

Dear Parent/Guardian:

Hello, I am Jill Dopheide, A.C.E.S. (Alternative-Child Care-Enrichment Services) Coordinator and Physical Education teacher at Holy Family. I am very excited to have the opportunity to work with your child this school year.

My commitment to provide safe, quality, affordable childcare is a top priority. I see you as my most important partner in accomplishing this goal. I am very open to any suggestions or comments you can give me to fulfill this.

I hope that your time with us is productive, and enriching for your entire family. Thank you for allowing Holy Family Catholic School to provide care for your child.

If you have questions please call the school at

**(515) 262-8025 ext. 123.**

Jill Dopheide

Physical Education Teacher  
A.C.E.S. Coordinator

**(515) 975-7229**

**Please leave a message**

### **PROGRAM OBJECTIVES:**

It is the objective of the daily program to provide an environment which is physically safe, healthy and free from retaliation. The program emphasizes a process of activities within which, socialization and communication can take place. Using activities designed for individual success, the overall objectives of the program are:

1. To increase the level of functioning in a social, physical, and cognitive areas.
2. To teach the child acceptable behavior.
3. To teach the child choices of behaving.
4. To help the child to connect natural and logical consequences to actions.
5. To make the childcare experience a positive, enjoyable, and educational experience for each child.

\*\*\*\*There is no discrimination on basis of race, color, natural origin, age, sex, disability, religion, sexual orientation, or political \*affiliation.

### **FACILITY:**

A.C.E.S. will be held in the school gym unless otherwise posted with a sign. The gym will be divided into several areas; arts and crafts, homework area, small group games, and physical activities.

### **HOURS:**

The facility will be open from 6:00am to 6:00pm. Notice will be given on any closings. It is important to have your child picked up by 6:00pm so a late fee will not be applied to your bill. The number is 262-8025 or my cell is 975-7229

### **EARLY DISMISSAL DAYS:**

**For any early dismissal, each family wanting to use this program will need to sign their child up by the Monday of that week. If we do not have at least 10 students signed up, we will NOT offer the afterschool program. WE WILL NOT have after school care on the last day before Christmas break, Easter break, spring break or the last day of school.**

### **DROP-OFF / PICK-UP PROCEDURES:**

Children will not be accepted prior to 6:00 a.m. The child will check in with the on-site staff and log into Brightwheel. This is for their protection in case of a fire or other emergency. According to

licensing procedures, “each child shall have direct contact with a person upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group.” If any of these things are determined, the child must go home immediately. It is also required that all changes of phone numbers, places of employment, residence or pick-up information be turned in to the office as soon as changes are made.

Anyone, including parents, who are allowed to pick up the child must be listed on the PICK-UP PERMISSION FORM. To avoid confusion, it is the responsibility of the parent registering the child in our center to properly fill out this form. In a custody situation, the parent registering the child must take responsibility to ensure this is in accordance with his/her specific court agreement. A copy of the court agreement must be provided to the center to ensure accuracy. If a parent who is not listed contests this, he/she will not be allowed to pick up the child until the parent registering the child gives approval. If the contesting parent can offer proof that he/she is indeed the legal parent or guardian and has legal rights, we will allow that parent to pick up the child and to submit his/her own PICK-UP PERMISSION FORM. The center reserves the right to refuse any individual access to our center if hostility exists. Anyone not recognized by sight will be asked for a picture ID. If any individual other than those listed on the PICK-UP PERMISSION FORM is needed to pick up a child, the parent must alert the office prior to that time. That individual must bring a photo ID. It is the parent’s responsibility to notify the office and make changes on this form whenever necessary.

**PARENTAL ACCESS POLICY:**

Parents are welcome to visit their child at the center at any time. The center does ask that visitors check in with the on-site staff before entering the child’s room. People not listed on the PICK-UP PERMISSION FORM will not be allowed to visit the child unless previously arranged by the parent. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents wishing to speak in length about their child with a teacher are requested to schedule a meeting either at the center or over the phone.

**CLOSINGS:**

A.C.E.S. will be closed on the following days/weeks: Labor Day, Thanksgiving break, the week after Christmas and Memorial Day. In the event Ms. Theisen decides to have a 2hr late start, A.C.E.S. will open at 8:00. Other closings will be announced on T.V., the radio or the internet.

**APPLICATION PROCESS:**

The following forms must be completed and turned in, BEFORE you child can attend. These forms are located at the end of this handbook.

1. Emergency Fact Sheet
2. Health Information Sheet
3. Brightwheel is current and up to date

**DISCHARGE POLICY:**

Holy Family Catholic School has the right to terminate services at any time. Termination may occur for any of the following reasons, but are not limited to: failure to comply with the fee agreement and/or payment arrangements, unresolved behavior conflict by a child, or any type of hostile situation. All decisions to terminate services, communication concerning the identified problem and/or appeal or review of the termination shall be handled by the director.

**NON-DISCRIMINATION POLICY:**

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discrimination on the basis of race, color, national origin, sex, age, or disability. (Not all prohibited bases apply to all programs.)

### **PAYMENT POLICY AGREEMENT:**

We want you to know that we value you and your child, and that we want to continue to provide services. In order for Holy Family Catholic School to meet your needs and the needs of your child, and to staff the facility properly, we have instituted that payments are due payable according to the schedule you have requested on the following page. If no payment is made, childcare will be suspended until payment is made. Other actions will be taken, if no payment is made.

### **LATE FEE POLICY:**

When children are left to remain at the school after closing-time, a late fee of \$3.00 per hour, per child, will be charged. This late fee is due the following Friday, and **IS NOT** covered by funding sources. Unpaid late fees will be subject to suspended childcare. Any child left at A.C.E.S. for an hour without a phone call will be considered an abandoned child and will be taken to the police station. Please pick up your child on time!

### **ARRIVAL / DEPARTURE DUTIES:**

1. Help your child take care of personal belongings.
2. Children will only be released to those on the permission slip. A phone call or written message will grant authorization for someone, not on permission slip, to pick up your child.
3. All new and unknown persons may be asked for identification, before picking up the child. The child will only be released with authorization and proper identification.
4. Any person that is denied pick-up of a child and who becomes loud, belligerent, is threatening to child or staff, and refuses to leave will be removed by police.

### **FOOD PROGRAM:**

We offer breakfast for those who want it. For those who meet the requirements for free and reduced lunch, breakfast qualifies. Inquire in the Kitchen. Snack will be provided by staff and is included in the fee.

### **HAND WASHING PROCEDURE**

All team members must wash their hands at the following times to prevent or minimize the transmission of illness or disease: Upon arrival at the center, immediately before eating or participating in any food service activity, after diapering a child, before leaving the restroom either with a child or by themselves, before and after administering first aid and after handling animals and cleaning cages. Children's hands will be washed at the following times to prevent or minimize the transmission of illness or disease: Immediately before eating or participating in any food service activity, after using the restroom or being diapered and after handling animals.

### **HEALTH POLICY**

#### **CHILD'S HEALTH / MEDICATIONS:**

A child may not attend daycare under these conditions:

1. Fever of more than 100 degrees (normal is 98.6)
2. Unexplained rash
3. Upper Respiratory Infection – a cold with yellow/green nasal discharge, and/or prolonged cough.
4. Vomiting – If the child vomits, parent/guardian will be notified. If the child vomits again or has other symptoms, the child will need to be picked up.
5. Diarrhea – a parent/guardian will be called to pick up the child after two loose stools. If your child develops any of the above, the child will be separated from the other children,

and parent/guardian will be contacted and requested to take the child home. The staff may request that your child be seen by a physician and written release must be present, before the child can return. Please follow any medication policies that the school requires.

### **ACCIDENTS:**

Both major and minor accidents do happen in daycare centers. Injuries to children will be treated with first aid, Universal Precautions, and medical treatment as necessary. All accidents will be documented on accident forms. One copy will be sent home and the other copy will remain in the nurse's office.

KEEP YOUR CHILD'S EMERGENCY FORM CURRENT

### **GUIDANCE AND DISCIPLINE:**

The key to effective guidance and discipline is consistency. We use a positive reinforcement approach to support and to guide our children.

There are certain behaviors that will not be tolerated. Threatening or hurting staff will not be accepted. Parents will be immediately notified and will need to pick up their child. All other inappropriate behaviors will be handled in this manner.

1. The rule will be restated and the child will be redirected.
2. Depending on the behavior, staff may ignore the behavior.  
(Especially if it is for attention.)
3. Giving positive attention.
4. Giving the child a choice to change behavior.

Each child will be given 2 reminders to comply. If staff gives a 3<sup>rd</sup> reminder, the child will be removed from the area of difficulty. When the child is out of control, the child will be separated from the group and/or given a time out. If the child is physically out of control (going to hurt themselves or someone else), staff will restrain the child until they are able to gain control back.

After the child has gained back control, staff and child will talk about the situation. We will follow these guidelines for time outs and restraints.

1. Why did this happen?
2. What other options did you have?
3. Praise the child for appropriate behavior.
4. Make a contract if necessary. (written, handshake, high 5)

### **CLOTHING:**

Clothing worn to school must be weather and activity appropriate. Staff will not exclude anyone from doing an activity due to inappropriate clothing. Children should wear shoes that protect the feet. Any clothing borrowed for the school must be washed and returned within the week.

### **ELECTRONIC DEVICES, CELL PHONES, LASERPOINTERS, TOYS, ETC.**

Electronic devices including cell phones or toys of any kind, cards of any kind, or any item that distracts from the learning environment can be brought to school by students but must remain in their locker and off during school hours. Such items will be removed from students, if used at inappropriate times, and kept by the school principal until a parent can come and get the items. *Holy Family Catholic School is not responsible for the safety or upkeep of such items.* Outdoor toys may be brought to school if shared: soft balls (excluding baseballs, softballs and bats), jump ropes and Skip Its. Other safe outdoor toys may be allowed by approval of the principal and used at recess with the permission of the principal prior to use. - coming from the Diocese's new policy.

### **STAFF ORIENTATION PLAN POLICY FOR HIRING COMPETENT TEAM MEMBERS**

Each applicant must complete an application as well as interview with a member of the Leadership Team. The applicant must be qualified in all sections of the state guidelines in Chapter 109.6. All applicants are required to meet the standards outlined in the New Teacher Training as well as the On-Going Training listed below. The applicant will also be informed of the requirements of working in a Christian environment.

### **NEW TEACHER TRAINING**

All new team members will complete a Center Orientation which includes the completion of all personnel records, an overview of all policies and procedures and any training videos pertaining to childcare that are set at the discretion of the training coordinator. They must also complete the following training requirements before the end of their probationary period of 90 days:

1. Mandatory Child Abuse Reporter Training for the State of Iowa.
2. Universal Precautions and/or Infectious Disease Control for the State of Iowa.
3. Infant, Child and Adult First Aid and CPR
4. Five contact hours of training, at least two of the five contact hours shall be in a sponsored group setting.

### **ON-GOING TRAINING & STAFF DEVELOPMENT PLAN**

After the first year of employment, all team members must comply with the following training requirements:

1. Maintain Mandatory Child Abuse Reporter Training for the State of Iowa.
2. Maintain Infant, Child and Adult CPR.
3. Maintain Universal Precautions and/or Infectious Disease Control for the State of Iowa.
4. Receive four contact hours of training annually.

### **SAFETY POLICY**

All measures will be taken to ensure that all team members are well-trained in any and all emergency procedures. Fire and tornado drills will be completed at least once per month. Other emergency procedures will be covered periodically at the discretion of the training coordinator. All team members will receive and maintain training in CPR, First Aid, Mandatory Child Abuse Reporting and Infectious Disease Control. As another measure of safety precautions, it is the responsibility of the parents to ensure that their child's file is current with phone numbers, emergency contacts and pick-up permission forms.

### **HAZARDEST MATERIAL SPILL:**

If a hazardous spill happens in the general area of the school, the office should be notified by legal authorities so necessary corrective action can take place. If this is the case, the office should notify the staff and students with specific directions to be followed.

However, if a hazardous material spill were to happen in the school, the adult in charge should immediately have all present vacate the area to a safe location. Once in a safe area, contact the office and take roll calls to make certain all students are accounted for. If the accident happens in a room with doors and windows, close them in order to, if possible, contain the spill

### **BLIZZARD AND POWER FAILURE PROCEDURE**

When HFCS dismisses early due to a blizzard, the center asks that the parents come as quickly and safely as possible to pick up their children. As ratios allow, the center will start sending team members home. If parents are unable to immediately pick up their child, a ratio-sufficient number of our team, including an on-site supervisor, will stay with the children as long as necessary. In the case of a power failure, parents should come as quickly as possible to pick up their children. If

evacuation due to power failure is deemed necessary, the children will be transported to the evacuation site, church basement or Lutheran. A head-count will be taken before and after the evacuation to ensure accountability. All closures will be at the discretion of the Director and will be broadcast on KCCI (channel 8). EMERGENCY CARDS and First Aid kits will be taken along with the children.

### **TORNADO, EARTHQUAKE AND FLOOD PROCEDURE**

A member of the Leadership Team will receive notification of a tornado warning on the weather radio and will then notify the center of the warning. Children will be evacuated to the tornado safe area according to the diagram posted in their room. A head-count will be taken before and after the evacuation to ensure accountability. In case of a tornado, earthquake or flood causing structural damage to the building, the children will be transported to the evacuation site, church basement or Lutheran. police will be contacted as well as KCCI (channel 8). EMERGENCY CARDS and First Aid kits will be taken along with the children.

### **BOMB THREAT:**

Bomb threats can be communicated in many different ways. If a threat is made over the phone or by some other electronic device, every attempt should be made to get as much information as possible; such as who is calling, when the bomb is to explode, where is the bomb, etc. If a note is found in the school, the finder should take the note to the office immediately and explain where it was found, etc. The finder will remain in the office.

School officials should contact local police officials and follow their recommendations. Among the recommendations could be to vacate the building to some designated safe location. The location would depend upon the weather. If the weather is bad or cold, a warm facility would be best. If the weather is pleasant, some location a good distance from the school would be acceptable.

The person responsible for handling a bomb threat should make an announcement and give explicit directions to be followed. If the person in charge indicates STAY students should be kept busy and not allowed to leave the classroom. Students should listen to the directions given by the adult in charge and not send messages. *If the person in charge indicates EVACUATE all should follow the fire drill procedure and protocol and go to the previously determined location.*

### **GUN THREAT IN THE NEIGHBORHOOD:**

If the school received information that there is a gun threat in the neighborhood teachers should be informed to keep students in the classroom. If students are outside, they should be brought immediately into the school. Teachers should close the window shades and keep students away from the windows.

### **KIDNAPPING:**

Call the police and advise the custodial parent what happened, when it happened, and what you attempted to do. Generally, the child is not in danger. The kidnapper is more interested in causing grief than in harming the child.

### **INTRUDER:**

If an intruder enters the school an announcement should be made as soon as possible so everyone knows there is a problem and whether the intruder has a weapon. Teachers should immediately pull magnetic strips from all doors and close the door as well as pull all window coverings. An announcement of CODE RED will be made as soon as possible. Everyone needs to stay in CODE RED until the CODE GREEN announcement is made.

## **INTOXICATED PARENT OR VISITOR PROCEDURE**

If an intoxicated parent attempts to pick up his/her child, the on-site supervisor will contact an emergency contact and request that they pick up the child. The on-site supervisor will then inform the intoxicated parent of the pick-up plan. If we are unable to reach an emergency contact, the child must be allowed to leave with the parent. The on-site supervisor will then inform the parent that the police will be immediately contacted concerning the incident. An intoxicated visitor will be asked to leave the center immediately, and the parent of whom the visitor was here to see will be contacted.

## **MANDATORY CHILD ABUSE REPORTING**

Section 232.69 of the Iowa Code requires that every employee of a licensed day care or preschool facility, who, in the course of employment, reasonably believes a child has suffered sexual abuse, physical abuse, or denial of critical care, shall immediately notify the Department of Human Services. Section 232.70 of the Iowa Code requires that each report made by a mandatory reporter, as defined in Section 232.69, shall be made both orally and in writing. The oral report must be made by telephone or otherwise to the Department of Human Services within 24 hours of becoming aware of suspected abuse. If the person making the report has reason to believe that immediate protection for the child is advisable, that person shall also make an oral report to an appropriate law enforcement agency. The written report must be made to the Department of Human Services within 48 hours after the oral report.

By law, the oral and written reports shall contain the following information, or as much thereof as the person making the report is able to furnish:

1. The names and home address of the child and parents/guardian believed to be responsible for his/her care.
2. The child's present whereabouts if not the same as the parent/ guardian's home address.
3. The child's age.
4. The nature and extent of the child's injuries, including any evidence of previous injuries.
5. The name, age, and condition of other children in the same home.
6. Any other information which the person making the report believes might be helpful in establishing the cause of the injury, the identity of the people responsible for the injury, or in providing assistance to the child.
7. The name and address of the person making the report.

Legal sanctions for failure to report are as follows:

1. Any mandatory reporter who knowingly and willfully fails to report a suspected case of child abuse is guilty of a simple misdemeanor.
2. Any mandatory reporter who knowingly fails to report is civilly liable for the damages proximately caused by such failure (Legal Reference 232.75).

Any mandatory reporter who in good faith makes a report of child abuse or participates in the investigation of a child abuse has immunity from any liability, civil or criminal. Records and/or information pertaining to the abuse may be released to the child abuse investigator without releases required in other situations (Legal Reference 232.73).

To report child abuse anytime, day or night:

Des Moines: 283-9222

Outside Des Moines: 1-800-652-9516 (toll free)

If necessary, the report can be made by calling the toll free statewide child abuse number (1-800-362-2178). However, you are encouraged to call your local number first. You may call collect

**Child's Name:** \_\_\_\_\_

Grade: \_\_\_\_\_ Birthday: \_\_\_\_\_ M F

Address: \_\_\_\_\_

Email address: \_\_\_\_\_

Mother's Name: \_\_\_\_\_

Work Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

Father's Name: \_\_\_\_\_

Work Number: \_\_\_\_\_ Cell Number: \_\_\_\_\_

**CHILD INFORMATION:**

I state that my child, \_\_\_\_\_, is free of any communicable or infectious disease, and is able to participate in a child care program. I also state that my child's immunization record is on file with the school's nurse.

Special needs the staff should know: \_\_\_\_\_

Allergies: \_\_\_\_\_

Chronic Condition: \_\_\_\_\_

What type of discipline do you use with your child? \_\_\_\_\_

YES NO **Permission to leave the building for a field trip**

YES NO **Permission for their photo to be taken**

**PAYMENT AGREEMENT:** The fee option I have chosen is:

\_\_\_\_\_ to pay the 1<sup>st</sup> and the 15<sup>th</sup> of each month \_\_\_\_\_ to pay on the last day of the month

\_\_\_\_\_ to pay at the end of each week

I have read the fee information and understand the difference between Full-time and Part-time care. I understand by not paying, I will be terminated from the program. Other actions will be taken if payment is not received.

**It is the responsibility of the parent/guardian to notify the staff in writing of any changes and provide necessary documentation of terminated parental rights.**

Signature	Date (Annual Update)

**EMERGENCY FACT SHEET**

**PICK UP PERMISSION FORM:**

I hereby give permission for my child(ren), \_\_\_\_\_  
to leave the school with the persons \_\_\_\_\_  
listed below:

Name	Relationship	Phone #	Cell Phone #

If there is a separation, divorce, or other custody problems of which we should be aware of, please explain:

\_\_\_\_\_

**Please list those persons who may not pick up the child:**

Name	Relationship

I, \_\_\_\_\_, (Parent/Guardian) do hereby give permission and consent to the personnel of Holy Family School to authorize and secure such emergency medical care/treatment as my above named child(ren) might require. Staff may take steps including any or all of the following:

1. Call an ambulance and have the child taken to the emergency unit of a hospital.
2. Call the child's physician.
3. Give non-emergency care: bandages, gauze, lotion, ice packs, sunscreen, inhalers, etc.

I agree to pay all the costs and fees for any emergency medical care for my child as secured or authorized under this consent.

\_\_\_\_\_ Signature

\_\_\_\_\_ Date

In case of an emergency, every effort will be made to notify parents and to contact their physician immediately. If necessary, we will take the child to the child's hospital or the nearest hospital unless instructed to do otherwise by physician.

Child's Dentist: \_\_\_\_\_

Phone #: \_\_\_\_\_

Child's Physician: \_\_\_\_\_

Phone #: \_\_\_\_\_

Preferred Hospital: \_\_\_\_\_

Relatives or friends who, are **not** listed above, may be contacted for assistance or information in case of emergency.

Name	Relationship	Phone Number