

Little Stars

early learning center, LLC

EMPLOYEE HANDBOOK

12/31/17



**300 Madison Ave
Mankato, MN 56001
Tel: 507-625-2141**



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TABLE OF CONTENTS

<u>PARA</u>	<u>TITLE</u>	<u>PAGE</u>
1	WELCOME!	1
2	EMPLOYEE POLICIES	1
2.1	Little Stars Facility	1
2.2	Little Stars Days and Hours of Operation	2
2.3	Facility Access Control and Surveillance Systems	2
2.4	Job Descriptions	2
2.5	Personal Appearance and Conduct	3
2.6	Dress Code	3
2.7	Paydays	4
2.8	Employee Scheduling	4
2.9	Early Morning and Late Afternoon Employees	4
2.10	Cell Phone Policy	5
2.11	Phone System	5
2.12	Employee absences	6
2.12.1	Absence Due to Employee Illness	6
2.12.2	Vacation	7
2.12.3	Personal Appointments	7
2.12.4	Bereavement and Funeral Leave	7
2.12.5	Tardiness	7
2.13	Substituting	7
2.14	Relief Periods	7
2.15	Conference Room and Teacher Office	8
2.16	Storage Spaces	9
2.17	Employee Development	10
2.18	Curriculum	10
2.19	Pets	10
2.20	Attaching Items to Surfaces	10
2.21	Confidentiality Policy	11
2.22	Employee Reviews	11
2.23	Disciplinary and Grievance Procedures	11
2.23.1	Disciplinary Action	11
2.23.1.1	Types of disciplinary actions:	11
2.23.1.2	Actions That Result in a Verbal Warning / Notification	12
2.23.1.3	Actions That Result in a Written Warning	12
2.23.1.4	Actions That Result in Immediate Suspension of an Employee	13
2.23.2	Grievance Procedure	13
2.24	Reduction in Workforce	13
2.24.1	Resignation	13
2.24.2	Layoffs	14
2.24.3	Termination for Cause	14

TABLE OF CONTENTS

Continued

<u>PARA</u>	<u>TITLE</u>	<u>PAGE</u>
2.25	Return of Property	14
2.26	Equal Opportunity Employer	14
2.27	Sexual Harassment	15
2.28	Drug-Free / Smoke-Free Workplace	15
3	CHILD/PARENT POLICIES	15
3.1	Staff / Parent Interactions	15
3.1.1	Greeting Children and Parents:	15
3.1.2	Professionalism:	16
3.1.3	Responsibility to Parents:	16
3.1.4	Manners and Respect:	16
3.1.5	End of Day	16
3.2	Child Arrival, Departure, and Release	16
3.2.1	Arrival	16
3.2.2	Departure	17
3.2.3	Release of a Child	17
3.2.4	Parent Permission to Release a Child	18
3.3	Missing Child	19
3.4	Housekeeping	19
4	CLASSROOM POLICIES	19
4.1	General Staff Behavior Guidance	20
4.2	Child Clothing	20
4.3	Accidents/Incidents	20
4.4	Ratios	21
4.5	Indoor/Outdoor Play Procedures	21
4.5.1	Indoor Play	21
4.5.2	Playground Procedures	21
4.5.2.1	Going Out / Coming In:	21
4.5.2.2	While on the Playground	21
4.5.3	Playground Cleanup	22
4.5.4	Going for a Walk or Stroller Ride	22
4.6	Behavior Guidance	23
4.7	Dealing with Children	25
4.8	Guidance Measures	25
4.9	Reporting Abuse and Neglect	26
4.10	Diapering Procedure	27
4.11	Interaction with Children and Techniques	28

TABLE OF CONTENTS

Continued

<u>PARA</u>	<u>TITLE</u>	<u>PAGE</u>
5	EMERGENCY PROCEDURES	28
5.1	Blizzards	28
5.2	Tornadoes and Thunderstorms	29
5.3	Fire	30
5.4	Power Failure	30
6	HEALTH AND FIRST AID	31
6.1	Health-Related Safety Rules	31
6.1.1	Injury prevention	31
6.1.2	Burn Prevention	31
6.1.3	Poisoning Prevention	31
6.1.4	Choking and Suffocation Prevention	31
6.2	Child Absences Due to Health Condition	32
6.2.1	Child Develops Symptoms of Illness at Little Stars	32
6.2.2	Health Criteria for Children Not being admitted to the center:	33
6.2.3	Procedure for Reporting Communicable Disease to Parents	33
6.3	Administering Medication	33
6.4	Health/Sanitation Practices for Employees	33
6.5	First Aid	34
6.5.1	Wounds (Abrasions, Scrapes, Punctures, and Incisions)	35
6.5.2	Burns	35
6.5.3	Poisoning	35
6.5.4	Choking	36
6.5.5	Fractures	36
6.5.6	Shock	37
6.5.7	Chemical	37
6.5.8	Foreign Body	37
6.5.9	Allergic Reactions to Bee Stings	38
6.5.10	Nose Bleeds	38
6.5.11	Head Injuries	39
6.5.12	Skull Fractures and Brain Injuries	39

1 WELCOME!

Everyone at Little Stars early learning center would like to welcome you to our family. You are an important part of our program, and we are glad you are here. We hope your experience is a rewarding one and will provide an opportunity for you to expand your skills.

Your contributions are important as we strive to achieve our overall mission:

To provide quality childcare and build the foundation on which all future learning occurs.

This handbook contains policies and procedures used at Little Stars. If you have any questions about the handbook, do not hesitate to ask. You will be required to acknowledge by signature that you have read and understood the contents of this handbook (Form LS-104).

The rest of this handbook is organized as follows:

- Employee Policies
- General Child/Parent Policies
- General Classroom Policies
- Emergency Procedures
- Health and First Aid

2 EMPLOYEE POLICIES

2.1 Little Stars Facility

The Little Stars facility is located at 300 Madison Ave, Mankato, MN 56001. The Main entrance to the facility is located on the North side of the building directly adjacent to the parking lot. Entrance to the parking facility is from Broad Street. Note that Broad Street is a one way street with traffic flowing to the South. Do not attempt to access the Little Stars parking lot by turning off of Madison Avenue on to Broad Street.

The Little Stars Facility is configured for up to 152 children. It is currently licensed to handle a maximum of 146 children between the ages of 6 weeks and 5 years of age.

We have 9 classrooms in the facility with age ranges and capacities as follows:

CLASSROOM	AGE GROUP	AGE RANGE	CAPACITY
Lavender	Infants	6 weeks – 9 months	12
Purple	Infants	10 weeks – 15 months	12
Blue	Young Toddler	1 year	14
Green	Two's	2 years	14
Yellow	Toddler/Preschool 2's & 3's	2-3 years	20
Orange	Preschool 3'	3 years	20
Red	Preschool 4's	4 yours	20
Rainbow	Preschool 5's	5 years	24
Starlight	Preschool 5's	5 years	15

2.2 Little Stars Days and Hours of Operation

Little Stars is open Monday through Friday 7:00am to 6:00pm except for the following holidays and workshop days:

New Year's Day	August Cleaning/Repairs*
April Teacher Conference*	Labor Day
Memorial Day	Thanksgiving Day (2 days)
4 th of July	Christmas (2 days)

*Specific Friday to be announced in July of each school year.

2.3 Facility Access Control and Surveillance Systems

Little Stars Early Learning Center, LLC employs facility Access Control and Video Surveillance Systems to ensure a safe and secure environment for our children, parents, families, and staff. These security systems are operational 24 hours a day.

Little Stars employs a video surveillance system that covers entrances and specific internal areas of the facility. This system operates 24/7 continuously.

Electronic Key Fobs are issued to all staff and parents that require regular access to the facility. The Key Fob allows entry to the facility and generates an electronic record each time it is used to access the facility. Detailed instructions for using your Electronic Key are provided in Form LS-112 (Electronic Key Instructions).

Different access rules apply to employees, depending on their needs. General access rights are described in the table below:

ACCESS GROUP	ACCESS RIGHTS
Executive / Maintenance Staff	24/7 Access at all doors
Teacher / Assistant Teacher	Mon – Sun 6:00 AM – 12:00PM all doors
Aide	Mon – Fri 6:00 AM – 7:00 PM all doors
Parent	Mon – Fri 7:00 AM – 7:00 PM Main Entrance

2.4 Job Descriptions

Job Descriptions are provided during center orientation and beginning training time. See a director if there are any questions regarding your job description. Job descriptions can be requested at any time, submit a written request to a director for a new copy.

All employees are required to interact with the children, provide a safe and clean environment, promote self-confidence through all activities, follow all Little Stars' policies and procedures, and display a positive professional attitude while working at Little Stars.

All employees must help maintain the cleanliness and orderliness of the Little Stars facility and grounds. This includes classrooms, the kitchen, hallways, playground, bathrooms, lobby, entry foyer, and the Little Stars property. These actions help us keep Little Stars running at full potential. And our customers will notice the state of our cleanliness and orderliness. 😊

An assistant teacher must work under the supervision of a teacher. An assistant teacher must be at least 18 years old and meet specific qualifications. An aide is an employee who carries

out child care program activities under the supervision of a teacher or assistant teacher. An aide who is under 18 years old must be directly supervised by a teacher or assistant teacher at all times except when the aide is assisting with the supervision of sleeping children or assisting children with washing, toileting, and diapering. An aide must be at least 16 years old.

2.5 Personal Appearance and Conduct

Employees of Little Stars must present a neat and professional image at all times. Employees should wear a Little Stars shirt or sweatshirt and dress appropriately for carrying out the requirements and responsibilities of their job. The following general rules have been established to minimize health and safety concerns:

- 1) Clothes should fit properly, not too tight or too loose.
- 2) Employees should wear minimal jewelry. No dangling jewelry is permitted.
- 3) Non-skid shoes should be worn.
- 4) Clothes should be clean and have an ironed look. (No holes)
- 5) Dress should not include cigarette, alcohol, or drug promotion.
- 6) Dress should not encourage, depict, or suggest violence.
- 7) Dress should not be demeaning to children or families.
- 8) Employees should only wear calf length skirts, when wearing skirts.
- 9) Employees should maintain excellent personal hygiene.

While on the job, employees are expected to give their full attention to the children. Employees should not be reading, on their phones or tablets, doing homework, or be engaged in long conversations with other employees or any other individual at Little Stars, at any time that they are working.

Remember that your behavior and appearance reflect your own personality as well as that of Little Stars. Any questions or concerns should be taken up with a Director.

2.6 Dress Code

Dress code requires a uniform shirt and proper clothing to move around in comfortably inside and outside each day. Shoes that are easy to move around in are also required.

Always wear your Little Stars uniform. It helps the parent get to know who works here. It also lets other employee and volunteers know who you are as well.

Street shoes are not allowed in the infant rooms, only slippers, sandals or socks that are used just in the building are allowed.

Employees are required to wear jeans, khaki pants, capris shorts, or Bermuda shorts when at work. Little Stars does not allow shorts with an inseam shorter than 5 inches. Yoga/sweatpants that can be seen through are **NOT** permitted. Vibrant printed pants/leggings are also **NOT** permitted.

Employees are also required to wear a monogrammed Little Stars shirt each day at work. Little Stars provides one complimentary Little Stars shirt at the start of their employment. Additional monogrammed shirts can be purchased from:

Mr. Monogram
507 S. Front Street
Mankato, MN 56001
507-387-7044

Shirt sizes are available in Small (S), Medium (M), Large (L), Extra-Large (XL), and Double-Extra-Large (XXL). Prices range from ~\$10.00 to ~\$30.00; depending on shirt type. XXL size shirts have a \$2.00 additional charge. The following Types of shirts are acceptable:

T-Shirt
Long Sleeved T-Shirt
Crewneck Sweatshirt
Hooded Sweatshirt
Hooded Zip Up Sweatshirt
Jersey Shirt

V-Neck T-Shirt
Woman's Short Sleeve Polo Shirt
Woman's Long Sleeve Polo Shirt
Unisex Short Sleeve Polo Shirt
Short Sleeve Raglan T-Shirts

2.7 Paydays

Employees are paid bi-weekly on Friday. Paychecks are available after 3:00pm on the pay date. The pay you receive will cover the two week period that ends on the Saturday prior to payday.

Your pay will be based on the hours that you are logged in at the center through the Sign-In computer. It is your responsibility to perform sign-in and sign-out; at the Sign-In computer..

You must turn in your Substitute Contract forms and/or paid vacation/personal day sheets prior to the end of pay period (the Saturday before your paycheck is issued). If these forms are not in the mailbox by that date, they will be considered late and your paycheck will not reflect those inputs. Those inputs will be factored into the next pay period. Some exceptions may occur. Speak with a director if you have questions.

2.8 Employee Scheduling

Little Stars has 3 primary schedule changes each calendar year. The First Schedule begins in the middle of January when MSU, Mankato begins their spring semester. The second schedule begins in May when MSU, Mankato ends their spring semester. The Third Schedule begins in August, when MSU, Mankato starts their fall semester.

Employee work schedules are established several weeks in advance with consultation with the employees to determine what works best and satisfies the needs of Little Stars.

Schedules vary due to staff availability and center schedule needs.

2.9 Early Morning and Late Afternoon Employees

A primary part of your responsibility is to communicate with the parents. You are the main person that the parents see and get to know. Greet parents as they enter the room. Smile and call them by name as soon as possible. When parents are picking up their children, be sure you know who they are. Introduce yourself to the parents and get to know them. It is important that we make the parents feel comfortable about where their children spend their day.

When someone other than the parent is picking up a child, check their emergency card to verify they are on the pick-up list. Ask to see their identification (driver's license with a picture). If it is someone other than the parent or person listed on the emergency card, check the parent/communication notebook in the room or check the child's daily sheet. If it is not noted there, check with a director to see if they know the person picking up the child. If the director does not know, call the parent or the emergency contact to verify that the person is okay to pick up the child. If you are not able to get a hold of anyone, the child must stay in our care until someone is contacted to verify that the person can pick up the child or until the parent picks up the child.

In the morning, document any information given by the parent in the communication notebook for other staff to view. Any medication provided by the parent must be checked for proper labeling and then stored appropriately. All medication must be in its original container and labeled with that child's name. There is a locked medicine box in the fridge in the kitchen to store meds that need refrigeration. If the parent dropping off the child informs the staff that someone other than a parent is picking up a child, record this information for the afternoon employee.

In the afternoon, discuss accident forms, and help get proper medicines home. Help parent's find children's belongings.

2.10 Cell Phone Policy

Little Stars has a strict cell phone policy on the premises. Cell phone use to make calls, receive calls, as a light, calculator, or other function, is prohibited in the classrooms, hallways, Large Muscle Room, and playgrounds except as defined in this policy. You may sign out during your scheduled break and use your cell phone in the Teacher Conference, Teacher Office, or outside the facility.

A staff member will only be called to the phone for a personal call during working hours in emergency situations. If you are expecting an emergency phone call, have whoever is calling contact you at the Little Stars main number. You will be paged so that you can take the call in the Reception area. Telephone messages will be taken for all other personal calls.

Outgoing personal calls must be made during break times or nap times. Adequate supervision of the children must be maintained at all times. Telephone calls must be short and the needs of other employees must be taken into consideration.

If you use your cell phone while at Little Stars in a manner contrary to these policies, you will be given a verbal warning on the first occurrence, a written warning on the second occurrence, and terminated on the third occurrence.

2.11 Phone System

As an employee you may contact Little Stars by the main facility number (507-625-2141) or by the Internet SIP number (507-540-0889). We recommend that employees calling in use the Internet SIP line number as it does not tie up the main number used by our parents and other businesses. Your call to Little Stars via the Internet SIP number is unlikely to be rejected by a busy condition as it is a multi-line trunk.

Little Stars has a facility phone system that supports internal calls between rooms as well as external calls within the continental United States. Internal Room-to-Room calls employ a 3 digit dial code. Faster connect times can be achieved by pressing the # key after entering the 3 digit number. This action tells the phone system you are done entering numbers.

When calling out of Little Stars, use full 10 digit numbers (a preceding 1 is not required or allowed). All 10 digit numbers are treated as outbound calls. Faster connect times can be achieved by pressing the # key after entering the 3 digit number. This action tells the phone system you are done entering numbers.

The Little Stars phone system supports call transfer and call hold. Classrooms have portable handsets that have sufficient range capability to be taken to the playgrounds when the children are outside. The portable phones have rechargeable batteries. They will be recharged whenever they are in the cradle. So it is best to leave them in the cradle when not in use. The batteries in the portable handsets **must never be replaced with standard alkaline or lithium cells**. If you think your classroom portable phone has a problem contact the management to get it looked at.

2.12 Employee absences

Smooth and efficient operation of Little Stars, along with proper care for the children, depends on consistent, prompt arrival of each employee for work each day. It is unprofessional and inconsiderate to just “not show up” for work. Unannounced absences and late arrival will result in negative performance reports being placed in your personnel file. If the behavior continues you will be terminated.

If you find you are ill and unable to come in, arrange for a substitute to take your place and notify Little Stars of your situation and who will be working in your place. Do not assume someone else will be there. If you have an absence that is known ahead of time, arrange for you substitute by filling out Little Stars form LS-105 (Substitute Contract) which identifies your substitute and gets the lead teacher’s approval

2.12.1 Absence Due to Employee Illness

If you need to be gone, or are ill, you must find your own replacement, even if you are at Little Stars. If you begin to feel ill while you are at work or the night before, call or let your teacher know and then start calling people on the sub list immediately. Start calling ahead to avoid any inconvenience for the classroom.

If you have a contagious illness or are hospitalized for any reason you must provide a doctor’s note to be excused from work otherwise you will receive an unexcused absence. You are allowed 3 absences per year. Upon the 4th absence you will receive a verbal warning, the 5th a written warning and upon the 6th absence you will be terminated.

Little Stars employees should not come to work if they have any of the following symptoms:

- 1) Fever
- 2) Diarrhea
- 3) Infectious/ contagious disease
- 4) Open sores must remain covered and treated
- 5) Vomiting

The employee must notify Little Stars if they cannot report for their work period due to illness.

2.12.2 Vacation

Employees eligible for paid vacation must be approved by your teacher and a director. Only one staff per classroom will be permitted to go on vacation at a time.

No vacations will be allowed the first week of the schedule.

All employees are responsible to find their own subs. If you do not cover your shift you will receive an unexcused absence.

2.12.3 Personal Appointments

All appointments must be scheduled outside of your work hours.

2.12.4 Bereavement and Funeral Leave

If you have a funeral to attend, you will be excused on the condition that you provide a copy of the funeral program. You must find your own replacement.

2.12.5 Tardiness

It is extremely important that all employees be in the building during their scheduled work hours. Licensing standards require specific staff to child ratios at all times. Tardiness causes unnecessary stress to the program, children, and other employees. Employees should make it a habit to arrive prior to their scheduled starting time. In the case of unavoidable lateness, an employee is expected to make every effort to arrange a substitute and call in.

Late Policy - If an employee is late 3 times in a 90-day period, a written warning will be issued. In the event of a 4th tardy, (within a 90 day period, the employee will be terminated immediately).

If you have difficulty adhering to your scheduled work hours, you must communicate this to a director or assistant director immediately.

Starting time is not arrival time. It is the time you are ready to begin working.

Tardiness is unfair to fellow the employee that must carry the workload in the absence of the late employee. Excused tardiness includes transportation emergencies, and must be communicated to the director(s) as soon as possible so that co-workers can be better prepared to deal with the situation.

2.13 Substituting

When substituting for another employee, it is your responsibility to clock in as a substitute on the computer, as well as, to make sure your Substitute Contract forms (LS-105) are turned in to the director. If a Substitute Contract form, or Substitute Sign-In record, is not found, you will not be paid for those hours. All Substitute Contracts need to be approved by the lead teacher in the classroom. Directors will approve lead teacher Substitute Contracts.

2.14 Relief Periods

Employees that are scheduled for 8 hours or more in a classroom will be allowed one half hour (30 minute) break. It is the employee's responsibility to arrange his or her own break. All

breaks should be taken at rest time, unless otherwise arranged with a director. All breaks are non-paid, so you must punch out for this time out of the classroom.

Avoid congregating in the reception area during breaks so that reception staff can focus on their tasks and give full attention to traffic in/out of the building. **The reception is our showcase area and it should have a professional atmosphere and orderly appearance at all times.**

2.15 Conference Room and Teacher Office

Little Stars has a staff-only area containing a Conference Room and Teacher Office. These rooms are equipped with telephones and internet jacks.

The Conference Room can be used for break time, parent/teacher meetings, staff meetings, and teacher/child meetings. There is a microwave in the conference room that may be used for heating food and beverages. Please keep in mind that the microwave may be used by all employees. Help to keep it clean by following these procedures:

- 1) Prior to using the microwave:
 - a) Wrap your item with wax paper provided
 - b) Use enough so that it wraps underneath to hold it in place during cooking
- 2) After using the microwave:
 - a) Clean up any messes with the Parsley Plus provided
 - b) Make sure you clean the roof of the microwave oven cavity
 - c) Don't leave a dirty microwave for the next person

The Teacher Office can be used for staff breaks and activities requiring a work space separate from the classroom. There is a computer provided for staff use in preparing curriculum material and other activities requiring computer applications and/or internet access. The computer is equipped with anti-virus/firewall software. If you insert a portable memory device into this computer this software will check it for viruses and malware. **Do Not Defeat this check!**

If the anti-virus/firewall identifies viruses and/or malware on your stick, do the following

- 1) Eject your stick using the "Safely Remove Hardware and Eject Media" that can be found in the hidden icons tray (Up arrow on lower right side of screen next to the flag).
- 2) Do not use your memory device in any other Little Stars computer until it is cleaned.
- 3) Bring your memory device to the maintenance staff
- 4) They will clean your memory stick of viruses and malware
- 5) You will not lose your data or be penalized

Please keep in mind that the Teacher Conference and Teacher Office are common rooms used by multiple staff members. Clean up your messes, put things back exactly as you found them, straighten the furniture, and leave it clean and orderly for the next person. **Nobody likes to clean up a space in order to just get started with their own activity!**

Do not use Teacher Conference or Teacher Office as a storage area or dumping ground for stuff you don't want in your classrooms. All unwanted items should be identified to the maintenance staff who will decide about how to dispose of them or store them. Storage of other classroom items like furniture, toys, clothing, etc. is to be in the basement.

2.16 Storage Spaces

Classrooms are configured with storage space in cabinets and drawers. Keep your classroom supplies, toys, and logs in these storage spaces. Items that you do not want in your classroom must be moved to the appropriate basement storage or disposed. **Do not use the hallway outside you classroom as a storage, or dumping area for things you do not want in your classrooms.**

Little Stars has storage spaces as follows:

- 1) File Room – The File Room is located on the first floor near the Employee Entrance. Long term file storage cabinets are available for storing records. This room also contains step ladders, extension ladder, brooms, shovels, and a few other items. **Do not use the File Room as a storage, or dumping, area for things you don't want in your classrooms.** These items should either be given to the maintenance staff for disposition or taken to the basement for storage.
- 2) Basement – The basement area of Little Stars has been configured with storage and a workshop area. Dramatic Play items that are not in circulation have specific storage containers in the Basement. Other items such as toys, furniture, clothing, and decorations have storage space and containers available. When you take something to the basement for storage make sure you put it in the designated space. If you don't know where that is then ask for help. The workshop is for the maintenance personnel. There are tools in the workshop that can be used by the staff if they think they can accomplish a specific task. **If you take tools from the basement return them to the same spot you found them.**
- 3) Janitor Closet – The Janitor Closet on the ground floor (Next to the Cubby Storage) is used for storing supplies (Paper towels, TP, cleaners, etc.) and a vacuum cleaner. **Do not use the Janitor Closet as a storage, or dumping, area for things you don't want in your classrooms.** These items should either be given to the maintenance staff for disposition or taken to the basement for storage. After you have finished using the vacuum cleaner: 1) Roll up the power cord, and 2) Park it inside the door, handle against the wall.
- 4) Vacuum Closet 2nd Floor – The Vacuum Closet on the 2nd floor (Near the elevator) provides some storage for maintenance items and a vacuum cleaner. **Do not use the Vacuum Closet as a storage, or dumping, area for things you don't want in your classrooms.** These items should either be given to the maintenance staff for disposition or taken to the basement for storage. After you have finished using the vacuum cleaner: 1) Roll up the power cord, and 2) Park it inside the door, handle against the wall.
- 5) Supplies Storage Closets – The Supplies Storage Rooms are located just outside the kitchen on the 2nd Floor. The store room next to the Rainbow Room is used for consumable supplies like paper towels, tissues, TP, etc. The store room over the stairway is used for cleaning supplies and chemicals. **Do not use the Supplies Storage Closets as storage, or dumping, areas for things you don't want in your classrooms.** These items should either be given to the maintenance staff for disposition or taken to the basement for storage.

2.17 Employee Development

All employees are required to attend 6 mandatory employee meetings each calendar year. Failure to attend a meeting will be grounds for a written warning. One written warning is allowed for non-attendance at an employee meeting before dismissal from employment occurs. One excused absence is allowed for employee meetings each calendar year. You must verify that your absence can be excused with a director before the meeting occurs.

All employees are required to take continuing education credits or classes. The maximum number of hours you may be required to have is 40 hours in one calendar year. A reminder will be sent out to let you know how many hours you need for the year. It is your responsibility to complete your continuing education hours prior to December 31st of each calendar year. Some college classes qualify as continuing education. Check with a director to determine if a particular class qualifies.

Training courses may be required throughout each calendar year. These training courses are to help develop your knowledge in the field of early childhood. Some training courses may be mandatory and others may be optional.

2.18 Curriculum

Little Stars early learning center plans their lessons based on the Minnesota's Early Learning Standards early childhood indicators of progress. Each daily lesson includes a Language & Literacy activity, creativity & the arts, physical & motor, approaches to learning, social/emotional & cognitive development. {Does this need to be in this handbook?}

2.19 Pets

Little Stars does not have any pets in its facility. If a child would like to bring a pet to share, advance notice is required and the parents of any children that might be exposed to the pet must be contacted to determine if there are any concerns about allergies and/or psychological barriers associated with the pet. {Recommend you make this a no pet facility. Pets have to many issues and create tremendous liability risks.}

2.20 Attaching Items to Surfaces

Little Stars has strict rules concerning the manner of attaching objects to ceilings, windows, walls, and floors. Certain attachment products will tear the paint/sheet rock when removed and/or leave adhesive material that must be removed with cleaners. These rules help us to minimize damage to these surfaces; all of which reduces maintenance costs for the facility.

Do not use any of the following products for attaching items to ceilings, walls, oand floors anywhere in the Little Stars Facility:

- 1) Scotch Tape or equivalent product
- 2) Masking Tape or equivalent product
- 3) Packing tape of any type
- 4) Glue of any kind
- 5) Double sided tape of any kind

Do not attach anything directly to the ceiling tiles at any time.

For attaching objects you must use the following procedures and products:

- 1) Ceilings – Use NAP7019 plastic grid hooks that can then be used to suspend items. These hooks can be obtained from the office. Be careful installing these hooks on the ceiling grid so that ceiling tiles are not damaged.
- 2) Walls – Use Blue Painters Tape and/or 3M Command Hooks to hang things from the walls. Both of these items can be obtained from the office. Use extreme care and patience when removing the 3M Command Hooks so that you do not remove the paint from the wall. If you are not sure how to remove these hooks ask for assistance.
- 3) Windows - – Use Blue Painters Tape to hang things from the windows. Blue Painters Tape can be obtained from the office. Do not leave this tape on the windows for more than a week. If you do you will have a difficult cleaning job to get it off using a razor blade scraper and adhesive remover.
- 4) Floor – Use clings on the floor. **DO NOT TAPE OBJECTS TO THE FLOOR.**

2.21 Confidentiality Policy

Employees are forbidden to disclose any confidential information or data learned in the course of their employment to any individual(s) not employed by Little Stars Early Learning Center, except in terms of our *Data Practice Procedure*, {where can this be found} and/or state and federal law requirements. Particular note should be made of the fact that it is each employee's responsibility to report any suspected abuse or neglect to child protection services.

Always be aware of who is nearby when discussing sensitive issues, specific children, and/or adults. If you need to share this type of information, wait for a time when you are alone with the other employee or involved person.

2.22 Employee Reviews

Each employee will have a review with the director(s) at the following times, 6 months, and annually thereafter. All reviews are considered non-monetary and a monetary review will be determined annually depending on employee's performance and the budget/enrollment.

Performance standards (include but are not limited to):

- 1) On time, finding your own sub when needed
- 2) Positive role model for the children
- 3) Interaction with the children
- 4) Knowing and following the policies at Little Stars
- 5) Following the chain of command in your classroom
- 6) Keeping up with your continuing education credits

2.23 Disciplinary and Grievance Procedures

2.23.1 Disciplinary Action

2.23.1.1 Types of disciplinary actions:

Employees may receive Verbal "Advance" Warnings, Verbal Notifications, Written Warnings, and/or Termination as the result of actions they take that are contrary to Little Stars policies and procedures. Minor infractions start out with Verbal Warnings/Notifications. More serious

infractions may result in Immediate Written Warnings and/or Termination of employment. The following described actions can be taken in the event an employee disregards a policy or procedure outlined in this Employee Handbook or the Little Stars Policies and Procedures:

- 1) Verbal “Advance” Warning – A Verbal “Advance” Warning is given in an informal, but educational manner. The employee is told why such behavior is unacceptable and is reminded of the consequences of repeat violations.
- 2) Verbal Notification--- A Verbal Notification is given to the employee by the director or assistant director. This notification informs the employee that a specific behavior is unacceptable and subject to discipline. A written record will be retained.
- 3) Written Warning—A Written Warning notifies the employee that a specific behavior is subject to disciplinary action. A written record is retained.
- 4) Termination – Termination will result if the employee incurs a subsequent occurrence of the specified behavior for which they have received a Verbal “Advance” Warning, a Verbal Notification, and a Written Warning.

These disciplinary policies are set forth for the protection of both the children and the employees.

2.23.1.2 Actions That Result in a Verbal Warning / Notification

The following actions will normally result in Verbal Warnings and/or Notifications:

- 1) Improper behavior guidance or disciplinary techniques toward the children.
- 2) Loud discipline.
- 3) Withholding of food or drink.
- 4) Withholding of attention.
- 5) Improper employee/parents communication.
- 6) Poor adult role modeling.
- 7) Continued favoritism of a child.
- 8) Inappropriate employee relationships or communication.

2.23.1.3 Actions That Result in a Written Warning

The following actions will result in Written Warnings:

- 1) Willful neglect of a child.
- 2) Name calling, shaming, silent treatment of a child, or group of children.
- 3) Any form of rough handling of a child.
- 4) Emotional abuse of any kind.
- 5) Derogatory remarks about a child or family.
- 6) Failure to comply with the Little Stars’ licensing requirements
- 7) Violation of confidential information, i.e. discussing a child’s behavior with someone other than another employee or the child’s parent.
- 8) Tardiness
- 9) More than two unexcused absences within a three-month period.
- 10) Gossip
- 11) Disregard of program policies and procedures.
- 12) Derogatory remarks about an employee person or a client.
- 13) Foul language is not acceptable. Nor is the failure of an employee to counsel a person using foul language and/or report the incident to a director.

14) Consistent failure to carry out assigned duties.

2.23.1.4 Actions That Result in Immediate Suspension of an Employee

- 1) Accusation of any form of child abuse.
- 2) Accusation of serious negligence resulting in injury to a child.
- 3) Inadequate supervision of a child or group of children.
- 4) Any form of corporal punishment.
- 5) Any form of psychological abuse or punishment.
- 6) Falsified employment information.
- 7) Possession, use, or being under the influence of illicit drugs or alcohol while on program property or time.

Subsequent to suspension of an employee, an investigation of the reasons and activities will be conducted by Little Stars management. Upon completion of the investigation, the employee will be either 1) Cleared and returned to work, or 2) Terminated.

2.23.2 Grievance Procedure

If any employee has a job-related grievance, the following procedure should be followed:

- 1) If the grievance is liable under the law, the employee has the right to contact an outside agency (i.e. Department of Human Rights), an attorney, or another objective outside party.
- 2) If the grievance is not liable under the law, then the employee will meet with the director(s) to discuss the problem.
- 3) If the grievance remains unresolved, the employee should submit a written statement to the director(s), describing the grievance. The director(s) will discuss the statement with the employee and make every attempt to resolve the situation.
- 4) A plan for dealing with the problem will be discussed and agreed upon. This will be written up and placed in the employee's file, and will be signed by the director(s) and the employee.

The employee will not be penalized in any way for initiating a grievance procedure. It is not ethical to involve other employee or parents in an individual concern, and it is not ethical to have that concern affect employee's relationships with other employees or parents. It is also not ethical to involve outside agencies before coming to the director with important concerns.

2.24 Reduction in Workforce

2.24.1 Resignation

Employees wishing to resign their positions are requested to notify the director(s) in writing at least two weeks in advance of their anticipated departure date. The director(s) may request and exit interview with the departing worker. The purpose of the exit interview is to provide the departing worker with details about pay or benefit eligibility, and obtain the employee's opinions about, and suggestions for, improvements within the program.

All employees are considered to be "at will" employees. The employment of such workers may be terminated at the discretion of either the employer or the worker at any time.

2.24.2 Layoffs

In the event that enrollment declines or changes in curriculum needs occur, priority of employment will be given to the person with the best skills for the specific job, who has furthered their professional education and growth, and who has made continued efforts at improving their grade or curriculum area. Seniority will also be considered.

Unfortunately at this time, other employees may be asked to take time off without pay until enrollment reaches a normal level.

2.24.3 Termination for Cause

An employee may be terminated for actions that seriously violate Little Stars policies and procedures.

The following actions of an employee may result in termination of employment:

- 1) Accusation of any form of child abuse (Pending investigation)
- 2) Accusation or serious negligence resulting in injury to a child (Pending investigation).
- 3) Possession, use, or being under the influence of illicit drugs or alcohol while on program property or time.
- 4) Falsified employment information.
- 5) Putting the health and safety of the children at risk.
- 6) Inadequate supervision of a child or group of children.
- 7) Failure to maintain state standards as stated in licensing.
- 8) Failure to follow the Little Stars policies and procedures.
- 9) Failure to cooperate with a director and/or employee in maintaining the best interest of Little Stars and the children.

In serious cases, an employee is suspended and an investigation of the circumstances conducted by Little Stars management. Upon completion of the investigation, the employee will be either 1) Cleared and returned to work, or 2) Terminated.

2.25 Return of Property

Employees are responsible for all Little Stars' property, materials, or written information issued to them or in their possession or control. Employees must return all Little Stars' property immediately upon request or upon termination of employment. Where permitted by applicable laws, an employees' check may be withheld until items are returned, or Little Stars' may withhold the cost of the item(s) from an employee's check if not returned.

2.26 Equal Opportunity Employer

This facility is operated under the US Department of Agriculture policy which does not permit discrimination because of race, sex, color, age, handicap or national origin. Further information may be obtained from the office of Equal Opportunity, USDA Washington, DC 20250.

The handbook and its provisions are designed to serve only as a guide to Little Stars' policies and rules, and not as a contract of employment. Little Stars has the right to make unilateral changes in its personnel policies at any time.

2.27 Sexual Harassment

Sexual Harassment of any kind will not be tolerated.

If you have been sexually harassed, or have seen anyone being sexually harassed, inform a director immediately. Your information will be kept confidential.

2.28 Drug-Free / Smoke-Free Workplace

Our policy regarding the work-related effects of tobacco and drug use, and the unlawful possession of controlled substances on program premises or during work hours is as follows:

Employees are expected and required to report to work on time and in appropriate mental and physical condition for work. It is our intent and obligation to provide a drug-free, healthy, safe, and secure work environment.

The unlawful manufacture, distribution, dispensation, possession, or use of controlled substances while on the program premises, or while conducting program business off the premises, is strictly prohibited. Violations of this policy will result in disciplinary action, up to and including termination and legal consequences.

Little Stars recognizes drug dependency as an illness and a major health problem. Little Stars also recognizes drug abuse as a potential health, safety, and security problem. Employees are encouraged to seek help in dealing with such problems. Conscientious efforts to seek such help will not jeopardize any employee's job, and will not be noted in any personal record.

Employees must, as a condition of employment, abide by the terms of the above policy and report any conviction under the criminal drug statute for violations occurring on or off Little Stars premise while conducting Little Stars business. A conviction must be reported within five (5) days after conviction (This requirement is mandated by the *Drug-Free Workplace Act of 1988*.)

Smoking is prohibited in Little Stars and within 200 feet of the entrances. Proper disposal of cigarettes is required at all times! **DO NOT THROW ANY CIGARETTE BUTTS ON THE GROUND!**

3 CHILD/PARENT POLICIES

3.1 Staff / Parent Interactions

3.1.1 Greeting Children and Parents:

Be a happy greeter! It is important to establish a sense of trust between our program and the parents. You can do this by being highly visible to parents and showing them that you are available and have a genuine concern for their child while he/she is at Little Stars.

Each parent or visitor will be greeted when they walk into Little Stars. Every employee is expected to say, "Hello, can I help you?" or "Have you been helped?"

All employees are expected to greet arriving and departing children by name. Arriving children should be assisted in settling in for the day. Departing children should be helped getting their belongings together in the evening.

3.1.2 Professionalism:

Little Stars builds its reputation by providing a professional attitude in conversations with other employees, parents, or agencies. Little Stars' employees are expected to speak professionally about Little Stars and the other employees. If there is a grievance or concern, the proper procedures should be followed to resolve the situation. (See Grievance procedure)

3.1.3 Responsibility to Parents:

Be cheerful and attentive when dealing with parents. Do not discuss personal matters, other children, or other families with a parent.

If you are talking with another employee when a parent or visitor walks in, stop immediately, and attend to the parent or visitor. A parent is only at the school a few minutes during the day, and that is the only time a favorable impression of Little Stars and employees can be created.

3.1.4 Manners and Respect:

Appropriate manners and respect for the children, families, and employees must be maintained at all times.

Employees should be positive role models in manners, language, and tone of voice. This provides the best example of appropriate behavior for the children.

Little Stars tries to foster a strong feeling of professional support and encouragement among the employees. By taking into consideration other people's needs, and by looking out for co-workers, we can maintain the highest quality of service to our families, and the highest quality of employees.

3.1.5 End of Day

At the end of the day, it is an important part of your responsibility to communicate with the parents. Discuss the accident forms, help get proper medicine home, be certain the person picking up the child has permission to pick the child up. Get to know the parents so you recognize who is picking up the child and will know if it is not the parent. The emergency cards in your room have the information on who is able to pick up the children. The person picking up the child needs to be on the pick-up list in order for that person to be able to take the child with them. The parent must inform a director of any changes in the people that are on their pick up list.

3.2 Child Arrival, Departure, and Release

3.2.1 Arrival

Little Stars opens at 7:00 AM. Upon arrival the parent/guardian must sign the child in at our Sign-In computer. The parents are responsible for their child/children until they have been delivered to the appropriate destination within the facility. Infants and toddlers are dropped off directly to their classrooms (Lavender, Purple, Blue, Green, and Yellow). Preschoolers are dropped off in the Large Muscle Room between 7:00 AM and 8:15 AM. Preschoolers arriving after 8:15 AM will be delivered by the parent directly to their respective classroom (Orange, Red, Rainbow, and Starlight).

3.2.2 Departure

Parent/Guardian pickup must be made prior to the 6:00 PM closing time. At departure the parent/guardian are required to acquire their child, sign them out using the Sign-In computer, and escort them out of the facility. Infants and toddlers are picked up in their respective classrooms (Lavender, Purple, Blue, Green, and Yellow). Preschoolers are picked up in the Large Muscle Room between 4:45 PM and 6:00 PM. Any parent/guardian picking up their preschooler before 4:45 PM will get them from their respective room (Orange, Red, Rainbow, and Starlight rooms).

If no one has picked up a child at closing time, and the child's parent has not contacted Little Stars, you must go through the child's emergency contacts and attempt to locate a person authorized to pick up the child.

Late pickups incur late fees, penalty fees, and possibly termination of the contract. These rules are provided to the parents in the Parent Handbook.

A child that has not been picked-up within 30 minutes of closing will be released to Blue Earth County Child Protective Services.

3.2.3 Release of a Child

Employees must ensure that children are released only to their parents or to a person identified in the Child's Enrollment Form (Form LS-202). Little Stars requires that a phone call, or written note from the parent, be provided prior to the pickup by a person not identified in the child's Enrollment Form.

If an individual who is suspected of child abuse comes to pick up a child, the employee shall not release the child. In this situation the directors and one of the parents must be notified immediately. If necessary, call the police.

Note: If someone new (whose name is *not* on the Child Enrollment Form comes to pick up the child, and if we have **not** been notified in writing that they have permission to pick up the child, **the child will not be released.**

The following procedure should be followed in this circumstance:

- 1) Request photo identification of the individual – Check it carefully against the child's Enrollment form
- 2) Contact the director(s) and notify them of the situation
- 3) Contact the parents by telephone to determine if this pickup is authorized.
- 4) If the situation cannot be resolved call the police.

If anyone picking up a child appears incapacitated in any way, the child's parents or emergency contact must be called to pick-up the child. If the problem persists, the Mankato Police will be notified, and will help decide whether or not to release the child.

All court orders, written permission release notes from parents, and information on a child's release are posted in the employee message book for all employees to read. These notes also become part of the child's file.

No child shall be released to an individual younger than age 13, regardless of parental guidance.

3.2.4 Parent Permission to Release a Child

When parent's access to a child is in question, refer to that child's Enrollment Form (LS-202).. The information this parent gave us must be used in these cases. Note that any parent that is restricted from access to a child by a Restraining Order must provide documentation that specifically authorizes they have a right to the child. A document verifying paternity does not meet this requirement.

If a parent with custody has requested the other natural parent not pick up a child follow the procedure below::

- 1) Little Stars has a Restraining Order:
 - a) Verify that we have a copy of the court order.
 - b) Page a director to the classroom.
 - c) Do not release the child to this parent
 - d) Have someone call the police if the situation warrants it.
- 2) Little Stars does NOT have a Restraining Order on file:
 - a) Do not release the child
 - b) Page a director
 - c) Call the parent with custody and advise them to come immediately
 - d) Keep the child in the office area until the parent with custody arrives
 - e) If you are unable to contact the parent with custody call the emergency contact numbers in the child's Enrollment Form.

In case you do not have a clear understanding of the situation between the two parents:

- 1) Immediately call the parent with custody at work or out of class and ask them to come to the office.
- 2) The parent asking access to the child will need verification that they have legal right to access to the child before you allow the child to leave with this parent.
- 3) The burden of proof is on the parents if their name is not on the registration or emergency form as authorized to pick up the child, the child will not be released to them.
- 4) If you are unable to reach the parent with custody and cannot resolve the issue, call the emergency numbers and ask them to come to pick up the child.

In case of parents who have lost custody of the child (even temporarily):

- 1) Little Stars reserves the right to deny release of a child until the custody issues are resolved.
- 2) Any parent who has lost custody may not observe from the fence or go into the classroom.
- 3) If the director is not available, the parent will need to come back when the director is available.

In all cases, carefully check the picture identification of the person asking to pick up the child. Do not accept anything other than picture identification.

3.3 Missing Child

It is Little Star's strict policy, and a requirement of licensing, that no child is **ever** left alone. This rule applies at all times. During transitions to other rooms, or outdoors, one employee shall lead the children from the room and another employee shall follow the last child in the group. These procedures ensure that all of the children are accounted for and none are left in the room. It also guards against possible accidents where children's fingers may be pinched.

If an employee is alone with a group of children, he/she will keep her group together to ensure that all children are safe and accounted for. Any trip away from Little Stars will involve at least two adults.

NO CHILD SHOULD EVER BE ASSUMED TO BE INSIDE THE BUILDING, OR ON THE PLAYGROUND, WITHOUT VISUAL CONFIRMATION BY A STAFF MEMBER!

When a child is out of sight, or missing, all staff will be notified using mobile communications. All available staff members will assist in the search. If a child cannot be located after a thorough search, Little Stars will notify the local police department for their assistance, as well as the child's parents. The search for the missing child is suggested to last no longer than five minutes before the authorities and parents are contacted.

When a missing child incident occurs, an incident report must be filled out. Each staff member involved will be asked to write a detailed description of the event, in their own words. This will be turned into the director within 24 hours of the incident. Employees will be issued a written warning if classroom and center policies are not followed.

3.4 Housekeeping

Help keep rooms looking neat. Keep the tops of counters and cubbies cleaned off. Keep the shelves tidy, re-hang fallen artwork the first time you see it, and keep floors clean.

It is often easier to pick up after a child than to get the child to pick up their toys. However, if the children are to learn responsibility and how to care for their toys, we must take the extra time to help the child learn to do his/her own jobs.

4 CLASSROOM POLICIES

Little Stars children are our number one priority and each child is treated as part of our Little Stars' Family. We strive to provide an environment that is conducive to each child's needs for learning and growth. All activities are designed to be developmentally appropriate and encourage the children to learn through their play. Each activity is designed to develop each child's social, emotional, and physical skills. Every child is provided a warm and loving environment, where they feel safe and accepted.

Relax and get to know the children's names and the room routines. It is most important that you greet each child and parent as they enter the center and leave again. Smile and greet them by name. When talking to a child, bend down and get on their level. Help the children to join the group and participate when they arrive and help them gather their belongings when they leave. Write down any messages right away, do not rely on your memory – too many things come up and tend to distract us.

4.1 General Staff Behavior Guidance

Use the following guidelines for your general behavior:

- 1) Always greet the children and parents. Help children separate smoothly and get involved. SMILE!!
- 2) “Catch the children being good” --and continue positive reinforcements.
- 3) Help children assume the responsibility for putting outer clothing and items to take home in their cubbies or on their hooks.
- 4) Children are to walk while inside the center and behind the teacher (Walking feet).
- 5) Walk over to the children to talk to them. Children need to use inside voices while in the room.
- 6) Help remind all children when using the bathroom to aim into the toilet, flush, and wash their hands. Children in the orange, red and rainbow rooms may shut the doors while using the bathroom. Children in the blue and yellow rooms need to leave the doors open when using the bathroom. Bring a bag with you when taking a child to the bathroom for wet or dirty cloths. Pull-ups and diapers can only be disposed of in garbage can with a lid. There is one in the classroom and the bathroom.
- 7) Each child should have extra clothes in their cubbies for emergency changes. Place soiled clothes in a bag in the child’s cubby. Tie the bag shut and place out of reach of the children. Place a note on the child’s daily sheet that there are soiled clothes in their cubby or remember to notify the parent if your room does not have a daily sheet.
- 8) Help the children assume the responsibility for putting away materials, both at unguided times and when activities are finished.
- 9) CD Players should be turned off when finished. Return tapes and CD’s to the cases and place them in the appropriate place when finished with them.
- 10) Always write children’s name in upper left corner. Always print their name in your best manuscript handwriting. SPELL THE CHILD’S NAME CORRECTLY!!
- 11) In case of an accident, act immediately. If it is a serious accident, follow the first aid procedures to help keep the child safe from further injury. After treating a child with minor injury, you must fill out an Injury / Incident Report (LS-210) that identifies the child, type of injury, and other details.

4.2 Child Clothing

Children must wear shoes at Little Stars early learning center. (“Fire Fighter Rule”) Use some judgment about outside clothing. Do not let children go out until they are dressed for the weather.

4.3 Accidents/Incidents

An Injury/Incident Form must be filled out if a child is injured or if a child has injured another child.

The parent must sign this form and be made aware of the accident/ incident.

The Injury/Incident Form must follow all confidentiality policies. Only the child that had the injury, or incident, may have his/her name on the form.

All Injury/Incident Forms need to be kept in the classroom. When the child transitions to the next room the Injury/Incident Forms will follow the child.

All serious injuries that require medical attention need to be kept in a separate file for serious injuries. These files need to be checked twice a year by a director.

4.4 Ratios

Licensing requires staff to child ratios of:

AGE GROUP	TEACHER : CHILD RATIO
Infant	1 : 4
Toddler	1 : 7
Preschool	1 : 10

Little Stars strictly follows these licensing requirements. There are also procedures for combining classrooms near the end of the day. This combining helps to avoid situations where a single staff becomes totally responsible for a group that is near to maxim ratio size and therefore provides more flexibility in handling the children. Combining is not allowed to violate the teacher child ratios.

4.5 Indoor/Outdoor Play Procedures

4.5.1 Indoor Play

When children are playing in the building; either in the Large Muscle Room or in the Classroom:

- 1) Check all areas of the room you are in for any potential safety hazards.
- 2) If equipment does not look safe, notify your lead teacher or director, so the equipment can be fixed to avoid any injuries.
- 3) Check with the teacher if you think an activity could be dangerous for the children.
- 4) Always go over the safety rules with the children before starting any activity that involves objects that a child could be injured on/with.
- 5) Verify that your first aid kit and room wireless phone are in the room when you are in it.

4.5.2 Playground Procedures

4.5.2.1 Going Out / Coming In:

When going outside to the playground, line-up at the doorway of the classroom/large muscle room. The children make a line, the teacher/assistant teacher is in the front of the line and the aide is at the back (the last person). When all of the children are in line, count them and mark on the classroom list. Then, open the door to the playground and head outside.

Again, count your children when you line up to go back into the classroom/large muscle room.

Preschool children need to stay in the line behind the lead and in front of the aide on their way back upstairs. Continue to count children as you go and while they enter the room.

4.5.2.2 While on the Playground

It is important that all employees know the playground rules and help each other to enforce these rules while outside. This will help keep everyone safe and happy! ☺

Engage in play, and interact, with the children while out on the playground. Teachers/aides should be distributed around the playground to allow for observation of all the children and playground entry/exit points.

When children are playing outside on the playgrounds:

- 1) Always take your first aid kit and your wireless room phone to the playground.
- 2) At least one employee should be by the climber while playing outside.
- 3) Children must wear a helmet when riding a bicycle or in a play car.
- 4) Familiarize yourself with all the playground rules and procedures located on the playground and by the back door of the building.
- 5) Continue to count children periodically while on playground.
- 6) Mark children off the classroom list when they are picked up by parents.

Especially in the late afternoon, place yourselves around the playground so someone can see all parts of the area. DO NOT stand together and chat. We need to focus on preventing accidents and being aware of accidents that are imminent or happening. If you see something that looks like it might get out of hand, step in immediately and use positive language. Tell it like it is. "We keep the sand in the sand box" "We go down the slide".

4.5.3 Playground Cleanup

The playgrounds get a lot of usage time and toys and equipment naturally get distributed all over the area. Staff members are responsible for general cleanup of the playgrounds and any associated storage areas. Remember, these playgrounds are highly visible to the parents and neighbors at all times. When Little Stars is closed these playgrounds should be cleaned up, straightened up, and orderly.

At the end of the day the playground must be cleaned up and straightened up as follows:

- 1) Place all toys, balls, and containers in the Storage Room (West Playground) or the Deck Box (East Playground).
- 2) Arrange all kiddie cars, basketball hoops, tricycles on the rubber tiles in an orderly fashion.
- 3) Pick up paper and other trash items and throw away
- 4) Put brooms, rakes, and other tools in the store room (West Playground) or File Room (East Playground) on their hangers
- 5) No items should be left on the grass areas
- 6) The West Playground Storage Closet must be straightened up and swept clean. All items should be stowed in the labeled containers on the shelves. Do not leave items sitting on the floor and/or in the path of the doorway.

At the end of each week the playgrounds must be cleaned and straightened as described above and sand on the rubber tile areas and sandbox frame should be swept back into the sand boxes.

4.5.4 Going for a Walk or Stroller Ride

When going for a walk or stroller ride:

- 1) Verify that there is a first aid kit in the stroller. Take the classroom first aid kit if no children are in your room.

- 2) Always take a mobile phone with you while you are on a walk. Verify that your wireless room phone is in the room if there are still children present in the room.
- 3) Always bring an orange flag with you to warn traffic that you are crossing the street.
- 4) Always use the stoplights and the Walk / Don't Walk signals as a guide to cross intersections with stoplights.
- 5) When using a rope to go on a walk, arrange for one teacher to be at the front of the rope and another at the back of the rope. If there are more than two teachers, be sure one is in the middle to help the children when they need help.
- 6) Always allow plenty of time to cross the street, to avoid a car not seeing you in the street.

4.6 Behavior Guidance

At Little Stars, our schedule, lesson plans, classroom arrangements, and staffing patterns are designed to promote positive and enjoyable learning experiences. This includes respectful and trusting relationships between adults and children and providing for the safety of all children, as well as the individual development of each child's self-help and self-control skills. The employees are to help maintain daily routines and provide limits appropriate for each group, which are frequently discussed and defined with the children. Consistency is a key in helping children develop their sense of trust and understanding in their environment.

Child guidance is how we help children develop safe and appropriate ways of interacting with others and how we help them develop tools to problem solve. Discipline is how we encourage a child's self-control. It is helpful to remember that children learn by experimenting and experiencing the consequences of the actions.

It is important for all employees to help set and enforce safe limits, so we can assist the children in developing their self-control and respect for other people's rights and property. It is our job to help children balance their need for individuality with the needs of the whole group. The important thing to remember is that a child's needs in a group setting are always different at home, because of the different needs of each child.

All Little Stars employees should help a child with undesirable behavior by words and example. Some undesirable behaviors are:

- 7) Hitting or harming other children or adults
- 8) Teasing, name calling or saying hurtful things to others
- 9) Purposefully damaging property of others

Employees need to remember that we are reminding and redirecting children when undesirable behaviors occur. Also, remember that children are not expected to immediately understand or comply with all expectations and directions.

Guidance and discipline techniques that will be used with the children include:

- 1) Setting clear and enforceable limits
- 2) Modeling acceptable behavior
- 3) Recognizing each child's individual needs
- 4) Structuring the environment and routine
- 5) Recognizing the children's efforts
- 6) Anticipating and eliminating potential problems
- 7) Redirection

- 8) Use of natural and logical consequences
- 9) Restoring order without loss of child's self-esteem
- 10) Encouraging children to verbalize their feelings, rather than demonstrate them physically
- 11) Encouraging children to use words to solve problems

Persistent unacceptable behavior will be dealt with in the following manner:

- 1) The child's behavior shall be recorded, dated and signed by employees involved
- 2) The employees shall meet to discuss the unacceptable behavior and to develop and implement a behavior management plan to meet the individual needs of the child.
- 3) The parents of the child shall be invited to conference with the teacher to discuss the plan and to enlist their cooperation and input.
- 4) When necessary, the teacher/director shall contact the appropriate professionals for guidance.
- 5) All action shall be taken only after the consultation with the parents.
- 6) Sustained disruptive behavior following the above intervention may lead to de-enrollment of the child if the behavior cannot be managed and the safety of the child/children is compromised.

The following actions violate Little Stars Early Learning Center, LLC policies as well as written Minnesota Rule 3 Guidelines Section 9503.0055, Subpart 3:

- 1) Children shall not be subject to any form of corporal punishment, including, but not limited to: rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, pinching, biting, hitting or spanking.
- 2) Children shall not be subjected to any form of emotional abuse, including, but not limited to: name calling, ostracism, shaming, making derogatory remarks about the child or his/her family, or using language that threatens, humiliates or frightens the child.
- 3) Children shall not be separated from the group except within rule requirements.
- 4) Children shall not be punished for toileting lapses or mishaps.
- 5) In no case shall food, clothing, light, warmth, and/or medical care be used as punishment for unacceptable behavior.
- 6) No physical restraints shall be used with a child except holding the child for the purpose of protecting the child or others from harm.
- 7) All forms of mechanical restraints, such as tying, are prohibited unless they are applied in the specific cases identified by Minnesota Administrative Rules Chapters 9525.004 through 9525.0036. Any implementation of restraints must be in accordance with Minnesota Administrative Rules Chapters 9525.2700 and 9525.2810. Minn. Generally these exceptions apply in the case of children with mental retardation or a related condition. The Director(s) will be required to authorize any use of mechanical restraints under the Minnesota Administrative rules.

It is the policy of Little Stars that parents are able to review the records of disciplinary actions taken, individual behavior guidance plans, child guidance and discipline policies at any time

4.7 Dealing with Children

Everyone who spends time with young children sometimes become upset or frustrated when the children misbehave. At Little Stars, we expect employees to keep their frustrations under control at all times, and to use only the techniques given for misbehavior. Employees must never raise their voices to a child or to other caregivers. Raising your voice is an ineffective way of discipline for young children, and only adds to the confusion in a stressful situation and does not help promote a positive environment.

4.8 Guidance Measures

All guidance measures should:

- 1) Have developmentally appropriate expectations
- 2) Develop a healthy sense of self-esteem
- 3) Focus on the behavior of children.

When talking with young children:

- 1) Use positive statements:
 - a) To inform children of expectations before starting activity.
 - b) To redirect children when anticipating a problem.
 - c) To remind children of limit after problem occurs.
- 2) Use praise:
 - a) To acknowledge and reinforce specific behaviors.
 - b) To share value system (ex. "I really appreciate the way Ellen and Tommy remembered that even pretend weapons are not allowed at school.")
- 3) Use encouragement:
 - a) To acknowledge and reinforce qualities of behavior (ex. Attention span, persistence, concentration)
 - b) To encourage intrinsic system of reinforcement.
 - c) To support children's enjoyment of the process as well as the product of the activity.
- 4) Use narrative Statements:
 - a) To unobtrusively acknowledge children's behaviors.
 - b) To encourage children to focus on the process of their current activity.
 - c) To help build vocabulary.

When expressing Feelings:

- 1) Use active and reflective listening:
 - a) To encourage children to verbally express feelings.
 - b) To build a vocabulary of feelings.
- 2) I-Use messages (rather than "you messages"):
 - a) To non-judgmentally express effect of child's behavior on another child.
 - b) To express effect of child's behavior on self.
 - c) To model how to express feelings –
When you (state behavior)

I feel (your feelings)
Because (state effect of behavior on self)

When dealing with problem behaviors, use the following:

- 1) Anticipation
- 2) Redirection to acceptable alternative
- 3) Ignoring
- 4) Choices and Limits
 - a) Values of Limits – physical and psychological safety.
 - b) Criteria for choices:
 - i. Both choices are acceptable
 - ii. Children can clearly understand consequences of both choices.
 - iii. Children can “see” the natural or logical connections between the behavior and the consequences.

When teaching children how to solve their own problems use the problem solving method (Gordon’s No Lose Method of Conflict Resolution) to model and to teach children how to solve a problem in a mutually acceptable way:

- 1) Statement of problem.
- 2) Brainstorming solutions.
- 3) Evaluating solutions.
- 4) Deciding on solution.
- 5) Implementing solution.
- 6) Evaluating effectiveness of solution.

4.9 Reporting Abuse and Neglect

You are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at Little Stars. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

- 1) All numbers are posted in each classroom and the teacher office. All reports concerning suspected abuse or neglect of children occurring at a licensed child care facility should be made to the Department of Human Services, Licensing Division’s Maltreatment Intake line at (651)431-6600.
- 2) Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local social services agency at 389-8444, Blue Earth County or 386-4514, Nicollet County. For all other surrounding counties refer to the posted contacts in your classroom. For immediate danger call 911.
- 3) If your report does not involve possible abuse or neglect, but does involve possible violations of MN Statutes or Rules that govern the facility, you should call the Dept. of Human Services (DHS), 651-431-6500.
- 4) What to report:
- 5) Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (MN statutes, section 626.556).
- 6) A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the

nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

- 7) An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

An employer of any person reporting violations of laws/policies/procedures shall not retaliate against the person for having made a report in good faith, or retaliate against the child associated with the report. The Reporting Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by persons who are mandated to report and who believe that retaliation has occurred as a result.

Failure to Report - A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment positions allowing direct contact with persons receiving services from programs licensed by DHS and by the MN Dept. of Health, and unlicensed Personal Care Provider Organizations.

Little Stars reporting policies and procedures are provided to all parents at the time of enrollment of the child. Additionally, these reporting procedures must be provided immediately upon request from a parent.

4.10 Diapering Procedure

The diapering procedures below shall be followed at all times:

- 1) Assemble all supplies needed for diapering in the area within reach.
- 2) Wash hands thoroughly with soap and water. Refer to hand washing chart above sink. This will help prevent spreading of possible contagious skin rashes and illnesses.
- 3) **The child is never to be left unattended on the changing table.**
- 4) Cover the changing pad with paper.
- 5) Place the child on the paper; hold a hand on the center of the child while reaching for supplies
- 6) Remove soiled diaper and place on paper towel.
- 7) Clean genitals and buttocks with wipes.
- 8) Girls – wipe front to back, separate labia and clean gently.
- 9) Boys – gently pull foreskin to expose glands clean under foreskin.
- 10) Use ointment and powder as needed, if provided by parent.
- 11) Put on clean diaper, folding in plastic at top. Change child's clothes if soiled or wet. Replace child's clothing if soiled.
- 12) Wash child's hands with soap and water, rinse and dry well.
- 13) Assist child back to the classroom.
- 14) Return to diapering area.
- 15) If clothes are soiled, rinse out in toilet, wring and put in bag to be taken home.
- 16) Place dirty diaper in covered wastebasket.
- 17) Wash hands again with soap and warm water, including top of hands and between fingers. Use brush to scrub if the child has diarrhea, carefully washing under the fingernails.

- 18) Spray mat with sanitizer and dry with paper towel.
- 19) Anything unusual about the condition of the stool, skin rashes, bruises, etc., should be brought to the attention of the head teacher and noted on the changing sheet.
- 20) Each time a child has been changed, write down on his/her daily report whether he/she was wet, dry, or had a bowel movement and the time that he/she was changed. (After three loose bowel movements notify the head teacher so the parents may be contacted and the child sent home.)
- 21) When diapering a child, establish eye contact, talk, sing, interact with him/her, smile and listen.
- 22) Make diapering as relaxed, pleasant and calm a time as possible.

4.11 Interaction with Children and Techniques

Guidance begins with respect for each child and adult and the establishment of a warm relationship between each person. Guidance is based on each child's developmental level, interests, needs, and abilities.

Guidance provides limits that are clearly explained and include the following:

- 1) -A variety of age appropriate materials
- 2) -A well-paced curriculum
- 3) -Adequate adult availability to children
- 4) -Comfortable, attractive and interesting furnishing
- 5) -Sufficient food and rest

5 EMERGENCY PROCEDURES

5.1 Blizzards

Before and during a blizzard event the safety and well-being of the children at Little Stars is priority number one for all employees. Little Stars may choose to close the facility and/or the highway department may advise that no unnecessary travel is to be done. In either case, the parents of all children in the facility must be contacted and informed they are to pick up their child immediately.

During the period of pickups the staff must maintain teacher/child ratios for the children that are at Little Stars. When staff can be released to leave, the staff members living farthest from the facility will be released first.

If the parents cannot get to Little Stars, their child will be kept at Little Stars overnight. Parents will be informed and assured of their child's safety. Sufficient Little Stars staff will remain to make sure the remaining children can be properly supervised throughout the night. The building will be kept warm and the children will sleep on their cots and use their blankets. Evening dinner and breakfast meals will be served to the children and employees. Arrangements to get the children home will be made the next day.

Bad weather occurring during times when Little Stars is closed will be announced on 99.1 FM, KEYC TV. The Little Stars Voice Response System will also provide a special announcement that can be accessed by calling Little Stars at 507-625-2141.

5.2 Tornadoes and Thunderstorms

Tornado and thunderstorm announcements by the media and weather services are to be handled as follows:

- 1) Watch – A Tornado / Sever Thunderstorm Watch means that the national weather service is alert to possible tornado or thunderstorm development in a specified area over a specified period of time. There will not be an outdoor warning siren, but public warnings will be broadcast over TV and radio stations. For a Watch condition use the following procedures:
 - a) Bring the children inside immediately
 - b) All rooms keep noise levels low and listen for paging announcements
 - c) Keep the children calm and preoccupied with constructive activities.
- 2) Warning – A Tornado / Sever Thunderstorm Warning means that the national weather service has confirmed a tornado sighting, time, location, and direction of movement. There will be a steady outdoor warning siren and public warnings on TV and radio. For a Warning condition use the following procedures:
 - a) Reception will activate a phone system paging code for the specific condition (Warning or drill):
 - I. Wired phones immediately engage their speaker for this announcement.
 - II. Portable phones ring and, when answered, play the announcement to the listener.
 - b) Infant rooms shelter in the Crib Room.
 - c) All other rooms shelter in the central hallway in the facility
 - d) One employee in each classroom shall take the attendance sheet and a flashlight
 - e) One employee on each floor must check each classroom, including bathrooms, to verify that no children or staff are remaining
 - f) Close all classroom doors.
 - g) Check the attendance sheets to verify that all children and employees are accounted for.
 - h) Stay calm.
 - i) Inform the children as to why they have left their room and what steps are being taken to ensure their safety.
 - j) Lead the children in songs and/or stories.
 - k) Comfort any child showing signs of distress
 - l) Remain in the shelter areas until the sirens have stopped or the radio station states that it is safe to resume normal activity.

In case of storms and/or flooding, move the children indoors. Keep them away from the windows or doors if the storm appears to be strong. Employees and Directors will stay tuned to a radio for further developments.

Tornado and thunderstorm drills are held once a month between April and September. Employees will be instructed during their orientation on the procedures to be followed during tornado and severe thunderstorm drills or actual events. The drills are logged in the emergency drill notebook with the date and time period.

5.3 Fire

Fire safety procedures are a regular part of the curriculum at Little Stars. Evacuation routes and employee responsibilities during evacuation are posted in each room. All emergency telephone numbers are posted by the telephone and in each room. Fire events and fire drills are announced over the phone system when an employee activates a paging code specific to the condition. Wired phones immediately engage their speaker for this announcement. Portable phones ring and, when answered, play the announcement to the listener. The paging announcement specifically identifies whether the condition is an actual fire or a fire drill.

Fire extinguishers are placed at key locations within the facility and Instructions on their used posted on, or nearby, them. Each employee will get training on how to use the fire extinguisher.

Fire drills are held every month in the Little Stars facility. These drills may, or may not, be scheduled. Each drill is be logged in a fire drill book with the date and time noted.

Any employee who discovers a fire shall notify reception immediately and then take appropriate action to protect the children and extinguish the fire. A designated person will call 911. Employees and children will calmly proceed to the designated areas outside the facility according to the fire procedures. Take along the sign-in sheets, the emergency cards, and a first aid kit. Once outside, an employee will check attendance to verify everyone is accounted for. A designated person will check all of the classrooms and bathrooms for children and will shut the office door if possible. A designated person will use the fire extinguisher from the wall if she feels it is safe to do so. **NEVER** re-enter the building without proper approval from the Director or Assistant Director.

All fires must be reported to the Department of Human Service within 24 hours.

5.4 Power Failure

If a power failure occurs at Little Stars, the director, assistant director or designates, will immediately determine if the failure is confined to the Little Stars facility or covers a larger area. The children must be brought into the facility and remain inside if there is any indication the power failure is the result of downed lines nearby. Little Stars is served by overhead power lines so downed lines are a possibility.

If the power failure is not within the Little Stars facility, the utility company will be notified. The utility must be informed that we are a child care facility with children in the building.

The children must be kept calm and any distress comforted immediately by the employee.

If the power failure and weather conditions make it impossible to maintain proper heating or cooling then Little Stars will start procedures to have all the children picked up. Employees will notify each child's parent of the situation and request that they pick up their child immediately.

The Little Stars phones in reception will continue to operate under battery power for up to an hour after the power failure. The number of outbound lines may be constricted if the internet service is interrupted by the power failure. But there will always be one line available.

6 HEALTH AND FIRST AID

6.1 Health-Related Safety Rules

The paragraphs below provide guidance on how to safely conduct classroom and playground activities to prevent injuries and other medical conditions from occurring.

6.1.1 Injury prevention

Avoid injuries by always watching and interacting with the children. If injuries occur, evaluate the severity of the injury to determine if it can be locally treated or if professional medical personnel are required. The information in the First Aid section of this handbook will help you to determine the severity of the injury and what treatments to apply.

6.1.2 Burn Prevention

When cooking with the children:

- 1) Always have at least two teachers to help with the project.
- 2) All children should stand back from the cooking surface.
- 3) Talk with the children about the dangers of the cooking surface before you begin your project.

When playing outside:

- 1) Always put sunscreen on the children when provided by the parent
- 2) Avoid going outside for more than 1-2 hours at a time
- 3) Times may vary for the age of children, talk with your lead teacher or a director about how long is a good time to go outside

6.1.3 Poisoning Prevention

Always keep cleaning and other chemical compounds out of reach of the children. Store them in overhead cabinets. Never leave these items on countertops or lower surfaces.

Your classroom should only keep the spray bottles containing bleach and soapy water solutions you routinely use in your classroom. The bleach and soapy water spray bottles should be kept out of the reach of children and where they cannot fall off onto a child.

All other cleaning supplies should be kept in the cleaning supplies storage closet.

If you see a cleaner where a child could access it, move it to its proper location. If you do not know its proper location, ask a lead teacher or a director to help you.

6.1.4 Choking and Suffocation Prevention

Verify that all toys for your room are age-appropriate. There are labels on the bottom of each toy that states if it is safe for infants, toddlers, or preschoolers.

If you are not sure if a toy is safe for the children in your room, check with a director to find out.

Each infant room has a toy safety tube to help you verify that a toy is not a choking hazard for an infant.

Verify that all children are able to breathe when sleeping. Blankets should not be tightly covering their faces while they are sleeping.

Latex balloons are okay to have in the center, but they must be covered with a knee high stocking if the children are going to play with them.

Arrange toys and furniture so that children cannot fall behind or between them.

Little Stars staff must never put a swaddled infant to sleep or put the infant on his/her stomach to sleep UNLESS we have specific signed guidance ON-FILE at the facility for that child.

If Little Stars has any of the following forms on file then they become the primary guidance for infant sleeping arrangements:

- 1) Form-MN-DHS-xxxx (Parental Consent for Swaddling an Infant)
- 2) Form-MN-DHS-xxxx (Optional form for Parent Statement – Infant Less than Six Months of Age regularly Rolling Over)
- 3) Form-MN-DHS-xxxx (Physician Directive for Alternative Infant Sleep Position)

You must verify that Little Stars has these forms on file and follow the guidance exactly as written in them.

6.2 Child Absences Due to Health Condition

6.2.1 Child Develops Symptoms of Illness at Little Stars

Notify the head teacher and/or director when a child does not appear to feel well.

When a child becomes ill while in attendance at the center use the following procedure:

- 1) Isolate child from other children on cot in the director's office.
- 2) Employee person will stay with the child and make the child as comfortable as possible. Consult health guide for any possible treatment. Check child's health form.
- 3) Employee will notify parent or other contact person.
- 4) Keep the child isolated and send them home as soon as possible if any of the following symptoms are present:
 - a) Oral temperature of more than 100 °F.
 - b) Suspected signs of a communicable disease
 - c) Continued nausea and vomiting
 - d) Diarrhea – The 2nd occurrence results in a warning to the parent, The 3rd occurrence results in the parents being notified to pick up their child
 - e) Constant cough or difficult breathing, complaints of sore throat or chest discomfort.
 - f) Discharge from ears and/or eyes or inflamed tissues around eyes or ears.
 - g) Any visible rash or skin sore with suspicion of communicable nature
 - h) Continuing headaches, general malaise, or unexplained constant crying of fussiness for an unusual amount of time
 - i) For symptoms other than those listed above, alert parents and consult physician for advice if needed.
 - j) When an employee has reasons to question the health of child

Advise parents to follow the guidelines in the Parent Handbook for:

- 3) How long the child must stay home,
- 4) When the child can be readmitted to Little Stars, and
- 5) If the child must have a doctor's note before returning to Little Stars.

A child can be readmitted when asymptomatic, upon receipt of authorization from physician, or as indicated in the communicable disease chart.

6.2.2 Health Criteria for Children Not being admitted to the center:

A child should not be sent to Little Stars if he/she has a communicable disease. A child should not be in attendance if he/she has any of the following symptoms:

- 1) Fever over 100 °F or higher within the last 12 hours
- 2) Suspected urinary infection
- 3) Ear ache or ear drainage
- 4) Red discharge from eyes (Pink Eye)
- 5) Sore throat
- 6) Vomiting 2 or more times during the previous 24 hours
- 7) 3 episodes of diarrhea within the previous 24 hour period
- 8) Evidence of lice, ringworm, or scabies
- 9) Stomach ache
- 10) Toothache
- 11) Constant running nose
- 12) Undiagnosed skin rash
- 13) A reportable contagious illness

If a child seems unable to participate in the daily activities, seems lethargic, or requires more help than the employee is able to provide, a parent must be notified to pick up their child.

Encourage Parents when in doubt of the child's health condition to play it safe for the child and other children by keeping the child home for the first 48 hours of a cold or upper respiratory infection

6.2.3 Procedure for Reporting Communicable Disease to Parents

Parents will be notified, in writing of any communicable disease by notice posted in each classroom. Write the date, the room, and number of cases on the notice.

6.3 Administering Medication

Use the following guidance for administering medication to a child:

- 1) Only a Lead Teacher, or Director, can administer a child's medication.
- 2) Form LS-207 (Release to Administer Medication) must be on file before any medication will be administered.
- 3) The medication must be in its original container and labeled with the child's first and last name, the dosage, and the expiration date.
- 4) No other child besides the child listed on the medication form and on the medication container may be administered the medication.
- 5) If a medication has lost its label, it must be thrown out and not used for any child.
- 6) All medication must be kept in a locked box and out of the reach of all children.

6.4 Health/Sanitation Practices for Employees

Upon arriving to work with children, wash your hands thoroughly with soap. Illnesses spread quickly in group settings among both adults and children. Therefore, employees must

remember to wash their hands throughout the day. As you wash your hands, “talk up” to the children as a role model.

- 1) After assisting a child in their toileting
- 2) Before serving snack or lunch
- 3) After helping a child blow their nose or wipe “phlegm”
- 4) After meals
- 5) Any time after you have toileted or wiped your nose.

6.5 First Aid

First aid procedures in the following paragraphs provide basic guidance on how to evaluate the severity of the injury, when an ambulance should be called, and local treatment regimens for various types of injury conditions.

Minor injuries (scratches, cuts, bumps, etc.) will be treated by Little Stars and the child returned to the classroom.

If a serious condition or injury occurs where professional medical care is required, do not delay. Call 911, or the Immanuel St. Joseph hospital emergency room. Provide them with the following key information:

- 4) Little Stars Early Learning Center
- 5) 300 Madison Ave, Mankato, MN
- 6) Tel: 507-625-2141
- 7) Your name
- 8) The type of injury
- 9) Provide any other information they request
- 10) Follow any instructions they may give you

Following the request for professional help notify the parent(s) and/or emergency contact immediately. In these cases, Little Stars is authorized to transfer medical records to the hospital. Little Stars personnel will prepare an accident form that the parent will review and sign.

6.5.1 Wounds (Abrasions, Scrapes, Punctures, and Incisions)

Evaluation	Abrasions/Scrapes – Skin roughed up with minor bleeding Punctures – Skin broken Incisions – Cut from a sharp object or knife
Ambulance Criteria	Wounds deep in the skin Deep puncture wounds Animal bites Lacerations of face or body where there is a possibility of scars Wounds that bleed excessively Wounds that contain foreign objects
Local Treatment	1) Elevate extremities to control bleeding 2) Clean the wound and surrounding area thoroughly with soap and water 3) Apply sterile, dry dressing 4) Apply a cold compresses to control edema (swelling) and internal bleeding for bruises.

6.5.2 Burns

Evaluation	1 st Degree – Edema, redness, pain 2 nd Degree – Edema, redness, pain, blisters 3 rd Degree – Edema, R=redness, pain, blisters, charring
Ambulance Criteria	Call the ambulance for all 2 nd and 3 rd degree burns
Local Treatment	1) Submerge burned area in cold water for up to an hour. Use a tub or basin, not under a faucet. May also apply a cold pack 2) Do not apply greasy ointment, spray, or home remedy 3) Do not disturb blisters 4) Cover with dry sterile dressing 5) Give fluids to victim if possible

6.5.3 Poisoning

Evaluation	If poisoning is suspected call: POISON CONTROL at 800-222-1222
Criteria for Ambulance	If advised by Poison Control to do so
Local Treatment	Make person as comfortable as possible

6.5.4 Choking

Evaluation	<ol style="list-style-type: none"> 1) Inability to breath, swallow, or talk 2) Lips and fingernails rapidly become blue 3) Victim collapses
Ambulance Criteria	If the choking cannot be addressed and resolved quickly call the ambulance
Local Treatment	<ol style="list-style-type: none"> 1) Reassure the victim 2) Avoid panic 3) Make victim lean forward from waist with head down to dislodge foreign object. 4) If this fails, apply Heimlich Maneuver as follows: <ol style="list-style-type: none"> a) Stand behind person and wrap your arms around their waist b) Grasp your wrist with your other hand and place your closed fist against the victim's abdomen, slightly above the navel and below the rib cage. c) Press your fist forcefully into the victim's abdomen with a quick, upward thrust d) Repeat several times if necessary e) If these measures do not relieve the blockage immediately call the ambulance

6.5.5 Fractures

Evaluation	<p>Look for the following conditions that may indicate a fracture:</p> <ol style="list-style-type: none"> 1) Pain and tenderness 2) Edema and swelling 3) Deformity of the limb (shortening) 4) Discoloration 5) Limited motion
Ambulance Criteria	If a fracture is indicated then call for emergency medical care
Local Treatment	<p>Perform he following local care until the ambulance arrives:</p> <ol style="list-style-type: none"> 1) Immobilize extremity 2) Move as little as possible to straighten 3) Make splints and bandages firmly to extremity

6.5.6 Shock

Evaluation	<ol style="list-style-type: none"> 1) Eyes are vacant, lack luster, pupils dilated 2) Breathing is shallow and irregular 3) Nausea is present 4) Skin is pale, cold and moist 5) Pulse is weak or absent 6) Victim may complain of thirst (can be given sips of water) 7) Falling blood pressure 8) Partial or total unconsciousness 9) Slow response to questions or unrelated answer
Ambulance Criteria	Person does not recover from shock
Local Treatment	<ol style="list-style-type: none"> 1) Lay victim flat to improve circulation of blood 2) Clear victim's mouth of foreign objects to provide an adequate supply of oxygen 3) Verify that the tongue is forward and not blocking wind pipe 4) Loosen tight clothing at chest, neck and waist 5) Keep victim warm and dry 6) If available, have victim inhale oxygen 7) Continue treatment as long as there is evidence of shock 8) Reassure victim 9) Keep victim warm, but not hot. May need something as well as over. If possible raise feet 10 inches and get help

6.5.7 Chemical

Evaluation	Determine if there are chemical burns, especially at the eyes
Ambulance Criteria	If there are chemical burns call an ambulance
Local Treatment	<ol style="list-style-type: none"> 1. Irrigate eye with water for at least 5 minutes 2) Hold eye directly under water

6.5.8 Foreign Body

Evaluation	Visually confirm presence of foreign object.
Ambulance Criteria	If the object has penetrated the eye in anyway call an ambulance
Local Treatment	<ol style="list-style-type: none"> 1) Pull down lower eyelid – remove with corner of clean handkerchief 2) Upper eyelid – pull downward over lower lid 3) Flush with water 4) Apply a dressing

6.5.9 Allergic Reactions to Bee Stings

Evaluation	1) Allergic reactions to bee stings should be treated as shock 2) Determine if person is breathing and has a detectable pulse
Ambulance Criteria	Person has extreme difficulty breathing, is not breathing at all, and/or has no detectable pulse
Local Treatment	1) Remain calm and reassure the victim 2) Check airways and remove obstructions 3) Check for carotid response and breathing activity. 4) If there is no carotid response or breathing activity call for emergency medical assistance and preform a complete CPR procedure a) For infants use 2 fingers. For older children use both hands one over the other in the middle of the chest b) Push hard, push fast I. For infants use two fingers on the chest and deliver 30 quick compressions of approximately 1.5 inches II. For older children place your hands, one on top of the other, in the middle of the chest and deliver 300 quick compressions of about 2 inches. c) Pinch off the nose d) Place your mouth over victim's mouth with a good seal e) Blow 2 rescue breaths that make the chest rise f) Look to see chest raise g) Repeat a) through f) until professional help arrives

6.5.10 Nose Bleeds

Evaluation	Evidence of broken nose a) Trouble breathing b) Pain c) Swelling d) A broken nose is frequently hard to detect right away. The cartilage is soft and pliable in children.
Ambulance Criteria	Not required unless bleeding does not stop and is substantial
Local Treatment	1) Do not blow nose 2) Do not tilt head back 3) Apply pressure over nose and/or pinch nose at bridge – tilt head forward. Use ice or cold compresses on nose, forehead and back of neck. Reassure child and have child in sitting position

6.5.11 Head Injuries

Evaluation	Determine if this is due to blunt force or laceration by a sharp object.
Ambulance Criteria	Bleeding takes a long time to stop or the cut is more than ½ inch long
Local Treatment	<ol style="list-style-type: none"> 1) Scalp wounds bleed a lot. 2) Use direct pressure, if necessary. 3) If it takes a long time to stop bleeding, it probably needs stitches. 4) If the cut is half an inch long or more in length, it probably needs stitches. 5) Do not attempt to clean wound 6) Call the ambulance if stitches are needed

6.5.12 Skull Fractures and Brain Injuries

Evaluation	<p>Signs and symptoms of a fractured skull include the following:</p> <ol style="list-style-type: none"> 1) Muscle Paralysis 2) Speech disturbance (slurred) 3) Convulsions 4) Blood drainage at mouth, nose, ears (could be clear fluid) 5) Pale or flushed face 6) Rigid or weak pulse 7) Headache 8) Dizziness 9) Vomiting 10) Pupils of unequal size 11) Loss of bowel or bladder control
Ambulance Criteria	Person is unconscious, later becomes confused, has unequal pupils
Local Treatment	<ol style="list-style-type: none"> 1) Children often want to sleep after trauma. If you suspect injury, arouse every half hour or fifteen minutes. 2) If the child is not unconscious, knows his/her name, knows morning from afternoon, knows where he/she is (person, place, time), the child is oriented then there is probably nothing to worry about. 3) If the child appears to be OK at first, but later becomes confused or has unequal pupils or is unconscious, call a doctor. 4) An ice bag can be used for a swollen knob on the head.

