

Employee Handbook

Mission

Kids Point Daycare and Preschool is a place where children can explore, learn, and grow in their education. We provide a safe, secure, loving environment where appropriate play experiences contribute to the physical, social, emotional, intellectual, and spiritual development of each individual child.

Philosophy

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe, stimulating and encouraging. The following principles are our foundation for our curriculum.

- ❑ Children develop knowledge of their world through active interactions with caregivers, peers, materials, and events.
- ❑ Learning is sequential, building on prior understanding of experiences.
- ❑ Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development
- ❑ Learning in each area is interconnected. Young children learn best through experiences, which incorporate several areas of development.
- ❑ Learning begins in the family, continues in early care and education settings, and depends on parents involvement and caregiver guidance.
- ❑ All children have the potential to achieve the state standards with appropriate support and instructions.

Administration

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Hours of Operation

Kids Point is open Monday-Friday from 5:30am-6:00pm. We are closed on certain holidays. These holidays are unpaid. You are expected to work on other holidays that the facility is not closed for. Below is a list of holidays the center will be closed. If there are any other closed holidays you will be notified ahead of time.

- New Year's Day
- Good Friday for Easter

- July 4th (2 days)
- Thanksgiving Day & Day after
- Christmas Eve & Christmas Day

Programs

We Divide kids out into different classrooms by their age. This helps us focus on our curriculum to their developmental needs.

★ Baby Room	6wk-	10 kids
★ Infant Room		10 kids
★ Toddlers	2-3 years	15 kids
★ Preschool	3-4 years	10-20 kids
★ Pre-K	4-5 years	10 kids
★ Before School	6-12 years	15 kids
★ After School	6-12 years	15 kids
★ Summer Program	6-12 years	15 kids

Ratios

At Kids Point, we maintain the following staff-to-child ratios at all times in our classrooms:

- 6 weeks-6 months 1 staff to 5 kids
- 6 months-1 years 1 staff to 5 kids
- 2 years 1 staff to 5 kids
- 3-5 years 1 staff to 10 kids
- 6-12 years 1 staff to 15 kids

Children of different age groups may be combined if the following guidelines are followed:

- Classrooms of children 6 week-2 years old can be combined during opening and closing of the center to keep ratios at 1 staff to 5 kids.
- If numbers in rooms are down you can combine to get cleaning done. If there is nothing that needs to be done someone in the center can leave early if they want to go home if approved by the director.
- Inform the director/owner by 9am and let them know the number of kids you have and who is missing so we can contact parents and evaluate staff needs.

Ratios must be maintained at all times, including when emergency procedures are in effect.

The rooms must stay in ratio for staff and children unless all the kids are sleeping in the room. During naptime, at least **one** staff member shall be present in every room where children are sleeping and/or resting. Staff must stay in the building at this time, if needed they can assist in another classroom or do other responsibilities needed at the center. To assist children in sleeping or resting quietly staff will help them by tickling/patting backs, singing, or being near children.

Weather Related Closing

Kids Point will remain open during most severe weather. The Owner and/or Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day. We will follow the Black Hills State University weather closure days and or no travel advised in the area. In the event that Kids Point closes early or cancels care, parents will be contacted and informed of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home.

Professionalism

Each Kids Point staff member is a child care professional and is expected to act as such. The following general guidelines for professionalism should be maintained at all times:

- ★ Arrive on time and stay the entire shift, if needed.
- ★ You're not absent from work and if need be you find a substitute when necessary.
- ★ Dress appropriately for interaction with children.
- ★ Take directions, suggestions and criticisms, and follow through to improve performance.
- ★ Respect confidential information regarding children, families, and co-workers.
- ★ Display a positive attitude toward the entire center (the program, children, families, and co-workers)
- ★ Greet every parent, child, and co-worker with a smile
- ★ Attend staff meetings and other center events.
- ★ Complete Kids Point required training courses in the designated time frame.
- ★ Hold yourself to a high standard when out in the public.

Dress Code

A uniform shirt is required to wear during working hours. This will have our logo and Kids Point name on it. This makes it easy for parents and children to recognize who the workers are. Two shirts will be given to the full time staff and one shirt to part time staff for free. If you want additional shirts you can personally pay for them. Tank tops are also offered in the summer months if staff want to purchase them. If you lose your shirt or don't turn it in when you're done working for us then you are responsible to purchase another one through Kids Point for \$15.

When attending swimming field trips it is required to wear full piece swimsuits or tankini swimsuits. We need to wear modest swimsuits: full coverage on the butt and breast and not showing more than a few inches of stomach.

Staff members are expected to observe the 3 C's for appropriate attire at work as follows:

- ❑ COMFORTABLE-Staff are expected to play with the children and be down at their level whenever it is appropriate. To do this, staff must be dressed in comfortable clothes that allow free movement and activity. Leggings, yoga pants, or jeans are fine to wear. Staff members should wear clothing they feel comfortable getting dirty or stained, as staff members are expected to participate alongside the children during all daily activities. Please have an extra set of clothes in your car at all times in case of unexpected circumstances. Flip-flops and sneakers are appropriate footwear. An **indoor pair** of slippers, flip flops, or shoes need to stay at the center to go into the classrooms. This minimizes germs and debris where the children are playing.
- ❑ CLEAN- All clothing should be clean with no stains, rips or tears, and must smell appropriate. This also applies to personal hygiene.
- ❑ COURTEOUS-Staff members interact with children and parents on a daily basis and should dress professionally. The following list is not allowed at the facility: short skirts/shorts (must hit at fingertip length or below), sweatpants, excessively torn jeans/shorts, and low-rise jeans/shorts which expose undergarments or butt. It is expected that all staff members will present themselves and Kids Point in a professional, respectable manner. Any staff member not adhering to the dress code may be asked to leave and return dressed appropriately.

Cell Phones

It is important that every staff member's attention remains on the children **at all times**. A second's lapse in attention could result in a serious accident. Therefore: **Cell phones can not be used for personal use at any time during care of children**. They can only be used when staff are on break or if a substitute is in the room to relieve them so they can step out and take a phone call. Cell phones are needed in the classroom due to a way to communicate with other staff, director, and owner. If cell phones are being used for other reasons besides work communication and or charting then you will be asked to leave it in the breakroom.

Leaving Classroom

You can not leave the classroom for any reason without having someone else step in the class to relieve you. This is abandonment to the kids and is a state regulation. If you need to take a phone call, answer a text, go to the bathroom ect. you need to voxer other staff members and ask someone to relieve you.

Computers

Kids Point-owned computers are to be used for work purposes only. Staff members may bring in their individual computer to use only at nap time if approved by the head teacher in each classroom. The only time they can be used is if all kids are sleeping and all cleaning tasks are completed. The wireless network password may be obtained from

the Owner and/or Director. *Computer use is forbidden during all times other than nap/rest time.*

Time Cards & Payroll

Each hourly staff member is responsible for clocking in and out each scheduled workday using the check-in computer and finger scan at the front entrance. Staff members may not clock in more than 5 minutes before their scheduled shift and are expected to clock out immediately after their shift ends and or when the kids are low enough for you to leave. If a staff member forgets to clock in or out, the Owner must enter the time and therefore should be notified promptly when this situation arises. Failure to follow the above guidelines may delay processing of a staff members payroll check until the following pay date. Payroll is separated into two pay periods that fall on every other friday.

Direct Deposit

Direct deposit of payroll checks is available to all staff members. Interested staff should complete and return a Direct Deposit Authorization form to enroll. Staff members will receive a paper check until direct deposit is processed. All pay stubs are put in a designated area. Check with the director to find out where. **Personal Belongings** Coats, backpacks, purses, etc. must be safely put in office. Kids Point is not responsible for lost or stolen items. Leave items in locked vehicles if valuable.

Food/Meals

Staff are responsible to bring their own meals and snacks for themselves throughout the day. They should be stored in a cooler bag because no refrigerator is accessible to staff.

Breaks

You will receive a lunch break if your shift is longer than 6 hours. You can not leave your classroom until another staff member is there to take your spot. You can take your break in the commons or outside getting some fresh air.

Handwashing

Children must wash hands with **soap & water**:

- ❖ Before & after eating meals or snacks
- ❖ After using the restroom

Children can use soap & water **OR** hand sanitizer:

- ❖ After sneezing & wiping nose
- ❖ After handling animals
- ❖ After playing in water
- ❖ After playing outside

Staff must wash hands with **soap & water**:

- ❖ Before handling food
- ❖ After diapering a child
- ❖ After working with soiled clothing or bedding

- ❖ After using the restroom

Staff must wash hands with soap & water **OR** hand sanitizer:

- ❖ After handling bodily fluids
- ❖ Before & after eating or feeding a child
- ❖ After handling animals or animal waste
- ❖ After sneezing or handling a child's sneeze or wiping of nose
- ❖ After handling of garbage
- ❖ Before & after administration of medication

A sign of handwashing requirements will be at every sink, in the kitchen, and bathroom.

Required Training

Research indicates that formal education or training that increases the knowledge of providers has been shown to be the greatest determinant of safe and quality programming for children. Therefore, the state of South Dakota has set the following requirements for staff training and development.

New Hire Training

Required training for ALL staff when starting employment:

- Early Childhood Enrichment State-Specific Training. This is a free online course which is about 4 ½ hours on demand training you can do from anywhere. Please print each training certificate and hand in to have on record.
<http://dss.sd.gov/childcare/blockgrant.aspx>
- First Aid Training. Is available online at <http://www.firstaidforfree.com/free-first-aid-course>. Please print certificate and hand in to be on record
- CPR Training-Needs to have hands-on training. Talk with your director/owner or call Early Childhood Connections at 605-342-6464 to get enrolled in a class. If you already have an up to date CPR certificate all you need to do is show your card and a copy will be kept on file.
- Recognizing and Reporting Child Abuse and Neglect training-Training required for recognizing and reporting child abuse and neglect is available on the Department of Social Services, Division of Child Protection Services website. This is online/on-demand training is one hour in length and is a federally required topic for orientation training. To access the training go to <http://dss.sd.gov/childproction/>. Under "Other Links" on the right hand side of the page, find and click on "Training for Mandatory Reporters." Click on the "Begin Video" button at the bottom of the page. Complete the registration information using "Licensed or Registered Child Welfare Provider" for the Reporter Type. The training is about one hour in length and the time it takes for you to complete may vary. The session contains six modules; you can pause, rewind and resume throughout the session. If you cannot complete the session in full, you will have

to start again from the beginning. At the end of the training you will be able to print your certificate and turn in to have on record. *This certificate will not be saved so make sure you have a printer accessible when you are doing it.*

Topic areas required for orientation training:

1. Prevention & control of infectious disease
2. Prevention of sudden infant death syndrome and use of safe sleep practices
3. Administration of medication
4. Prevention and response to emergencies due to food and allergic reactions
5. Building and physical premises safety
6. Prevention of shaken baby syndrome and abusive head trauma
7. Emergency preparedness and response planning
8. Handling/storage of hazardous materials and the disposal of bio contaminants
9. Appropriate precautions in transporting children, if applicable
10. Recognizing and reporting child abuse and neglect
11. First aid
12. CPR certification
13. Child Development

Continued Education

Full-time staff (21 or more hours/week) are required to get 20 hours of continued education per year. If you are part-time we require 10 hours of continued education each year or proportionate to the number of hours worked. The orientation online training can count towards the annual professional development hours needed. 1 completed college credit equals 15 hours of professional development. 1 completed CEU is equal to 10 hours of professional development.

Sick

If a staff member is ill and unable to work, the Owner and/or Director should be notified immediately, ****by phone****. Electronic communications such as text messages and email are not acceptable methods of contact when reporting sick. When possible, a staff member must assist in making arrangements for a substitute. If absent more than two consecutive days, the Owner and/or Director will require a note from the staff member's physician indicating the type of illness and when said staff member may return to work. To be absent for sick you need to have a fever, puking, diarrhea, or a communicable disease diagnosed by a doctor.

Tardy

It is a requirement to show up on time. If you are late for your scheduled shift twice you will be given a warning and on the third time written up and subject to termination.

No show

If you do not show up to your shift and have not called with notification you will be terminated.

Time off

To get time off you need to submit a time off request into our online schedule program of home base. This needs to be done at least 2 weeks prior to the shift. If you need time off after the schedule has been posted you are responsible to find someone to cover your shift. If you can not find someone to cover your shift contact the director/owner with a two week notice and they will try to work with you to get the shift off. If you ask for time off it is not guaranteed but we try hard to fulfill the request.

Issues

If an issue arises with parents or staff come to the owner/director. We want to make this place the best place for staff and parents to be at. To do that we need to know what needs to be changed or addressed. If the issue is about the director/owner or you need to talk to someone else talk to one of the managers. If a parent ever has a concern or issue, staff must inform the owner immediately so we can set up a meeting with the parent or fix the issue.

Discipline

If a child is misbehaving you need to correct them once, then twice, and then the third time remove them from the situation to calm down. When removed they go to the "cool down area" in the room. While there they need to be offered a calming tool or manipulative. They should never be forced to stay in the area. Let them know that once they are ready to join the group and follow these set guidelines then they can come back. Once calmed down, talk with them about what is right and why they should behave that way. If they are at risk for harming themselves or others, remove them from the situation right away to calm down and then talk about it.

Care

We are a christian based facility(Kids Point North) we need to strive to teach and love all the children just as Jesus would. We need to always be attentive to children, never ignoring them for any reason. If we are talking to another adult and the child is trying to talk to you, acknowledge them but remind them of manners and to not interrupt people unless it is an emergency.

Staff Roll

Staff should always be either teaching, on the floor playing with children, caring for children, or cleaning. There should never be a time where staff are just sitting staring at children or on the phone.

Side Duties

Staff will be cut at different times as the children leave to keep in the state guidelines for staff to child ratios. Before the staff can leave they have to make sure their side duties

for the day are completed. Every staff will be assigned a few duties that need to be completed by the time they go home. If they have time towards the end of their shift during nap time or a slow time they can complete them at that time. If not they can complete the duties once they are cut from their shift.

Setting up & taking down

We are sharing this space with the church and or rec center and that is why it is very important to work together to make it run smoothly. This is a very easy process if all staff chip in and do their part.

Kids Point North-On Monday mornings the first staff members will each have a few tasks that need to be completed to get the rooms set up for the week. Then on Fridays the rooms need to be taken down. Every staff member will have assigned responsibilities that they need to take down prior to leaving. During the school year the church has AWANA on Wednesday nights so at that time we will also have to put things aside so they have room.

Kids Point South- The ocean room, and jungle room do not need to be taken down. The preschool rooms will need to be taken down and put back up for either workout classes or events at the rec center. Staff will be aware of when and where things need to go.

Staff orientation

All new staff members will be asked to read the Kids Point Employee Handbook and sign the form saying you understand and agree to everything. Prior to working in the classroom, the Director and/or Owner will schedule an orientation meeting to complete required paperwork, and review center operation and policies.

Staff evaluation

A formal evaluation of a staff member's performance will be conducted by the Owner and/or Director. Evaluations will be performed annually. Informal evaluations will be performed throughout the year during scheduled and unscheduled classroom observations. Parent surveys will be passed out shortly before a staff member's evaluation meeting and feedback will be included in the staff member's evaluation. Staff members will be required to complete a self-evaluation prior to meeting with the Owner and/or Director.

Personnel policies

Kids Point staff members are expected to use positive words and actions. Have a smile on their face and greet everyone. Greet parents and children by name and a smile always. When a parent and child walks into the room walk up to them and talk to them. Be respectful, thoughtful, and considerate of other people. Be courteous and helpful when dealing with children, parents, visitors, and other staff members. Always look for things that could be done. Take initiative, and work as a team.

Confidentiality

It is important that all staff members be discreet in sharing information regarding the children and their parents in public areas. Names and identifying characteristics of children and families should not be shared with anyone other than staff members working in the classroom and the Owner and/or Director. Staff members who discuss issues with individuals not directly related to the situation may be subject to the Disciplinary Procedure.

Printer

We have a printer at both locations. Be mindful of what you print. Only print in color when it is a must. Ink and paper get expensive. If teachers are printing excessively we will go to each teacher having a printing budget and if you go over that it becomes your responsibility.

Child abuse and neglect

All Kids Point staff members are mandatory child abuse reporters. Suspected cases of child abuse or neglect must be reported to the Department of Human Services to:

CHILD ABUSE HOTLINE, Dept. of Human Services Story County 1-800-362-2178

Staff members may directly report suspected incidents of child abuse or neglect to the SD Department of Human Services and will complete all necessary paperwork. The staff member should inform the Owner and/or Director of the report and together decide whether or not to inform the parents of the report. If a Kids Point staff member is accused of abuse and/or neglect by a parent or co-worker, such an accusation will be reported to the Owner and/or Director and a determination will be made as to whether there is reasonable cause to suspect that a child has been subjected to abuse and/or neglect. If there is reasonable cause, a report must be made to the Department of Human Services (DHS). Kids Point will cooperate with any DHS investigation. In addition, the accused staff member will be informed of the allegations and be given an opportunity to respond to those allegations. Termination of employment after a child abuse allegation is at the discretion of the Owner and/or Director.

GRIEVANCE PROCEDURE

As childcare professionals, all staff members are expected to make reasonable attempts to resolve conflicts directly with the individual(s) concerned. If a solution cannot be reached, staff members should then seek assistance from the Owner and/or Director in resolving the conflict.

Coworker communication

Open communication between staff members, parents, and children is crucial to a successful program. For all involved, it is important that all issues be addressed and resolved as they arise. All employees are expected to function as a team member at all times.

Suggestions

Kids Point is always seeking suggestions that will: improve methods, procedures, and working conditions; reduce costs or errors; and benefit the children, staff, and center. Staff members who have suggestions or innovative ideas are encouraged to discuss them with the Lead Teacher or Owner. If you would rather, you could also put a note in the suggestion box.

Supplies

Lead Teachers are responsible for reporting to the Director and/or Assistant Director when supplies are running low so they can be replenished before supplies are completely depleted. There is a “stocker” every shift and they are responsible for letting the director/owner know when things are running low.

Parking

At the North Campus staff need to park in the far side of the parking lot away from the church. This leaves the parking closer to the church available for parents and church people. At the South Campus the staff can park in the side parking lot.

Substance abuse

Any staff members reporting for work under the influence of alcohol or controlled substances will be asked to leave immediately. If the Director and/or Owner or other staff member has probable cause to believe a staff member’s faculties are impaired while on the job, the staff member may be suspended or terminated immediately. Kids Point can do random drug screens.

Tobacco free facility

Cigarette tobacco products are prohibited on Kids Point premises, including parking lots and outdoor play areas. Smoking is also prohibited in Kids Points vehicles or in personal vehicles being used for the transportation of Kids Point children, and while on field trips. Staff members who smoke are strongly suggested against doing so immediately before or during their shift, as smoke can stay on clothing and hair for an extended time. Staff members must wash hands immediately after smoking, before returning to work. If smoke is smelt on the employer they will be asked to go home and change. This is a professional environment where we are caring for young children and responsible for their lives and second hand smoke is very deadly.

VOLUNTARY RESIGNATION

Lead Teachers and Full-Time Assistant Teachers should submit a letter of resignation to the Owner when resigning from a position. Kids Point appreciates at least four weeks’ notice if you choose to resign. This will ensure an appropriate replacement can be hired and adequately trained

UNACCEPTABLE JOB PERFORMANCE

Kids Point uses progressive discipline as a positive way to correct unacceptable job performance. If staff is not meeting Kids Points standards they will get a *verbal warning*. This will be documented and signed by both parties. The staff will get suggestions on

ways to improve job performance. If the problem continues then a *written warning* is given and documented and signed by both parties. If the problem continues then the staff could be subject to termination. Cause for immediate termination would be: abuse and neglect, harassment, being under the influence of drugs or alcohol while at work, theft, and possession of weapons.

TDAP Vaccine

All staff are strongly encouraged to get the TDAP vaccine every 2 years. This helps prevent the spread of pertussis (whooping cough) which can be fatal to babies. Adults can be carrying the disease and have no symptoms and pass it on the infants and be detrimental. Staff will be asked to turn in a copy of your TDAP vaccine record or to fill out a form saying you refuse to get the vaccine. If a pertussis outbreak comes to our community you will not be allowed to come to work if you have not been vaccinated with TDAP.

DOCUMENTATION OF ACCIDENTS/INCIDENTS

Staff members shall document accidents and incidents that occur at Kids Point using an Accident/Incident Report(Owie Report). Please document all biting incidents as accidents. If a biter breaks the skin of another child or leaves a mark, an accident/incident report needs to be completed for the biter as well as the child who was bitten. If a child ever hits their head the parent must be txt with a response back from the parent and the form signed when they come pick up. If there is a head injury txt the owner/director. Use great detail when explaining events, but never include other children's names. If the injury is serious, a parent needs to be contacted before pick-up. The parent shall sign the report the same day as the incident. A copy may be given to the parent if they want one. All Accident/Incident Reports must be given to the Owner and/or Director to be placed in the child's permanent file for 6 months.

DOCUMENTATION OF HEALTH INCIDENTS

Each time a parent is contacted regarding an ill child or symptoms of illness, staff members should complete a Health Incident Form. A copy of the form should be given to the parent and the original to the Director and/or Assistant Director to be placed in the child's permanent file. All parents will be notified of any communicable illnesses present in the center via a sign posted on the main entrance to the center explaining the illness. In addition, parents with children in the classroom of the infected child will receive an email regarding the illness.

VISITORS

All individuals who are visiting the center (i.e., someone who is not a parent or authorized pick-up person; or staff member) is required to sign in at the office before entering the center. The visitor is then required to sign out before leaving the building. Staff members should notify the Director and/or Assistant Director if expecting a visitor.

Curriculum

Kids Point offers curriculum to all age groups starting out as babies. Kids Point North has a christian based curriculum we follow and incorporate throughout the day. There will be different fun themes every month and we will incorporate them into our curriculum and play.

Playing and interacting

When children are having free play teachers are expected to actively participate with the children during activities by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc.

There is less structure in an outdoor learning environment; however, it is expected that staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child- directed play, children are able to choose their friends and who to interact with.

Field Trips

Children are not allowed to sit in the front seat under any circumstances. Children under the age of six riding in a car or passenger van must be properly buckled in a federally approved car seat or booster seat. Older children and adults must be properly buckled in a seat belt. Smoking and the use of smokeless tobacco products is forbidden when transporting children. Head counts shall be taken before leaving the center, after entering the vehicle, during a field trip, after taking children to the restroom, after returning to the vehicle, and upon returning to the center. When children leave the vehicle, the vehicle shall be inspected to ensure no children are left in the vehicle. Kids Point has two fifteen-passenger vans available for transportation to and from field trips. Staff members who operate a Kids Point van must have a valid license, a clean driving record, and added onto the insurance. Parents who volunteer to provide transportation for a field trip must be at least 21 and provide: proof of a valid driver's license; proof of insurance; completed driver information form; and signed waiver of liability form.

BITING POLICY

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or their teachers. There are a variety of strategies we implement at Kids Point to prevent and stop biting. This is the process followed when a child bites: The biting child is stopped and told, "Stop biting. Biting hurts" in a firm voice. Teachers should remain calm, being

careful not to show anger or frustration towards the child. The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child's needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior. Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary. It is important to explore the reasons for biting when it occurs. Teachers need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child's permanent enrollment file in the office.

REMOVAL OF A CHILD FROM THE CLASSROOM

Children cannot be removed from the classroom as we do not have extra staff available to correct ratios. In rare instances, children may be brought to the main office and the Owner will assist the child in calming down and/or help staff manage the classroom. Teachers must call the office and speak to the Owner and/or Director before removing a child from the classroom. If at any time a child's behavior becomes threatening to themselves, other children, staff or teachers, the Owner and/or Director should be immediately notified.

Parent Interaction

Many of our employees will become well acquainted with the parents of the children. This is an important part of providing quality care, but there are a few guidelines to which staff members must adhere: Address parents by their first name. Talk with parents about an issue with their child only if you are not in the classroom with children. Never talk about concerns about a child in front of any other children. When stating a concern about their child, also state at least two positive things about their child. Don't focus only on the negative. Do not use other children's names when discussing behavior concerns and/or incident reports. Avoid the phrase "I don't know." Instead, say "I'm not certain of the answer for that; can I get back to you?" then find the answer and reply to the parent as soon as possible. Conversations at pick-up and drop-off should be brief; your chief responsibility remains the supervision of the children. If you feel a parent needs more time or attention, ask to schedule a time to meet outside the classroom. If a child has a bad day you do not need to go into details or say anything at all to parents. If a child has repeatable bad days or behaviors then talk with the director

and/or owner and come up with a plan and then they can either talk to the parent with you or address it.

Handling Parent Complaints

Listen carefully. Many times a person just needs an opportunity to air his or her feelings and feel they've been heard. Repeat what you have heard the other person say, trying to summarize it in one sentence. ("You're upset that Gavin isn't able to stay awake for dinner and seems crabby at night.") State the changes that you think the parent would like to have made. ("You would like us to make sure Gavin lies down for at least an hour every afternoon.") State what you will do to solve the problem. ("I will speak with the other teachers and make a note on his chart to make sure the message reaches everyone.") Follow through. If you tell a parent you will do something, do it promptly and follow up with them immediately afterward. ("I spoke with the other teachers last week; how are things going with Gavin? Did you notice a change?") If you are unsure how to solve the complaint, refer the parent to the Owner. ("I'm not sure how to answer that; the Owner will be able to better help you.")

Diapering Procedure

Obtain all supplies needed to change the diaper: diaper, a few wipes out of the package, butt cream. Put on disposable gloves. Put the child on a changing pad and change diapers. Wipe the child from front to back to prevent infection. Once done diapering the child, put the child down on the floor and dispose of the diaper in the hands free diaper can that is provided in rooms. Take off and throw away gloves. Spray the changing pad down with the strong diluted bleach water (small bottle). This needs to stay on the surface for 2 minutes. Then wash hands and come back to the changing pad with a paper towel and wipe the bleach mixture off of the pad.

Potty training

Consistency is key. When we think the child is ready to potty train or vs versa we need to have a meeting with the parents and make sure we are all on the same page. I find it best to make potty training exciting and when they accomplish it make a big deal. High Fives and a good job are great! Could also do a sticker or a smelly. At first when they are learning, set your alarm in the classroom for 30 minutes throughout the day and set them on the potty for 5 minutes if they will sit there that long. Sing songs or bring a book to keep them interested. Then in a few days go to 1 hour on the clock, and then 1 hour and 30 minutes to 2 hours. Once you get to every 2 hours that is a good time between going to the potty for this age.

Teaching how to wash hands

Follow the list above on when children have to wash their hands. Have them put soap on their hands. Then have them step back from the sink (b/c they always want to rinse soap off with water instead of scrubbing them) and lather hands back and forth while they sing the ABCs or twinkle twinkle little star. This is how long it takes to get off all the

germs. Once they have strubbed the length of the song they can get back up to the sink and wash with water and then teach them to use only one paper towel to not be wasteful. This is a great learning opportunity to teach how to clean hands, and learn the ABC's.

Brushing Teeth

Children 2 and older will practice brushing their teeth without toothpaste after a meal. We will have a fun song and educate them on the importance of brushing and techniques. Then it will go in their individual case and help in their locker.

SANITIZING

When using bleach and water for sanitizing eating utensils or toys that are mouthed, table tops where children eat, and nap mats a weaker bleach and water solution may be used. Which is *1 teaspoon bleach to 1 quart of cool tap water.*

DISINFECTING

Use a stronger bleach and water solution on diaper changing tables, hand washing sinks, toilets, and other surfaces that need disinfecting. Use the following recipe to mix bleach and water for disinfecting.

Which is 1/4 cup household bleach in 1 gallon of cool water OR 1 tablespoon bleach to 1 quart of cool water. Allow the surface to remain wet for 2 minutes

Nap/Rest

Each baby will have their designated crib with a name on it. No blankets can be in the crib and the baby will be placed to sleep on his back. A sleep sack can be used in cribs if they can not roll over. Once they can roll over their arms need to be free from the sack. Crib bedding will be removed once a week to be cleaned. When children are 1 year old they transition to nap mats on the floor. All children will bring a travel size pillow, and blanket. They will also have a normal size pillow case that will act as a storage area for their napping supplies. If a child is missing any of these the parents need to be notified. Nap mats are disinfected and sprayed down with bleach mixture after each use. Kids Points cleans their napping supplies weekly.

