

Little Stars

early learning center, LLC

PARENT HANDBOOK

12/25/17

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



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1 ABOUT THIS HANDBOOK

This handbook provides you with detailed information about Little Stars Early Learning Center, LLC as well as specific policies, procedures, and activities that you and your child will encounter. Please read this handbook carefully. You will be asked during the enrollment process to sign a form acknowledging that you have read and understand its contents. For the remainder of this handbook, the term “Little Stars” will effectively mean “Little Stars Early Learning Center, LLC”.

2 LITTLE STARS

2.1 Mission, Philosophy, and History

Our mission is to provide quality childcare and build the foundation on which all future learning occurs. We strive to provide a warm and stimulating atmosphere where boys and girls are encouraged to equally experience all daily activities. The Little Stars curriculum is composed of child-directed activities such as blocks, dramatic play, fine motor, large muscle and sensory stimulation. There are also teacher-directed activities such as science, art, math, language, music, and circle time.

2.2 Philosophy

Our philosophy is to provide a nurturing and educational environment that is conducive to each child’s individual needs for learning and growth. Activities are planned to be developmentally appropriate and allow the children to learn through their play. Our Creative Curriculum is designed to develop each child’s social/emotional, physical, cognitive and language development. Every child is provided a warm and loving environment, where they can feel safe and accepted. At Little Stars children are the main priority of our business and each child is treated as a part of our Little Stars Family.

2.3 History

Little Stars was created by Collette Sternitzke and Kara McCormick; each having a goal of providing quality child care in a warm, nurturing, and educational environment. They opened their first day care in September of 2000 on North Riverfront Dr. with a capacity of 42 children.

Collette has a degree in Industrial/Organizational Psychology with 7 years of experience in child care prior to opening the center. For 2 of those years, she owned a home daycare before teaming up with Kara McCormick to open Little Stars. She is also in the final stages of completing her Director’s Credential to add to her degree which focuses specifically on managing an early childhood education program.

Kara had experience running her own home daycare business prior to opening Little Stars along with working at a child care center and her internship experience through Minnesota State University at Mankato. With Kara’s Bachelor of Arts degree in Spanish and minor in Family Consumer Science to be a licensed Early Childhood Teacher, she added a great

element to the business with her extensive knowledge of early childhood development and the ability to teach the children a second language.

Co-Owners Collette and Kara operated Little Stars for 6 years before Kara left the partnership to be closer to her family in Wyoming. Collette now operates the business as Owner/Director along with Assistant Director Rhonda Prince and Administrative Assistant Lauren Halvorson.

Two years after opening the demand for more child care allowed them to increase their capacity to 49 children. A business move to 115 South 2nd Street allowed for further capacity expansion to 116 children from ages 6 weeks through 12 years. This location had more space as well as an attached playground and was a convenient location for our families!

In September of 2015, Little Stars moved into the current facility at 300 Madison Avenue. This facility, previously the Mankato Fire Station #1, has been custom-configured for child care operations. It has a capacity of 152 children. Classrooms are configured with ample natural light and with features / facilities appropriate to their specific age group. Toddler and preschool rooms are each equipped with age-appropriate equipment and bathrooms. Infant and Toddler playgrounds are directly accessible from the their classrooms. A large muscle playroom and adjacent playground are available for Toddler and Pre-school children.

2.4 Facility Contact and Access Information

Little Stars contact information:

| | |
|-----------|---|
| Address: | 300 Madison Avenue Mankato, MN 56001 |
| Telephone | 507-625-2141 |
| Fax: | 507-625-2141 |
| Website: | MankatoLittleStars.com |

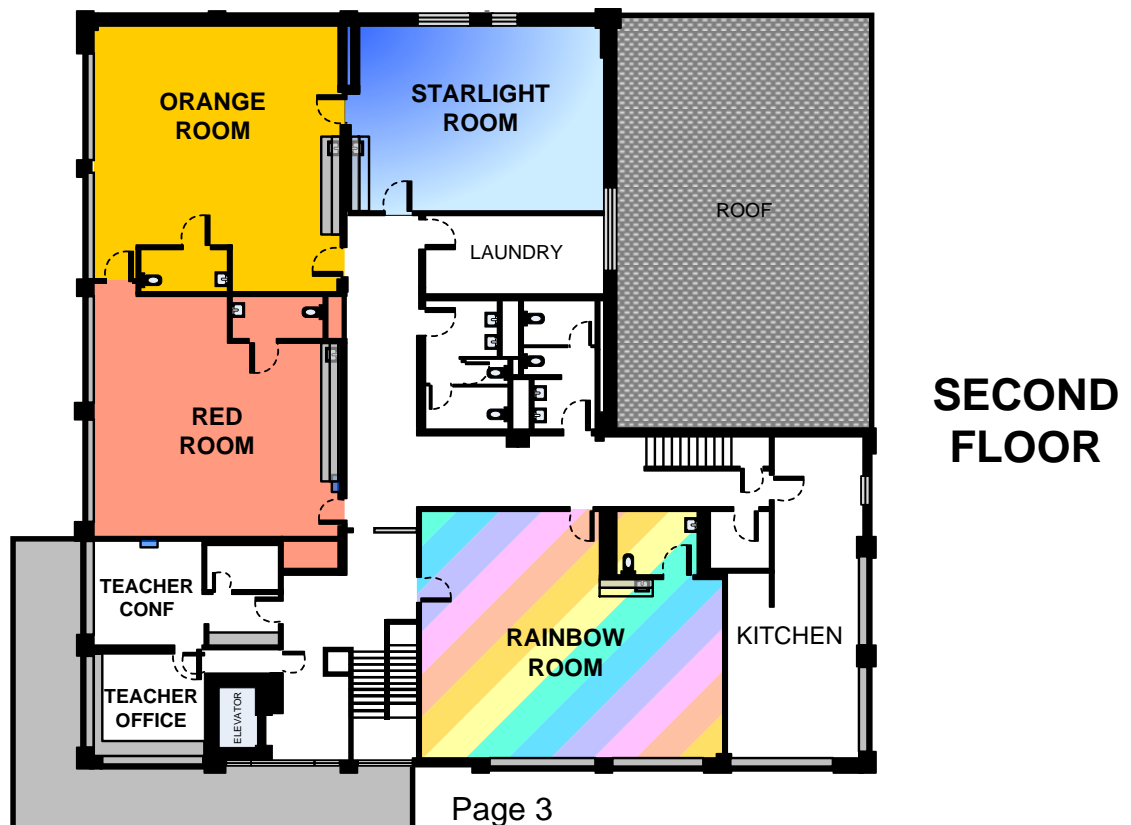
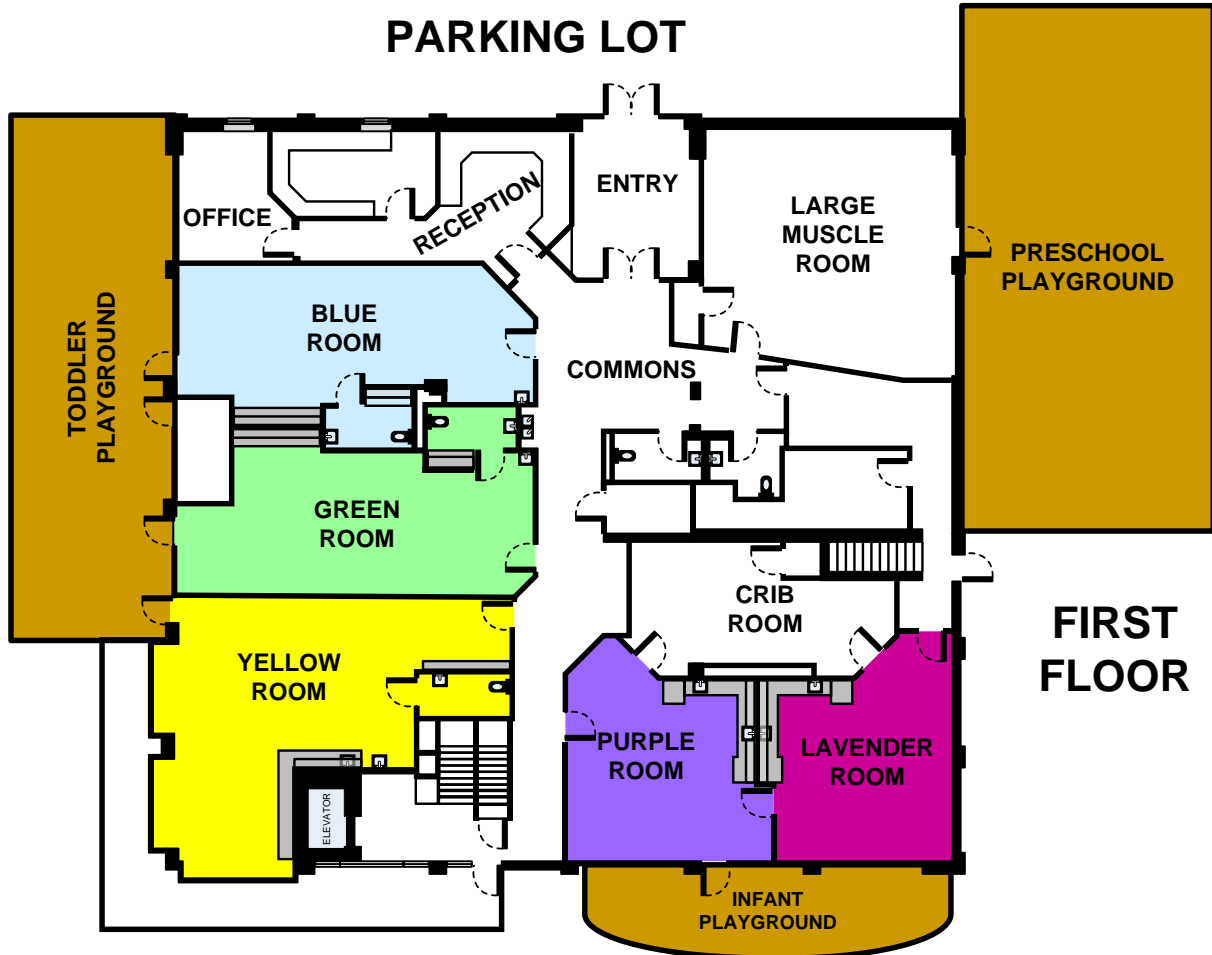
The Little Stars facility can be accessed by entering the parking lot from Broad Street. Note that Broad Street is a one-way street flowing South towards Madison Avenue. Do not attempt to access the Little Stars parking lot by turning off of Madison Avenue on to Broad Street.

The parking lot has ample room for in/out traffic for dropping off and picking up your child. The main entrance is located on the South side of the parking lot. In the entry foyer you will have access to the Reception staff and the equipment used for signing your child in and out of the facility.

Little Stars 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.

You will be able to purchase an Electronic Key to enter the main facility. Your key will be valid from 7:00 AM to 6:30 PM Monday through Friday. It allows for access through the main double doors located in the Reception area. Detailed instructions for using your Electronic Key are provided at the time of issuing the Electronic Key on Form LS-112 (Electronic Key Instructions).

The drawing on the next page shows the facility layout.



3 ADMINISTRATION

3.1 Registration

Registration allows you to reserve a prioritized enrollment slot at Little Stars for your child. If there are vacancies available for your child’s age group you will proceed directly to Enrollment. If enrollment is full at the time of registration, your child will be placed on a waiting list and will be notified when a vacancy occurs. At the time of vacancy notification you will be able to submit Little Stars Enrollment forms. We primarily offer full-time care for infants, toddlers, and preschool age children year round. Enrollment of full-time clients takes priority over part-time clients. See the Little Stars Director if you have a part-time care situation.

Registration includes the following activities:

- 1) Complete and return Form 201 – Child Registration
- 2) Pay a one-time, non-refundable registration fee
- 3) Pay the first week of tuition

The registration and tuition payments guarantee your child’s placement at Little Stars. You will also be required to submit completed Form 204 (Health Care Summary) and Form 206 (Immunizations History) prior to the first day of attendance.

You may also be issued a Sign-In code (if necessary). The date of your fingerprint registration will also be recorded.

We offer full-time care for infants, toddlers and preschool age children year round. Part-time care is also available, but Full-time care takes priority over part-time. Part-time care can be Monday, Wednesday and Friday shared with Tuesday/Thursday. Part –time can also be shared as morning and afternoon from 7:00 – 12:30 and 12:30 – 6:00.

3.2 Enrollment

Enrollment is the formal process of entering your child in to the Little Stars program. During the Enrollment phase you will provide detailed information regarding you (parents), siblings, relatives, your child’s health, and your child’s immunization history. You will also set up a tuition payment process, enter into a contract for services, submit a parental agreement, apply for child care assistance (optional), accept or decline the Child and Adult Care Food Program (CACFP), and (if necessary) provide a release to administer medication to your child.

Enrollment requires completing and returning all of the following documentation (Provided to you by Little Stars):

| FORM | TITLE |
|-------------|---|
| LS-202 | Child Enrollment |
| LS-203 | Parental Handbook acknowledgement |
| LS-204 | Health Care Summary |
| LS-205 | Parental Agreement |
| LS-206 | Contract for Services |
| LS-207 | Release to Administer Medication (If necessary) |
| LS-208 | Special Diet (If necessary) |

| FORM | TITLE |
|-------------|--|
| LS-101 | Tuition Express |
| LS-102 | Electronic Key Application |
| MN-DOE-xxxx | Child and Adult Food Care Program (CACFP) – Child Care Centers |
| MN-DOE-xxxx | CACFP Household Income Statement |
| MN-DOH-xxxx | Child Care Immunization Form |
| MN-DHS-3550 | Child Care Assistance Program Package (Parent choice) |

MN-DOE: Minnesota Department of Education

MN-DOH: Minnesota Department of Health

Note: You will not be able bring your child to Little Stars if the Immunizations Form has not been received prior to the first day of attendance. Your child will be withdrawn from care if the Health Care Summary is not received within 30 days of Enrollment.

3.3 Payment/Down Payment

Childcare tuition fees are based on a weekly flat rate. The actual weekly rate that you pay is established when you complete the Contract for Services form. This form takes into account whether or not you are participating in the Child Care Assistance Program.

The first week's tuition down payment is due in full at the time of enrollment in order to guarantee your child/children's position. This down payment is **Non-refundable**. If you should choose not to enroll your child prior to your start date, the tuition down payment will **not** be reimbursed. When your child's first day of attendance arrives the tuition down payment will be used toward your first week of service. **Payment will be withdrawn from your checking account on Monday of each week.** You must complete the Tuition Express enrollment procedure to enable EFT (Electronic Funds Transfer) payments of your tuition fees. At this time we are not set up to accept credit/debit card. If you have any questions regarding the payment policy, see the Director.

3.4 Insurance

Little Stars has liability insurance of \$100,000 per person, and \$300,000 per occurrence.

3.5 Termination and Withdrawal

Little Stars requires a 2-week written notice from parents before a child is withdrawn from our care. This helps to ensure that the enrollment opening can be filled. If you are aware before the 2-week minimum notice, we would appreciate being notified then. We will give a 2-week notice of termination of a child, except in the case of nonpayment.

3.6 Grievances

Parents are welcome to voice any suggestions or constructive criticism they may have at any time. If a parent has a grievance they should first approach the teacher in their child's classroom. If the concern has not been resolved within 2 weeks, please, bring a written grievance to one of the Little Stars Directors.

4 OPERATIONS

4.1 Little Stars Classrooms

The Little Stars facility has a design capacity for 152 children and is licensed to handle up to 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 years | 20 |
| Rainbow | Preschool 5's | 5 years | 24 |
| Starlight | Preschool 5's | 5 years | 15 |

4.2 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 April Teacher Conference* Memorial Day 4 th of July | August Cleaning/Repairs* Labor Day Thanksgiving Day (2 days) Christmas (2 days) |
|--|--|

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

Little Stars does not have vacation or sick days and there is no reduction in payment for the closed days as shown above. Our weekly rates take into account the schedule of closed days.

4.3 Child Arrival, Departure, and Release

4.3.1 Arrival

Your child should not arrive prior to 7:00 AM. Upon arrival the parent/guardian must sign the child in at our Sign-In computer. You are responsible for your child until he/she has 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 to be dropped off in the Large Muscle Room between 7:00 AM and 8:15 AM. If your child arrives after 8:15 AM you should deliver them directly to their respective classroom (Orange, Red, Rainbow, and Starlight).

4.3.2 Departure

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

The parent of a child that is picked up late will be charge a **late fee of \$1.00 per minute** which is due at the time of pick-up. Parents must notify the center if they are delayed beyond their scheduled pickup time. Parents will be charged a \$50 fee if they are late for pickup more than 3 times in a 30 day period. The \$50.00 fee will be charged at the time of the 3rd late pick-up. For late pickups in the remainder of the 30 day period the parents will be charged a \$50 late fee for each occurrence. Little Stars reserves the right to terminate any client that does not comply with the late fee policy.

A child that has not been picked-up within 30 minutes of closing will be released to Blue Earth County Child Protective Services. Continuous late pick-ups will result in the termination of your contract.

4.3.3 Release of a Child

Children will only be released to a parent or a designated person indicated on the registration form. If someone other than a person designated on the registration form is to pick-up the child, we require a phone call or a written note from the parent before the child will be released. A photo I.D. **is required** before releasing your child to any unknown individual. In the event anyone picking up the child appears incapacitated in any way, the child's parents or emergency contact will 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 your child.

4.4 Accidents, Illness, and Medication

4.4.1 Accidents

All Little Stars teachers and assistant teachers are certified in First Aid and Cardio Pulmonary Resuscitation (CPS). In the event a child is injured the staff will assess the seriousness of the injury. Minor injuries (scratches, cuts, bumps, etc.) will be treated at the center. In the event a serious injury occurs, an ambulance will be called and the child will be taken to Immanuel St. Joseph's hospital. In this case, the parent or emergency contact will be notified immediately. Your Parental Agreement authorizes Little Stars to transfer medical records to the hospital in the event of an emergency. The parent will need to sign an accident form, prepared by a staff member, for any accidents.

4.4.2 Illness

If your child becomes ill while at Little Stars, the child will be isolated with a staff member until a parent or emergency contact person arrives. Parents are required to pick-up their child within 30 minutes of notification.

A child that arrives at Little Stars that exhibits, or subsequently develops, any of the following conditions will not be admitted for the day or will be sent home during the day:

1. Temperature of 100 °F, or higher, within the last 24 hours (without fever-reducing medicine).
2. Three (3) diarrhea episodes within a 24 hour period.
3. Vomiting (1 time within a 24 hour period).
4. Eye drainage - including contagious conjunctivitis (pink-eye) or matter draining from the eye (non-contagious).
5. Ear drainage.
6. Lice, Ringworm, Scabies, or any other undiagnosed rash.
7. Chicken Pox.
8. A bacterial infection (Impetigo, Streptococcal, Pharyngitis)
9. Significant respiratory distress.
10. Any other reportable contagious illness.

If a child seems unable to participate in the daily activities, seems lethargic, or requires more help than the staff is able to provide, a parent will be notified to pick-up their child. **A child must be FREE of all of these symptoms for 24 hours before they may return to Little Stars for care.** The last time your child had any of these symptoms is when the 24-hour period begins.

For Example: Your child's temperature goes down to 98.6 °F at 1:00 PM on Tuesday. Your child can return to Little Stars no earlier than 1:00 PM on Wednesday.

If a child has a communicable disease (pink eye, lice, ringworm, rash, etc.), **they may not return until a doctor's note is provided an 24 hours have passed since they started an antibiotic, drops, etc.**

In the event any child in the center has a communicable illness, that information will be posted in each classroom.

4.4.3 Medication

If a child requires medicine to be administered then the Parents must complete and submit the Release to Administer Medication form before Little Stars will administer any medication. Little Stars personnel will not administer any medication unless this form is completed and on file. Each time the child needs to receive medication a record of that action will be entered in a log which is part of the Release to Administer Medication form. Any medication that is administered by Little Stars personnel **must be in the original bottle, labeled with the child's first and last name, and labeled with the required dosage and frequency.** If necessary, please provide a measuring device for administering medications. A doctor's authorization will be required to dispense medication for more than a 10-day period. If your child is receiving medication outside of program hours, please, notify the staff. The Child Enrollment and Health Care Summary forms you have submitted provide Little Stars with allergy information so that we can help your child with these issues.

In the case of accidental ingestion, a staff will call the Poison Control Center. The parents or emergency contact will be notified immediately if such an event occurs.

4.5 Meals and Snacks

Little Stars offers three meals a day to the children, which are required to provide one-third of the child's daily nutritional needs as specified by the United States Department of Agriculture, Food and Nutrition Service, in Code of Federal Regulations, title 7, section 226.20.

All meals are provided by Little Stars, and are included in the cost of tuition. Parents may choose to bring their own food for their child if they choose not to eat our food or have a special diet. All meals are counted daily and ordered by 9:00am. You must call by 9:00am to notify us if your child will not be attending Little Stars, for lunch.

MEAL TIMES

| MEAL | INFANTS* | TODDLERS | PRESCHOOL | S.A. |
|-----------|----------|----------|-----------|----------|
| Breakfast | 8:15 AM | 8:30 AM | 8:15 AM | 8:30 AM |
| Lunch | 11:30 AM | 11:30 AM | 11:45 AM | 11:45 AM |
| PM Snack | 2:30 PM | 2:45 PM | 3:30 PM | 3:00 PM |

*Infant meal times may vary.

Parents of infants should bring 4 labeled feeding bottles that will be used at the center. Infants are held during all bottle feedings, unless they are able to hold their own bottle. A dishwasher will be used to wash and disinfect all bottles. We will provide one brand of formula and baby food. If you wish to bring your own formula, it must be in the **original, unopened container, and it must also be labeled with your child's full name.**

We also welcome parents to provide breast milk for us to serve or if the parent wants to come in on their lunch break. We accept breast milk either frozen in bags, ice cubes, or refrigerated.

If you have any questions, please, see one of the Directors.

4.6 Naps/Rest

It is important to have a rest time during the day to help the children stay healthy and be able to better participate in the daily activities. Preschool and Toddler children will nap shortly after lunch. Infants will nap as needed or requested by the parents. Each child will be provided a cot or crib for resting. Please bring a blanket and pillow (optional), **labeled with your child's full name**, to use each day. Blankets and pillows will be sent home on Friday for laundering. Cots and cribs are sanitized weekly.

Children are not required to sleep, but must stay on their cot and rest quietly while the other children are sleeping. Rest time is one half hour, after which, children can engage in quiet activities until all other children are awake.

4.7 Other Operations

4.7.1 Clothing/Footwear

Children should wear clothes that they feel comfortable to work and play in. Children are required to wear tennis shoes to be able to participate in large muscle activities. Please send 2 extra sets of clothing labeled with your child's name to keep at the center for emergencies. During the winter months, children are required to have mittens, hats, boots, and snow pants

that they can easily put on themselves. In the infant play area; infants or the staff will not wear shoes.

4.7.2 Infant/Toddler Supplies

The following infant items need to be supplied and kept at Little Stars for your child's use:

- 1) Disposable or cloth diapers
- 2) Wet wipes
- 3) Diaper ointment
- 4) Vaseline
- 5) Sunscreen
- 6) Medications or pain relievers
- 7) 4 plastic bottles
- 8) Pacifiers
- 9) 2 sets of clothing
- 10) Any other special items needed for care

The following items need to be supplied for toddlers:

- 1) Disposable or cloth diapers
- 2) Wet wipes
- 3) Extra training pants
- 4) Vaseline
- 5) Diaper ointment
- 6) Sunscreen
- 7) Medications or pain relievers
- 8) 2 sets of clothing
- 9) Blanket and pillow
- 10) Any other special items needed for care

Little Stars will supply bibs, baby food, and formula for infants. It is the parent's responsibility to provide food and/or formula if a different brand is desired. Two and three year olds working on potty training will need to wear Pull-up training pants or underwear to help them reach their goal of being potty trained.

4.7.3 Personal Items

Label all items your child may bring from home, such as blankets, pillows, clothing, boots or special rest-time friends. This will ensure that your child's personal belongings will not be misplaced. We are not responsible for lost items.

4.7.4 Toys

Little Stars, has many toys of various types as well as other learning materials. We ask that children leave their toys at home. If your child brings a special friend for naptime, this friend should be labeled with the child's name and it will be kept in a rest-time box. No toys, guns, or other destructive items are ever allowed at school.

4.7.5 Pets

If any pets are brought to the center, parents will be notified in advance, so we can check for any allergies that children may have. At this time Little Stars does not have any pets. If a child would like to bring a pet to share, advance notice is required, so other parents can be notified.

4.7.6 Outdoor Play

Toddler and Preschoolers will go outside daily if weather permits. Infants will go outside regularly depending on nap and feeding schedules. Children must be dressed appropriately for all weather conditions. We have three separate outdoor play areas, specific for infants, toddlers and preschoolers.

5 EMERGENCY PROCEDURES

Little Stars has the following procedures for Fire, Severe Thunderstorm, and Snow Storm situations.

5.1 Fire Evacuation

In the event of a fire, the staff members are trained in the proper procedure for evacuation of all children. Emergency evacuation maps are located in each classroom and throughout the facility. Children will be evacuated from the Little Stars facility in an orderly manner. A telephone announcing system allows the staff to provide quick notification to all classrooms when a fire condition is detected. Fire drills are practiced monthly.

Little Stars has a building-wide fire alarm system with smoke detectors, alarm sirens, emergency lighting, and monitoring by a remote monitoring service. There is also a sprinkler system with heat-activated sprinkler heads in all spaces.

5.2 Severe Storms

In the case of a severe thunderstorm and/or tornado, the children are brought to a safe location in the interior of the building for shelter. Our safe place is in the interior hallways on the main level. During these emergencies the phone will not be answered. A telephone announcing system allows the staff to provide quick notification to all classrooms when a severe thunderstorm and/or tornado condition is imminent. Storm drills are practiced monthly.

5.3 Snow Storms

In the case of an imminent snow storm, parents should listen to the radio or watch Channel 12, KEYC for school closings or on their website under school closings. **We do not always follow the school district's closings.** Little Stars will generally stay open until the city and state begin closing highways or recommending people take steps to get to a place where they can wait out the storm. The parents may choose to pick up their child earlier. We will also announce any weather closings on our voicemail. Children should be picked-up within one hour of announcement. Until that time, staff members will stay until all children are picked-up. Late fees will apply if children are not picked up by the time we close.

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.

6 SPECIAL EVENTS

6.1 Communications

Daily reports will be completed each day for Infants and Toddlers. Newsletters and lesson plans are posted on the parent board outside of the classroom and also on our website, mankatolittlestars.com. This information will inform you of activities, events, birthdays and more. Infants have a monthly newsletter; Toddlers and Preschoolers have a weekly newsletter.

6.2 Parent Conferences

There will also be 2 scheduled conferences held each year; one in the fall and one in the spring. There will be a sign-up sheet available to choose a time to schedule a conference. If you feel an additional conference is needed, please, let the lead teacher know. Parents will be required to sign a form if they prefer not to meet with the teacher.

6.3 Visitation

Parents are welcome to visit the center at any time! You may want to call before visiting, in the event we are on a field trip or have a special activity planned. Please feel free to talk with the staff at any time and call if you have any questions or concerns. Please understand that the children come first and if there is an issue you would like to discuss, a staff can schedule a conference with you.

6.4 Birthdays

Little Stars will celebrate each child's Birthday in a special way. Parents may provide a special treat for their child's birthday, but it is not required. If treats are brought they **must be purchased at the store and remain in the original packaging until served.**

6.5 Field Trips

Little Stars will offer the opportunity to take field trips periodically. Children will be required to have written permission from their parents to participate in any field trips. Parents will be notified in advance and may be asked to help with transporting the children. Any child being transported for a field trip will be transported in the back seats of all regular vehicles or the Little Stars van. All children under the age of 8 years old will be transported in a child safety seat or booster seat. Some field trip costs are not the responsibility of Little Stars.

6.6 Research

In the event of any research, experimental studies, or public relations, parents will be asked to sign a permission form before research of any kind is conducted. Clinical students and high school students may be working with your children for their classes. All parents will be notified when a student will be observing or working with their child.

7 BEHAVIOR GUIDANCE

Our goal for behavior guidance at Little Stars is to help children develop safe and appropriate ways of interacting with others and with the environment. We help children achieve these goals by using positive reinforcement, positive role modeling, constructive intervention techniques, and positive redirection.

Little Stars believes that parents and childcare staff must work together to help *overcome* persistent behavioral issues. Behavioral issues we focus on include biting, unusual or dangerous aggression, or other harmful behaviors. Parents will be contacted for a conference when a child appears to be unusually stressed, anxious, or otherwise motivated to engage in negative behaviors

The staff at Little Stars provides each child with guidance that helps the child acquire a positive self-concept, self-control, and teaches acceptable behavior. Discipline and behavior guidance used by each caregiver will, at all times, be constructive, positive, and suited to the age of the child.

The Little Stars staff will use the following to address behavior issues:

- 1) The staff will seek to prevent unacceptable behavior from occurring by:
 - a) Modelling appropriate behavior.
 - b) Arranging the classroom environment to enhance the learning of acceptable behaviors.
- 2) The staff will use descriptive praise when appropriate behavior is occurring.
- 3) The staff will use the following when unacceptable behavior occurs or is about to occur:
 - a) Redirection: substituting a positive activity for a negative activity. This tactic helps the child feel he/she has the ability to be responsible for his/her own actions.
 - b) Distraction: change the focus of the activity or behavior
 - c) Active listening: to determine the underlying cause of behavior
 - d) Separation from the group: This is only used when less intrusive methods have been tried and the behavior of the child is dangerous to him/herself or the other children. In the event that separation is used, the Child will remain in sight and hearing of the staff. The child will be separated from the group until the unacceptable behavior stops.

If the unacceptable behavior continues, the child may be removed from the group and a staff member will discuss appropriate behavior with the child. A behavior plan will be set-up between the teacher and the parents. A parent will be called to pick up their child if the behavior becomes disruptive to the class and the safety of the other children becomes a concern. At this time, one of the directors will schedule a conference between the parent, teacher, and one of the directors to discuss how the behavior can be modified. If the unacceptable behavior cannot be managed after the child has been picked-up 5 times, the parents will be asked to withdraw their child from care at Little Stars.

Little Stars has a strict policy regarding biting among children. If a child bites 3 times in one day, the parents will notified by phone call. If a child bites one more time she/he will be sent home. All Little Stars staff have been through Biting & Sharing training and are focused on

shadowing the child who is biting. Further information is available upon request. Please see your child's teacher or one of the directors if you have questions.

Little Stars complies with all federal, state and other relevant laws that prohibit corporal or abusive punishment in daycare settings. Additionally all staff members are expressly prohibited from using unproductive or shaming methods of punishment.

8 OTHER INFORMATION

8.1 Confidentiality

Little Stars keeps all child records and parent information in the child's file in the office. These records are in a locked container and are kept confidential. Children's records are only available to the child's teacher, the directors, the parent, or legal guardian, the public health nurse, and the Department of Human Services, Division of Licensing.

8.2 Department of Human Services

To contact the Department of Human Services for suspected child abuse, please call 1-651-431-6600.

8.3 Non-Discrimination Statement

In accordance with federal law and U.S. Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form. This form can be found on line at:

http://www.ascr.usda.gov/complaint_filing_cust.html

You may also pick up this form at any USDA office or call (866) 632-9992 to request the form.

You may also write a letter containing all of the information requested in the form.

Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at email address program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

