouraged to help the bitten child feel better. An incident report will be completed for both children involved and a copy given to the parent/guardian at pick-up.

In the instance of a child who bites repeatedly, the staff and director may consult the parents to work on a plan of action to address the behavior. Under no circumstances will children in the center's care be bitten by staff or purposely by another child in retaliation, or have any material placed in their mouth to attempt to deter the biting. The plan of action will focus on what triggers the biting, and how the parents and center can work together to meet the needs of the child.

Meals

The University of Dubuque Childcare Center participates in the Child Adult Care Food Program. All meals and snacks served meet all state requirements. The center serves children breakfast, lunch, afternoon snack, and dinner (for night care children). Meals are prepared at the University kitchen and brought to the center. All meals are included in the tuition rate.

Sample Menu:

Breakfast	Lunch	Afternoon snack	Dinner
Graham Crackers	Spaghetti and Meatballs	Apple slices	Spaghetti & Meatballs
Peaches	Mixed vegetables	Animal Crackers	Mixed vegetables
Milk	Applesauce	Water	Applesauce
	Milk		Milk

Meals are served family style, with children scooping their own foods onto their plates (as developmentally appropriate). Staff will participate in meal time with the children, encouraging conversation and socialization. Teachers will encourage children to try all food on their plates; however, children will never be forced to eat anything or to “clean” their plates.

Children arriving after mealtimes will not be served the meal. Parents should consult their child’s individual classroom schedule to ensure that children arrive in time for meals.

We ask that parents refrain from bringing food from home, unless a substitute is medically necessary. Food allergies need to be documented by a physician before parents bring substitute food or drinks into the center. Vegetarian alternatives are available upon request.

If a parent wishes to bring a treat to celebrate a child’s birthday, please consult with the director regarding food allergies. No homemade treats may be brought in. Fresh fruit or other healthy options are encouraged in place of traditional cakes or other sweets.

USDA Nondiscrimination Statement

The U.S. Department of Agriculture 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 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).

Infant feeding

Infants will be fed on demand and in accordance with a schedule provided by parents. The center will provide bottles, formula, cereal, and baby food for all infants at no additional charge. Baby food is made fresh in the center. Parents may choose provide formula or baby food for their child. All food items brought in must be in the original container and labeled with the child’s name.

Breastfeeding Policy

The University of Dubuque Childcare Center understands the importance of breast milk to an infant's health, and strives to provide a supportive environment for breast feeding mothers. Mothers are welcome to come to the center to nurse their children in the classroom throughout the day. If a private location is desired for nursing, arrangements may be made through the director to use the lactation room on campus.

For mothers who choose to bring in breast milk, refrigerators are available in both infant classrooms for storage. Milk should be labeled with the child's name, and the date. Any unused milk will be sent home nightly. Empty bottles will be sent home with parents each night to be washed and sanitized.

Once a bottle of breast milk is warmed and the child has started drinking it, any unused portion can no longer be used after one hour. The milk may be discarded, or if the parent chooses, it can be sent home.

Bottle policy

Formula bottles once mixed, can be refrigerated for up to 48 hours. Human milk stays good in the refrigerator for 48 hours or in the freezer for three months. Once a child drinks out of a bottle, or once a bottle is warmed, it is only good for one hour. After that hour has lapsed, the bottle will be discarded.

Admissions

The University of Dubuque Childcare program offers service primarily for use by the children of University of Dubuque students and employees. Applications for admissions are prioritized according to one of the following priority statuses:

Priority A - Children of families currently enrolled in our program as full-time or part-time.

Priority B - Children of full time University of Dubuque students and employees

Priority C - Children of part time University of Dubuque students and employees

Priority D - Children of parents from the community who do not qualify under priority A, B, or C.

Priority E - Children who attend/or have attended the childcare on a drop-in basis.

Waiting List

In the event that the center is unable to accept a child due to space restrictions, there will be a waiting list. There is no cost to be placed on the waiting list. The director is responsible for maintaining and updating the waiting list. Once a spot becomes available, the director will offer enrollment to a family on the waiting list, based upon the priority established above. Once enrollment is offered, a parent has one week to accept enrollment and provide a deposit to secure the spot.

Enrollment

In order to be enrolled in the University of Dubuque Childcare Center, parents must provide for each child:

- A completed enrollment packet (paperwork provided upon initial tour of the center)
- A current physical examination and immunization report signed by a physician
- A Direct Debit Authorization form for payments
- CACFP (Food Program) paperwork
- \$25 enrollment fee

- A deposit of the first week's tuition. If a family chooses not to attend, deposits will not be refunded.

Per state requirements, all enrollment paperwork must be updated annually. This will be done each August.

Non-discrimination policy

The University of Dubuque does not discriminate on the basis of race, color, nationality or ethnicity, creed, or social and economic class in our administration of educational policy, admission policies, and other childcare programs. In the event that a parent or family would need assistance with the enrollment procedures due to language barriers or any special need, the director will assist the family within his/her abilities, and/or secure outside assistance through the University's International Studies Program (translators) or through the University library.

Family Orientation

We understand that the transition to care is not always an easy one for children and families. In order to ease the stress on children and parents during this time, we strongly recommend all families enrolling for the first time schedule an orientation appointment prior to the child's start date. During this time, families will meet with the director and the child's teacher to discuss routines, classroom expectations, and to go over any questions that families may have. Children should attend this meeting with families in order to have an opportunity to meet their teacher, see the classroom, and familiarize themselves with the center.

Care Definitions

Children can be enrolled at the University of Dubuque Childcare Center on a full time, part time, or drop in basis. **All children of non-students under the age of three must be enrolled on a full time basis.** If a child has a lapse in care for any reason, the center will not maintain a spot for the child without full weekly payment.

Part Time: (Only available for 3 and 4 year olds) A child who attends less than 27 hours per week will be considered part time and billed at the part time rate. Four Year Old Preschool hours do count towards the 27 hour total.

Full Time: Any child attending 27 hours or more per week will be considered full time, and will be billed the full time weekly rate each week.

Drop-in: Drop-in care is defined as care for less than 10 hours per week. We cannot guarantee spots for drop-in care, and parents must call ahead. Children who arrive at the center unannounced will not be accepted for drop-in care.

Scheduling

Schedules can be done on a short term or long term basis. Long term schedules can be handed in at any time indicating the length of time for which the schedule will be effective. If parents wish to schedule on a weekly basis, schedules must be turned in by Tuesday for the following week. Due to ratio requirements, care cannot be guaranteed for any child unless a schedule has been turned in.

Vacation Days/Absences:

All families will receive five vacation days to use throughout the year. Vacation days are renewed August 1st of each year. Families that enroll May 1st-July 31st are not eligible for vacation days until after August 1st.

In the event that a child will be absent from care, it is the parent's responsibility to notify the director via telephone or email as soon as possible. At that time, the parent should indicate if a vacation day shall be used for the absence. Once vacation days are exhausted, families will be billed for all scheduled hours regardless of attendance.

2016-2017 Rates & Fees

Non-University of Dubuque Student Rates:

Infant	\$175 per week <i>\$140 per week part time (part time before June 1 2016 only)</i>
Two's	\$165 per week <i>\$125 per week part time (part time before June 1 2016 only)</i>
Three's & Four's	\$145.00 per week for full time (27 or more hours/week) \$111 per week for part time
Drop-in rate	\$7.00 per hour for all ages

University of Dubuque Students:

In order to qualify for student rates, students must be enrolled in a minimum of 2 daytime classes. LIFE Program students, Evening Master's Program students, and UD employees are not eligible for the student rate.

Infant	\$155 per week for full time (over 27 hours per week) \$40 per day* for part time (minimum 2 full days per week)
Two's	\$145 per week for full time (over 27 hours per week) \$35 per day* for part time (minimum 2 full days per week)
Three's & Four's	\$135 per week for full time (more than 27 hours/week) \$30 per day* for part time (minimum of 2 full days per week)
Drop-in rate	\$7.00 per hour for all ages

*Students are not eligible for vacation days. Each student will be billed for a minimum of 2 full days when classes are in session. A "full day" is 5 hours or more. If less than 5 hours are used, the student will be billed for a 1/2 day at a rate of 1/2 of the full day rate.

Annual Supply Fee:

All families will be assessed a supply fee of \$25 upon enrollment, and annually each August thereafter. Families that enroll May 1st-July 31st will not be reassessed the supply fee in August.

Multiple Child Discount:

All families with two or more children enrolled in care will receive a 10% discount off of their total bill each week. *Does not apply to drop in families.

Billing

Each family must complete a Childcare Direct Debit Authorization as part of the enrollment paperwork. Billing is done each week on Monday for the week prior. Bills are emailed to parents each week by Wednesday. Paper statements are available upon request. Payments are deducted

from accounts each week on Friday. Payments that are returned for insufficient funds will be reprocessed on the following Friday. **If a payment is returned with insufficient funds, the account will be assessed a \$50 fee.** All accounts must be current before a child can attend. If an account is more than 7 days delinquent, care may be terminated.

Childcare Assistance

The University of Dubuque is happy to work with agencies that provide childcare assistance. Paperwork guaranteeing payment from the subsidizing agency or program must be submitted with enrollment paperwork prior to care. Parents are responsible for updating their own paperwork with the providing agency.

Parents who receive subsidized care are financially responsible for any costs not covered by childcare assistance. These costs include but are not limited to: the annual enrollment fee, any activity fees, and charges for any absences in excess of the monthly allowance provided by the subsidizing agency. The State of Iowa Childcare Assistance allows for four absent days per child per month. Any additional absences will be billed at the full day rate that corresponds with the child's age

Overage Fee

All families will be charged \$1 per minute for any child in the center outside operating hours.

Lapse in Care

Absence for more than one week is considered a lapse in care. **During a lapse in care, spots will not be held for children that do not attend.** The exception to this is University of Dubuque students, who may pay a fee of \$50 to hold their child(ren)'s spot(s) through the summer.

If a reduction in care is requested (i.e. moving from full time to part time) a 60 day notice is required. Without 60 day notice, families will continue to be billed the full time rate for the 60 day period. If care is reduced, there is no guarantee that the child may return to full time at a later date.

Withdrawal/Termination of services

In order to ensure a smooth transition process for the family and the center, we ask that a two week notice is provided in the event that parent intends to remove their child from care. Withdrawal without a two week notice will result in the family being billed for two final weeks beyond the child's last day. If a parent wishes to receive a year-end statement after withdrawal, it is the parent's responsibility to ensure that updated address information is on file.

In some instances, it may become apparent that the center program is unable to meet the expectations of the family and/or provide the level of care required by a child. In these cases, the Director, in collaboration with the child's lead teacher, and after discussion with the family about available options, may require the family to make other arrangements for the care of their child.

Privacy Policy/Mandated Reporting

We keep all records and information provided by parents as private and confidential, unless we have written permission to share specific information. The exception to this practice is the obligation as Mandatory Reporters to report any cases of suspected physical and/or sexual abuse and/or neglect to the appropriate authorities.

Parent Involvement

Communication

Communication is the key to any successful partnership. We strongly urge parents to chat daily with the teachers in your child's room at drop off and pick up times. All children in the infant and toddler classrooms will receive daily sheets detailing their naps, meals, diaper changes, and activities for the day. If you would like a daily sheet for your older child, you may request one from your child's teacher. Newsletters will be sent home on a monthly or bi-monthly basis.

Conferences

Parent conferences are offered annually in November and March. Participation is strongly recommended. This is an opportunity for parents to come with questions, and leave with answers. Teachers will share in detail information about the child's day to day activities, growth, and development.

Complaints/Concerns

It is our goal that families will always be pleased with their experience at the University of Dubuque Childcare Center. In the event that a parent would have a complaint or concern, the following procedure should be followed:

- Address the concern with the staff that it directly pertains to, or the staff that spends the majority of the time in the classroom that the concern pertains to.
- If the concern is not resolved or if the parent is uncomfortable speaking to the staff, a concern may be addressed verbally or in writing with the director. All concerns submitted in writing should include a name so that the director may follow up once the concern is received and addressed.
- The director will address the concern as he/she sees fit.
- In the event that a concern still exists after speaking to the director, a meeting may be arranged with the director and the Vice President of Finance and Auxiliary Services.

It is our goal that all concerns will be resolved in a manner that suits the needs of the child, parent, and center while still complying with all policies and procedures set forth by the Department of Human Services and the University of Dubuque.

Visitations

Parents and guardians are welcome to visit their children during the day. Visitors other than parents should call the director to make appointments for observation of the program.

University of Dubuque Childcare staff will not become involved in parental custody issues. The center requires a copy of the most current parenting plan or other court paperwork (custody, restraining order) to refuse a parent access to their child. The center is not willing or able to provide any type of supervised visitation between the non-custodial parent and child.

Health and Safety

Smoke, Drug, and Alcohol Free

University of Dubuque is a smoke, drug, and alcohol free environment.

Hand Washing

Hand washing is the first line of defense when it comes to the spread of disease. Staff and children must wash their hands upon arriving at childcare, before and after eating, when visibly dirty, after playing outside, after contact with bodily fluids such as mucus, blood, or waste, after diapering or toileting.

Gloves are worn for all food prep, diapering and assistance with toiletry, and application of sunscreen, salves, or creams. Staff is trained on the importance of Universal Precautions and is dedicated to following the correct hand washing procedure of:

- Wet Hands and apply soap
- Rub hands out the water for at least 30 seconds
- Rinse thoroughly
- Dry thoroughly with paper towel
- Turn faucet off with paper towel

First Aid Kits

First aid kits are available at all times in the center, on the playground, and on all field trips.

Frequency of Sanitation

All classrooms are cleaned regularly and thoroughly. Surfaces, dishes, toys, and classroom furniture are cleaned and sanitized according to the standards set forth by the Department of Health. Any item that is contaminated by bodily fluids or visibly soiled is taking out of commission until proper cleaning and sanitizing may be done. In the event of illness outbreak, sanitation frequency will be increased to battle the illness.

Cloth Diapers

Children are permitted to wear cloth diapers, but the following guidelines must be met: 1. The diaper must be one piece, without a separate inner lining, 2. The parent must provide a water-proof bag or container that can be sealed in order to take the diapers home, and 3. Diapers may never be rinsed or cleaned at the center. Cloth diapers with a reusable cover will not be permitted. For ease of use and sanitary purposes, disposable diapers are preferred.

Medical Policies and Procedures

Medical Records

Health history is to be submitted by each child's parents upon admission to the University of Dubuque's Childcare Center. The health history is to include immunization records, listing of allergies, and any conditions of the child which may be adversely affected by the child care experience or which may have an adverse effect upon other children. Physical examinations must be updated at least annually.

Emergency Authorization

As part of the enrollment paperwork, parents will be asked to fill out an Emergency Medical Treatment Authorization authorizing staff to secure emergency medical/dental care and treatment. If a child is in need of transport to a health facility, the emergency medical system will be contacted. The parent will be informed as soon as possible of all actions taken to protect and safeguard their child's health. Parents are responsible for all fees associated with emergency medical care.

Medication Policy

All medication to be given at the center must be stored in its original container. **All medication (except for over the counter topical medications) requires a doctor's authorization.** Parents are to fill out a medication form before any medication can be given. The center will not give medication in any manner that does not comply with the label instructions- including but not limited to age, weight, and dosage restrictions.

All prescriptions must have original pharmacy label, including child's name, dosage and an expiration date. Medication cannot be shared between children.

Over-the-counter or medications that are given on an "as needed" basis must include detailed instructions on the medication form indicating under what circumstances the medication shall be given.

All medications will be kept in an area that is inaccessible to children.

Sunscreen

Due to the risks of overexposure to sun, all children must have sunscreen on when playing outdoors. As such, each parent is asked to supply sunscreen for each child that is enrolled in the center. A staff member will alert parents when their child's sunscreen supply is low. Parents will be asked to update a sunscreen release form annually. Children with allergies that prevent the use of sunscreen will need to have a doctor's note on file explaining why sunscreen may not be used.

Incident Reports

An incident report will be completed when there is an injury, change in health status, or behavioral concern. Incident reports are completed at the time of the incident, and given to the parent the same day at pick up to sign. Parents will receive a copy of all incident reports for their files. In order to maintain confidentiality for all children, incident reports will not include names of any other children involved in the incident.

Injury Policy

In the event that a child was to incur a minor injury while in care, first aid would be administered by a qualified staff member. In the event that the injury is severe, emergency personnel would be notified. A qualified staff member would perform necessary first aid/CPR while waiting for emergency services to arrive. Parents will be notified as soon as possible of any injury requiring possible medical attention. For all injuries, an incident report form will be completed by the staff member present.

Illness Policy

Should a child become ill while in our care, we will do all that is possible to make the child comfortable. When necessary, children will be removed from the classroom to the director's office or another appropriate place within the center to allow the child to rest and to prevent spread of illness.

Children with a fever of 101 degrees or higher, who are vomiting, who have 2 or more instances of diarrhea not associated with medication, breast feeding, or change in diet, or who have symptoms/illness that compromises the staff members' ability to care for other children, will be

required to leave the center. The parent will be notified of the child’s illness, and should pick the child up within 30 minutes. If a parent cannot be reached within 30 minutes, staff will begin to call the emergency contacts until arrangements can be made to have the child picked up. Once sent home, the child may not return to care until s/he is symptom-free, without medication, for 24 hours. Children who arrive at the center with visible signs of serious illness will not be permitted to participate.

The following pages contain a table of guidelines for common childhood illness. All questions regarding illnesses and exclusion should be directed to the director.

Childhood Illness Guidelines

Illness/Symptom	Existing Symptoms	Should the child be excluded?	Readmission when:
Cold Symptoms	-Runny/stuffy nose -Scratchy throat -Coughing -Sneezing -Watery eyes -Fever	No, unless <ul style="list-style-type: none"> ▪ Fever ▪ Child looks or acts ill ▪ Child has difficulty breathing ▪ Child has blood red or purple rash not associated with injury ▪ The child meets other exclusion criteria 	-Exclusion criteria is resolved Note: A child must be fever free for 24 hours without fever reducing medication before return to the center
Cough	-Dry or wet cough -Runny nose (clear, white, yellow-green) -Sore throat -Throat irritation -Hoarse voice, barking cough	No, unless <ul style="list-style-type: none"> ▪ Severe cough - cannot participate ▪ Rapid and/or difficulty breathing ▪ Cyanosis (i.e., blue color of skin or mucous membranes) 	-Exclusion criteria is resolved -If child has Pertussis, must be excluded for 5 days after beginning of antibiotics
Diarrhea	-Loose stool not associated with medication, breast feeding, or change in diet	No, unless <ul style="list-style-type: none"> ▪ Two or more instances of diarrhea that cannot be contained in the diaper ▪ Accompanied by other exclusion criteria 	-Diarrhea has stopped for 24 hours -Cleared by a medical professional to return
Earache/Ear Infection	-Fever -Pain or irritability -Difficulty hearing -“Blocked” ears -Drainage	No, unless <ul style="list-style-type: none"> ▪ Unable to participate ▪ Care would compromise staff’s ability to care for other children 	-Exclusion criteria is resolved Note: Ear infections are not contagious
Illness/Symptom	Existing Symptoms	Should the child be excluded?	Readmission when:
Fever	-Flushed, tired, irritable, decreased activity, feels hot to the touch. -Temperature considered elevated, leading to concern of possible disease. 100 degrees auxiliary (arm pit) 101 degrees orally	No, unless <ul style="list-style-type: none"> ▪ Fever is above 101 degrees ▪ Unable to participate ▪ Care would compromise staff’s ability to care for other children ▪ Immunization received the previous day ▪ Infant under 4 months with high elevated temperature, even if no behavior change 	-Child is fever free (without medication) for 24 hours -Able to participate Note: Fever reducing medications should NOT be given prior to bringing a child to the Center, as they may artificially cover exclusion symptoms

Hand, Foot, & Mouth Disease	-White patches on tongue & cheeks -Pain with swallowing -small blisters on hands and feet	No, unless <ul style="list-style-type: none"> ▪ Drooling steadily related to mouth sores ▪ Unable to participate ▪ Care would compromise staff's ability to care for other children 	-Child is on medication (if indicated) -Exclusion criteria is resolved -Able to participate
Pink Eye	-Watery, itchy eyes -yellow or green drainage -swollen, red/ pink eyelid -pain in eye -eye may be matted shut after sleeping	No, unless <ul style="list-style-type: none"> ▪ Infection is bacterial ▪ Medical professional requires exclusion ▪ Caring for the child would compromise staff's ability to care for other children 	-Child is on eye drops for 24 hours -Medical professional clears child for return
Rash	-Skin may show similar findings with many different causes. Determining cause of rash requires a competent health professional that takes into account information other than just how the rash looks	No, unless <ul style="list-style-type: none"> ▪ Rash with behavior change or fever ▪ Has oozing/ open wound or infected sores ▪ Has bruising not associated with injury ▪ Has joint pain and rash ▪ Unable to participate 	-Child is on medication (if indicated) -Exclusion criteria are resolved -Able to participate Note: We may ask for health professional's note if rash does not resolve
Sore/Strep throat	-Verbal children will complain of sore throat. Younger children may be irritable with decreased appetite and increased drooling. May see runny nose, cough and congestion. -For strep may see white patches on sides of throat, back of tongue and at back wall of throat.	No, unless <ul style="list-style-type: none"> ▪ Inability to swallow ▪ Excessive drooling with breathing difficulty ▪ Fever ▪ The child meets other exclusion requirements 	-Able to swallow -Able to participate On medication for 24 hours (if indicated) -Exclusion criteria is resolved
Vomiting	-Vomiting -Stomachache -Cramping	Yes, if <ul style="list-style-type: none"> ▪ Vomiting more than 2 times in 24 hours ▪ Vomiting and fever ▪ Vomit that appears green/bloody ▪ No urine output for 8 hours ▪ Recent history of head injury ▪ May exclude for one episode if known illness already exists in Center 	-Vomiting ends for at least 24 hours

No-Nit/Lice: If a child is found to have either lice or nits, they will discretely and immediately separate from the other children. You will be notified to pick up your child. The University of Dubuque has a no-nit policy that prohibits children from returning to care until their hair is nit free. A notice will be posted at the center to notify other parents that a case of head lice was discovered but anonymity will be kept. The childcare center will be cleaned appropriately before opening the next day. In the event of a head lice epidemic, the center may have to close for 24 hours for additional cleaning.

Contagious Disease: If a child contracts a contagious disease (including but not limited to chicken pox, conjunctivitis, mumps, measles, viral infections, lice) or is exposed to one, the parent is to inform the center immediately. A notice will be posted in the hallway. The sick child must remain at home until danger of infecting others is over. This will vary based upon the illness. Information regarding exclusion criteria for specific illnesses can be obtained through the director or the child's physician.

The following partial list of communicable diseases includes those most commonly found in child care settings that must be reported to the Department of Health:

Meningitis	Rheumatic Fever	Hemophilus Influenza Type B (HIB)
Mumps	Salmonellosis	Kwasaki Syndrome
Poliomyelitis	Shigellosis	Campylobacteriosis (Campy)
Reyes Syndrome	Tuberculosis	Hepatitis
Rubella (German or 3 day measles)	Yersioniosis	Listeriosis
Tetanus	Typhoid Fever	Meningococcal Disease
Diphtheria	Acquired Immune Deficiency Syndrome	Pertussis (Whooping Cough)
Giardiasis	E. Coli	

Chemical Right to Know Law

The chemical Right to Know Law requires that all schools/early childhood centers in the nation prepare a list of chemicals that are known to be present in their buildings and to maintain material safety data sheets on them. The law further states that all chemicals are to be appropriately labeled, storage areas are to be posted for hazardous chemicals, and employees that work with the chemicals are to be trained in the safe handling of these chemicals. Schools/early learning centers are to acquaint the local fire department with the locations of hazardous chemicals in the school. If you want to know what chemicals are being used in the center, please ask the Director.

Emergency Procedures

Intruder Policy

Any unfamiliar persons arriving at the center will be asked for identification. No child will be released to any persons not on his/her pick up list. In the event that a person enters that is a safety risk or concern for staff or children, the person will be asked to leave. The police and Campus Security would be notified and staff would take steps to ensure the safety of all children.

Intoxicated Parent

If a parent arrives at the center to pick up a child and appears to be under the influence of drugs or alcohol, the staff will discourage the parent from leaving with the child, and a friend or relative from the child's emergency phone number list will be contacted to provide transportation. If this agreement cannot be reached by the parent and staff member, the police and Campus Security will be notified.

Lockdown

In the event that something or someone on or near campus was deemed a security risk, the childcare center would be placed on lockdown. The children and staff would stay inside of the rooms, away from windows, with the doors and blinds closed and lights off. Staff would keep children calm and

as quiet as possible. No one will be permitted to enter or exit the building except for emergency personnel and campus security officers. The building will remain on lockdown until given the all clear by police or campus security.

Lost or Abducted Children

In the unlikely event that a child would be lost while in our program, the following steps would be taken:

- Staff will conduct a search of the immediate area.
- Staff will notify the childcare director.
- The childcare director will conduct a complete search of the childcare center or the field trip area.
- The director will notify campus security and proceed with a search of the immediate surrounding areas and perimeter of the childcare center.
- If the missing person is not located, the director will notify EMS personnel.
- The director will implement the emergency call list and contact the parent/guardian.
- An incident report will be completed.

Fire

Fire drills are practiced monthly to prepare staff and children to evacuate the building quickly. There are emergency exit plans posted outside of each classroom. In the event of a fire, the children would be evacuated on foot, carried by staff, or using evacuation cribs. All staff will take first aid kits containing emergency contact information and bring the children to the doors of the Stoltz Center (directly across the street from the center.) A head count will be conducted immediately by the director or his/her designee. Once all children are accounted for, children will be brought inside the Stoltz Center and emergency contacts will be notified.

Tornado/Severe Weather

Tornado drills are practiced monthly in order to prepare children and staff for an emergency. In the event of a tornado, staff would be notified via the center's weather radios. At that point, staff would bring all children to the basement, along with first aid kits and class rosters. Any parents or other visitors in the building would also be required to proceed to the safe area. The director will conduct a head count. Everyone will remain in the safe area until the National Weather Service or local authorities deem it safe to return to classrooms. The safe area is equipped with food, water, diapers, and other emergency supplies.

Structural Damage

In the event that the childcare center would incur structural damage, children would be relocated to the Stoltz Center. Emergency personnel would be notified as necessary. Children, staff members, or parents would not be allowed to re-enter the building until it is deemed safe. Parents would be notified as soon as possible.

Power Failure

In the event that the power would go out at the center, children would be kept calm and comfortable and daily activities would proceed as much as possible. The building is equipped with emergency lights and all classrooms have flashlights, with staff aware of their location. The director will discover

if the power failure is confined to the building or if it includes the neighborhood. The campus maintenance department and the power company will be notified. Unless the power failure is accompanied by an emergency that would require evacuation, all children and staff will remain in the building. If evacuation is necessary, staff will follow the evacuation procedure, looking for and avoiding any downed power lines. In the event that the power failure would cause a safety risk for the children, the center would close and parents would be notified via telephone by the director or his/her designee.

Blizzard/Severe Weather

In the event that the center was to close for a blizzard or other severe weather, parents will be notified via local radio and TV stations. If the center needed to close early, parents would be notified immediately via email and/or telephone call from the director, and should arrive within 30 minutes to get their children. In the event that conditions would be such that travel would be dangerous or impossible, parents and children shall remain at the center until travel becomes safe.

Bomb Threat

In the event of a bomb threat, the center would be evacuated according to the direction of the University of Dubuque Security Department. Our designated safe area is the Stoltz Center, however, security may deem it necessary for children to be evacuated to another point on campus. Parents would be notified as soon as possible.

Chemical Spills

If there were a minor chemical spill of a non-hazardous substance, the area would be blocked off and cleaned up immediately. If a serious or hazardous spill occurs, we would evacuate the building, emergency response activated, and parents would be notified. For spills within the greater community, we would follow the Dubuque City Crisis Management Plan.