LITTLE EAGLES NEST LEARNING CENTER

Parent Handbook

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Welcome to Little Eagles Nest Learning Center

We are delighted your have chosen Little Eagles Nest Learning Center to help provide the care and education your child needs to grow. We are committed to you and your child. We will work hard to create an environment to encourage your child to grow socially, emotionally, intellectually, and physically.

This Parent Handbook contains important information about our policies, programming, and day-to-day operations. Our policies have been developed to ensure the safety and health of the children and staff at Little Eagles Nest Learning Center. If requested, our staff would be happy to provide parents and families with an orientation regarding our policies and facility.

PURPOSE AND GOALS

Our goal at Little Eagles Nest Learning Center is to provide quality child care and an educational experience in an environment that nurtures each child as an individual. Throughout the day your child will be encouraged to explore activities that will allow him/her to learn about the world. Language, math, science, art, and practical life skills are all areas that are integrated into daily routines in every classroom.

Our mission is to provide quality child care in a loving and safe environment and to ensure consistency of care at Little Eagles Nest Learning Center.

OUR STAFF

Little Eagles Nest Learning Center has a nurturing and caring staff who meet the requirements and certifications set by state law. All staff members are certified in Adult, Child, and Infant CPR and First Aid. Each staff member is a mandatory reporter of child abuse and has received training in identification of and procedures for reporting abuse. Staff members are also trained in universal precautions and infectious disease control and have been given a DHS and DCI background check prior to employment. Staff members strive to give your child a safe environment in which to play, learn, and grow.

TYPES OF CARE

Full Day Care: Full day care is available between the hours of 6:00 a.m. and 6:00 p.m. Full week schedules are preferred but 2 day (Tuesday/Thursday) and 3 day (Monday/Wednesday/Friday) options may be offered depending on availability at the time of enrollment. The days must be designated in advance and must be the same days each week.

Three Year Old Preschool: Children that are three years old may attend three or five days a week from 8:30 to 11:30, depending on availability at the time of enrollment.

Before and After School Care: Before and after school care is available between the hours of 6:00 a.m. to before school and after school to 6:00 p.m. for a weekly rate. Days of attendance must be prescheduled. Your child may attend on unscheduled days if you notify the center ahead of time. Extra fees are applied for no school days. If school has a late start, breakfast will be provided for school aged children during

normal center breakfast time. If school is cancelled, your child may attend the center as normal and breakfast, lunch, and snack will be provided.

School Age Summer Camp: Eagles Nest Summer Camp is a safe, fun, and affordable option for working parents looking for quality care for their children, age kindergarten to twelve, during summer vacation. The program will offer arts & crafts activities, active games, educational activities, library time, field trips, swimming, and more. Breakfast, lunch, and snacks will be provided. Priority is given to students enrolled in Before and After School Care.

Drop-In Care: Drop-in care is based on daily enrollment. If you are in need of care for your child for additional days on top of your child's normal days, your child may attend the center on other days if space allows. Arrangements should be made in advance if possible, or plans can be made on the day needed if the space is available. If space is reserved, payment is required whether or not your child attends. Payments are due by the end of the arranged drop-in care day.

Per the Iowa Department of Human Services, the staff to child ratio is as follows:

Age of Children	Minimum Ratio of Staff to Children
Two weeks to two years	One to every 4 children
Two years	One to every 6 children
Three years	One to every 8 children
Four years	One to every 12 children
Five years to ten years	One to every 15 children
Ten years and over	One to every 20 children

A. Combinations of age groupings for children four years of age and older may be allowed and may have staff ratio determined on the age of the majority of the children in the group. If children three years of age and under are included in the combined age group, the staff ratio for children aged three and under shall be maintained for these children. Preschools shall have staff ratios determined on the age of the majority of the children, including children who are three years of age.
B. If a child between the ages of 18 and 24 months is placed outside the infant area, as defined at subrule 109.11(2), the staff ratio of 1 to 4 shall be maintained as would otherwise be required for the group until the child reaches the age of two.
C. Every child-occupied program room shall have adult supervision present in the room.
D. During nap time, at least one staff shall be present in every room where children are resting. Staff ratio requirements may be reduced to one staff per room where children are resting for a period of time not to exceed one hour provided staff ratio coverage can be maintained in the center. The staff ratio shall always be maintained in the infant area.
E. The minimum staff ratio shall be maintained at mealtimes and for any outdoor activities at the center.
F. When seven or more children under the age of three are present on the licensed premises or are being transported in one vehicle, at least two adult staff shall be present. Only one adult is required when a center is transporting children in a center-owned vehicle with parent authorization for the sole purpose of transporting children to and from school. When a center contracts with another entity to provide transportation other than for the purpose of transporting school-age children to or

from school, at least one adult staff in addition to the driver shall be present if at least seven children provided care by the center are transported.

TUITION AND FEES POLICY

Little Eagles Nest Learning Center operates on a budget. We depend on receiving tuition payments on time to operate smoothly, pay salaries, pay for the building, and purchase necessary equipment. We have established a policy concerning payment of tuition and fees.

No credit is given for scheduled dates of Center closings, child care closing due to weather, vacations, sick days, or days your child does not attend for any reason. Payment is required for all days the Center closed for holidays. Holidays observed by the Center include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and day after Thanksgiving, and Christmas Day. We will be closing at 3 p.m. on Christmas Eve and New Year's Eve. Your tuition and fees pay for available space for unlimited use of child care hours of operation. If your child does not have regular scheduled days due to your schedule, please talk with the Director or Site Supervisor.

If you receive state assistance for childcare, you are responsible for registration fees, field trip fees, late fees, etc. The state will not reimburse the Center for these types of fees.

In order to maintain and improve our program, we will have several fundraisers during the year. To balance our budget, we need to have these fundraisers to help pay for normal, day-to-day operations. By holding fundraisers, the Center keeps fees for attendance down. We hope you will enjoy participating because they are crucial to the sustainability of our program. *If a family does not wish to participate in an event, the center requests a $50 donation.*

TUITION

Tuition is due every Monday for the current week of attendance. If tuition is not paid within **five days** of the due date, parents will receive a written notice indicating that a $5.00 **per day** delinquency fee will be assessed beginning on the **6th date past due**. If tuition and delinquency fees are not paid within **ten days of the due date**, you will be asked to withdraw your child from the Center.

Tuition and fees are as follows:

Activity Fee $25.00 per child (nonrefundable, due at time of enrollment) A $15 registration fee per child is due annually. **Infants** **(Six weeks to two years)** Full-time ~ $145 weekly Part-time ~ $32 per day **Two Year Olds** Full-time ~ $135 weekly Part-time ~ $30 per day	**Three Year Olds** Full-time ~ $135 weekly Part-time ~ $30 per day **Three Year Old Preschool** 8:30 a.m. to 11:30 a.m. 3 Days ~ $120 per month 5 Days ~ $150 per month Children in full-time day care receive a 50% discount. **Four and Five Year Olds** Full-time ~ $130 weekly Part-time ~ $28 per day	**Before and After School** Before & After School ~ $45 weekly No School Days – extra fee ○ Whole Day $28 ○ Late Start $8 ○ Early Out $10 *Extra fees will not exceed the full-time rate **Drop-In Rate** (for someone not currently enrolled PT or FT) $30 per day $15 for the a.m. or p.m. **School Age Summer Camp** Summer Full-time ~ $120 weekly + Field trip fees Summer Part-time ~ $27 per day + Field trip fee

If your child will be absent from Little Eagles Nest Learning Center for more than one week (i.e. summer, maternity leave), you will be responsible to pay ½ of your current weekly fee to hold your spot. Your child may attend during the absence to coincide with how much you are paying. If you do not pay the holding fee, you are not guaranteed a spot.

Two or more children enrolled (Full-time only) will receive a 5% discount of the least expensive tuition, excluding Before and After School care. The most expensive tuition will not receive a discount.

ENROLLMENT POLICY

The following forms will be required at the time of enrollment and will be updated every year in the child's birth month:

- Contract for Services
- Intake sheet
- Physical Assessment and health form
- Certificate of immunizations
- Parental Emergency Medical/Dental consent form
- Release authorization (travel, photography, and video)

The Center will offer and honor any special accommodations children might require.

RETURNED CHECK FEE

A fee of $30.00 for each returned check due to insufficient funds will be charged.

LATE PICK-UP FEES

Our Center closes at 6:00 P.M. We request that you make every effort to pick up your child on time. When you are late we face staffing and licensing issues. Late fees will begin to accrue at 6:00 p.m. but parents will not be charged until 6:10 p.m. The fee is $1.00 per minute. For example if you arrive at 6:03 p.m. you will not be charged but if you arrive at 6:10 p.m. you will be charged $10.00 per child.

If your child is not picked up by 6:30 p.m. and you cannot be contacted, authorized persons listed on the Parental Emergency Medical Consent form will be contacted to pick up your child. A $30.00 late fee will be due the following day.

WITHDRAWAL POLICY

Please notify Little Eagles Nest Learning Center in writing within two weeks of intentions to withdraw your child form the Center. If two weeks are not given a penalty fee equal to one week of tuition will be charged.

We may ask that you withdraw your child from the center in the unlikely event of any of the following situations:

- Failure to pay tuition and delinquent fees
- Failure to follow policies
- Continual arrival or departure beyond Center hours of operation

WHAT TO BRING TO THE CENTER

Clothing

Please dress your child in comfortable and safe clothing that is appropriate for outdoor play. For cold months hats, mittens, snowsuits, and boots will be needed. For warm months sunscreen, sunhat, swimming suit or swim diapers, and a towel will be needed.

For infants and toddlers it is suggested that 2 extra outfits be stored in your child's cubby. The outfits must be seasonally appropriate and must fit the child. For three and four year olds who are fully toilet trained, an extra set of clothing to store in your child's cubby is always a good idea. Please check the clothes now and then to make sure they fit your child. All clothing should be labeled with your child's name.

Little Eagles Nest Learning Center provides an outdoor playground with a variety of equipment. Children will be given several opportunities to be outside (weather permitting) throughout the day. If you would like sunscreen applied to your child before playing outside, please fill out a sunscreen form and provide unexpired sunscreen with your child's name on it. For the safety of your child, we request that your child refrain from wearing sandals, dress shoes, flip-flops, etc.

Linens
Cot/crib sheets and blankets will be provided and laundered by the Center. Your child may bring a small comfort item if desired. Personal items will be sent home on Friday's for laundering.

Personal Belongings
To prevent mix-ups and missing items please remember that we provide bibs, burp cloths, and bed sheets. These items are washed and sanitized daily.

Sheets and blankets are washed weekly. Due to Department of Child and Family Services regulations, we are prohibited to use soft pillows, soft toys, and bumpers in the cribs. Although you may bring in blankets for the crib, we provide all other toys and they are washed and sanitized during the day as needed and every night.

Toys from home are allowed on show and tell days only. The center provides a variety of fun and educational toys for your children to play with. We will not be responsible for lost or damaged items. No toys or play depicting violence will be allowed.

If you feel you have a special circumstance, please let us know and we will be more than happy to work with you.

INFANT FOOD

Bottles

- All bottles must be clearly labeled with your child's name or initials on all parts of the bottle. Parents must provide bottles to be kept at the Center. Bottles will be cleaned in the manner required by licensing for a day's supply of bottles containing breast milk or formula with bottles being rinsed and sent home for cleaning. Please clean and sterilize the bottles at home and bring them in the next day. If the label fades, please re-label the bottle.
- If your child is on formula you may bring powdered or concentrated formulas to be mixed at the center. You may bring in a container of nursery water or you may use the filtered water that we provide. Due to DCFS regulations, we must measure and mix all bottles from the original containers. All containers must be clearly labeled with your child's name.
- Fresh breast milk must be labeled with the child's name, the date it was pumped, and will be stored in the fridge. To label, please write the child's name on a piece of tape, place the tape over the cap and onto the bottle. We need to be forced to take the tape off when preparing the bottle, reminding us that it is in fact breast milk. Breast milk must be used within 48 hours, if it will not be used it must be frozen.
- Frozen breast milk can be stored in our freezer. Please label frozen breast milk with the child's name and date. Frozen breast milk can only be used up to 2 weeks past its labeled date, so we ask that parents keep an eye on their stored milk and replace it as needed.
- While your child is exclusively bottle or breast-fed, supplemental water will be offered.

Baby Food
When your child begins eating baby food, we ask that you provide the food along with your feeding instructions. Please bring enough jar food to last throughout your child's day at daycare. The Center will provide bowls and eating utensils, however, you may wish to bring a special eating utensil for your child. Please label all food clearly.

DIAPERING

Please bring a supply of disposable diapers, ointment, and wipes clearly labeled with your child's name. Your child's teacher will notify you when the supply is getting low.

Should your child require the use of diapering ointments you must complete a medication form allowing the Center to use the product with specific application instructions.

TOILET TRAINING

Children cannot successfully learn how to use the toilet until they are ready physically, mentally, and emotionally. Remember each child is different.

As your child begins to use the toilet, please select clothing that he or she can easily pull up and down. Accidents will happen, so please bring several changes of clothing to be placed in your child's cubby during the training process. Wearing pull ups or diapers at naptime is at the discretion of the parents.

Your child's teacher will be available to discuss this important developmental process with you.

OUR POLICIES

NO SHOES IN INFANT ROOM POLICY

There is a "no shoes" policy in the infant room due to children crawling on the floor. Staff will have an alternate pair of shoes to wear in the infant room. Shoes or socks must be worn at all times; bare feet are not permitted.

SAFETY POLICY - CHECKING IN AND OUT

Providing a safe and secure environment is extremely important to us. Every time you arrive or leave Little Eagles Nest Learning Center, your child must be checked in and out on the sign-in sheet. Attendance records are required for State licensing regulations and they also provide an up-to-the minute attendance list for staff. When dropping off or picking up, please be sure to inform your child's teacher.

To ensure the safety of your child, Little Eagles Nest Learning Center will keep the names, addresses, and phone numbers of those persons authorized to pick up your child. We require that anyone picking up your child show proper identification, such as a driver's license, before your child is released. Parents are responsible to update the section on the Parental Emergency Medical Consent Form that lists those persons authorized to pick up your child. If you know ahead of time that an authorized person will be picking up your child instead of you, please notify the center.

In the case of divorce, please inform the center and your child's teacher of the custodial parent who may pick up your child. The parent with custody is required to provide the center with documented custodial rights.

When picking up your child, please do not leave your car running unattended and please do not leave children in the car unattended.

It is important for you to notify the center with any changes in your child's attendance. Please call the center prior to 8:00 a.m. to let them know of your change in attendance. If your child is staying home due to health status, please notify staff of the reason. We must communicate with all families about possible infectious illnesses at the Center.

NUTRITION POLICY

Breakfast will be provided between 7:30 a.m. and 8:00 a.m. for any child that would like to eat breakfast. If your child arrives after 8:00 a.m. please make sure they have been fed at home. Morning snack, lunch, and afternoon snack will also be provided. Menus are planned based on the nutritional requirements to meet your child's daily needs as well as licensing guidelines. Monthly menus will be posted in the Center.

We ask that parents do not bring food from home to the Center, except for infant feeding and children with special diets due to religious or medical needs. If your child has food allergies or requires special dietary needs, please discuss this with the Director prior to your child's first day. Upon your request, the Center can provide formula and baby food for infants. Mothers are also welcome to come breastfeed their infant at any time during the day.

We will allow parents to bring pre-packaged food items such as birthday cake or cupcakes to the center for special occasions. We ask that you let your child's teacher know in advance so he/she can plan accordingly. Please refrain from bringing food items that present choking hazards such as hard candies, chewing gum, and nuts.

PLEASE NOTE: Little Eagles Nest Learning Center is now a peanut / nut free facility due to an allergy. Thanks for your cooperation.

NON-CENTER ACTIVITY POLICY

If your child participates in non-center activities such as music, gymnastics, swimming lessons, etc., you will be responsible for transporting your child to and from these activities. Please provide your child's teacher with your child's schedule and whether or not they will be returning to the center. This will ensure that we stay within the teacher-to-child ratio required by the state licensing guidelines. If an adult other than the parent will be transporting your child for the activities, you must provide written notification to the child's teacher and list this person on the Parental Emergency Medical Consent Form. Your child will not be released to anyone who is not authorized to pick up your child.

FIELD TRIP POLICY

Field trips will be scheduled throughout the year. Examples of field trips are museums, parks, libraries, and other establishments that provide fun and educational tours. You will be notified in advance by flyer on the bulletin board at front entrance and signup sheets. You will be required to sign a field trip permission slip for your child. If you do not wish to have your child participate, you must make alternative child care arrangements for your child on that day.

Transportation will be provided by the center. The drivers for these field trips are some of the staff and parent/guardian volunteers. We may also take a bus provided by the Midland School District. All volunteer drivers will complete a Volunteer/Substitute Statement and a State of Iowa Record Check. All vehicles have an adult driver and an adult supervisor. All children under the age of 12 will ride in the backseat, in an age-appropriate child restraint or seat belt. Additional staff and parent volunteers will accompany the children on field trips. We encourage you to join your child on these special days.

CONFIDENTIAL INFORMATION

Confidential information concerning a child or viewing a child's file may only occur with written permission from the parent/legal guardian. The following exceptions do not require prior permission:

- Center staff, when viewing records directly related to their job functions.
- Authorized representatives of the Department of Human Services
- Grant-funded programs may require sharing such information with the agency providing grant funds for reporting purposes. CDBG funding is involved.

DISCIPLINE POLICY

All staff members contribute to Little Eagles Nest Learning Center's friendly, inviting environment. We set the tone through our actions and attitudes. When minor misbehavior occurs, staff views the misbehavior as a teaching opportunity, responding with calm, consistent corrections or consequences. We consistently teach children expectations for responsible behavior in every school environment by relating children's actions to our guidelines for success.

The goal of discipline and guidance is not only to eliminate inappropriate behavior but also to encourage appropriate behavior by using positive guidance, redirection and setting clear-cut limits. Discipline practices should be a logical consequence to the action of the child. The practices should be consistent and appropriate to the age and circumstances of the child. Teachers will use a variety of discipline practices. Example: Throwing books ruin the book and may hurt someone. If you throw the book again you will not be allowed to read books the rest of the day. If it is necessary to use a time out it is one minute per number of years old the child is. Example: A four-year-old child would receive four minutes of time out.

All staff members at Little Eagles Nest Learning Center follow the guidelines outlined in the Iowa Department of Human Services Day Care Center Standards and Procedures (section 109.12 Discipline). They read as follows:

1) No shaking, spanking, or slapping will occur.
2) No punishment that humiliates or frightens a child will be made to a child.
3) No threats, verbal abuse, or derogatory comments will be made to a child.
4) Punishment is never used in association with a child's illness or toilet training.
5) A child can never be deprived of food or rest as punishment.

Intentional property damage is a serious matter. Any cost for repair or replacement for damage done to the building, furniture, or toys will be billed to the child and their parents.

Good communication between the Center and the family is vital. If problems do arise, every effort will be made to resolve them. Incidents of aggressive behavior toward other children or staff will be reported to families. If incidents continue, a conference will be held with childcare staff, director/principal, and family. The Center, however, cannot serve children who display chronic disruptive behavior or behavior that inflicts physical or emotional harm on other children or staff. The Center reserves the right to ask the parents to find alternative care for their child.

BITING POLICY

Biting is a very common behavior from birth until three years of age. Children who bite are often times trying to communicate or cope with stressful situations. It is also a response to needs not being met and challenges they may be facing. If labeled as "biters" you can harm self-perceptions of the child and intensify the biting behavior.

We will make every attempt to anticipate when a bite might occur. If biting does occur teachers will address the child in a short, simple, and firm voice stating, "No bite. We don't bite people." If the child who bit is verbal we will talk with them about the experience and what is appropriate next time. Teachers will shift attention to the child that was bitten and ensure that all children are safe. We will soothe the child who was bitten and show concern and support until they feel comfortable. With every bite an incident report will be filled out for both children explaining the incident, first aid rendered, and at all times we will maintain confidentiality. Each parent will sign an incident report upon picking up their child or will be given a phone call, if necessary.

We will make every effort to make sure children have their needs met at all times to reduce the incidents of biting. If biting does occur we will make sure that families and staff will work together by sharing information to address the child's needs. Discharging a child from a center without addressing the underlying cause of biting is not an appropriate response to the behavior.

PARENTAL INVOLVEMENT

We encourage you to visit your child anytime throughout the day. Visiting your child's classroom will help you get to know your child's teacher and the other children. You'll enjoy seeing what goes on during your child's day. Throughout the year, we may ask for parent volunteers for a variety of activities such as field trips and class or Center celebrations. We ask that all parents become involved with our fundraisers.

HEALTH POLICY

Every child must have a current physical examination report signed by a physician and a certificate of immunization prior to admission to the Center. The date of the physical report must not be more than 12 months prior to the first day of attendance. The written report must include past health history, status of present health including allergies, medications, and acute or chronic health problems. After enrolling in the Center, a yearly physical report signed by a physician is required. The physical report should include any changes in the child's health. If a physical report and immunization certificate are not received as required by licensing, you will be asked to remove your child from the center.

Medical exemption from immunization must be completed by one of the following: MD, DO, PA, or an ARNP. When an exemption is granted for religious reasons, certificate of exemption signed by the child's parents must be in the child's file.

MEDICATION POLICY AND PROCEDURES

Medication will be administered to children for whom a plan has been established with the child's teacher and Center staff. Parents must complete and sign a form authorizing Staff to administer medication to your child. Forms are provided by the Center and every question on the form must be answered. The signed form with the specific dosing instructions, along with the medication, must be given directly to the child's teacher. The child's teacher or Center staff will be the only persons authorized to administer medication to your child. All medications must be stored in their original containers with accompanying physician or pharmacist's directions with the label intact. If a liquid oral medication is to be administered at the Center, the parent must provide an appropriate measuring device that has clearly marked measurements (medicine cup, dropper, or needle-less syringe). All medications will be stored so they are inaccessible to children and non-Center personnel. Medications that require refrigeration will be stored in a container in the refrigerator not accessible to children or non-center personnel. Phoned verbal consent for over-the-counter medications may be obtained with a Medication Authorization form signed the same day. Nonprescription medication, diapering ointments, and sunscreens shall be labeled with the child's name and stored out of reach of children.

As long as the authorization to administer medication is in effect, a notation will be made on the child's daily report and the medication administration chart indicating the name of the medicine, date, time and dosage given and the initials of the person who administered the medication or the reason the medication was not administered. Medications will only be administered throughout the duration of the prescription.

Medications will not be administered without a current and correctly filled out authorization form signed by the parent. A new medication authorization is required with each new prescription.

Staff will make a notation on the medication chart if:

- A child is absent from the Center on a day the medication is to be administered.
- A parent picks up a child early and the medication cannot be administered.
- A parent forgot to bring the medication; therefore, no medication can be administered.
- The child experiences side effects or negative reactions to the medication.

WHEN YOUR CHILD IS ILL

Because young children are vulnerable to infectious diseases, we encourage you as the parent to be aware of our health policies. Prevention of illness and contagious diseases is critical. We encourage you to:

- Do a brief assessment of your child's health each morning. Please do not bring a sick child to the Center.
- Be aware that low-grade fevers may be associated with an infection or illness, and not "just teething".
- Keep front office and classroom emergency cards up-to-date.
- Dress your child appropriately – according to weather, etc.
- Be aware that on short notice you may have to pick up your child due to illness.

The teacher will assess your child's health upon arrival at the Center. If your child is suspected of being ill or becomes ill later in the day, the child will be separated from the other children and made comfortable until a parent is contacted. You will be asked to pick up your child as quickly as possible. If you are unable to pick up your child the person on the authorization form to pick up your child will be called. It is very important you have alternative care for your child when they are sick. We know it can be a very frustrating time when a child is sent home because of illness. No tuition adjustment will be made for absences due to illness.

If there is an incidence of a communicable disease, notices will be posted on the parent bulletin board at the front entrance as well as in the child's classroom. The notice will include the communicable condition, the symptoms of the condition, and the period of communicability.

If your child has a known medical condition, such as asthma, diabetes, seizure disorder, etc., please inform the Center staff and your child's teacher, along with any special instructions for the care of your child should a problem arise. Please make sure medications are available and that all necessary forms have been completed and are up-to-date. Additional forms are available at the Center.

It is highly recommended parents begin making plans now for sick child care in case your child becomes ill. This may help minimize the stress that parents often feel when a child becomes ill and alternate arrangements have to be made.

EXCLUSION FROM THE CENTER DUE TO ILLNESS

For the safety and health of all the children and Staff at Little Eagles Nest Learning Center, children may be excluded from the Center until the symptoms or conditions listed below are resolved or until the child's physician has evaluated the child and determines the child may return to the Center:

- Vomiting, or has vomited two or more times within the last two hours. The child may return when it has been determined that the vomiting is due to a non-communicable condition and the child is in no danger of dehydration.
- Diarrhea, or has had diarrhea two or more times within the last two hours. The child may return when it has been determined that the diarrhea is due to non-communicable condition and the child is in no danger of dehydration
- Fever of 101.3 degrees Fahrenheit or above with change in behavior (irritable, restless, or increase in sleepiness). Child may return after evaluation by a physician or when fever-free for a period of twenty-four hours without the use of fever reducing medicine.
- Skin rash associated with other symptoms such as fever, sore throat, or change in behavior. The child may return when it has been determined the condition is not communicable.
- Evidence of head lice, scabies, impetigo, ringworm, etc. The child may return twenty-four hours after treatment has begun.
- Whooping cough, strep throat or any specific contagious infections. The child may return after evaluation by a physician and appropriate treatment has begun.
- Measles, chicken pox, or rubella. The child may return six days after rash appears.
- Mumps. The child may return nine days after the onset of gland swelling
- Hepatitis A viral infection. The child may return one week after the onset of the illness or after an immune serum globulin has been given to children and Staff in the Center as directed by the responsible health department.
- Evidence of severe illness, such as unusual sleepiness, prolonged crying, difficulty breathing, uncontrollable coughing, wheezing or poor appetite. The child may return when symptoms have resolved.
- Mouth sores or ulcers with drooling. The child may return when the child's physician or local health department authority states the child is non-infectious.

Please notify the Center when your child is ill so staff can be alert to similar symptoms in other children. Keep in mind, certain illness must be reported to the Health Department.

A quiet area with supervision will be provided for a mildly ill or injured child. Parents will be notified.

CHILDREN'S HAND WASHING

Staff will assist children with hand washing in order to maintain good hygiene and to prevent or minimize the spread of illness. Children's hands will be washed at the following times:

- Upon arrival at the Center
- When hands are visibly dirty
- After being outside
- After a cough, sneeze, or nose blowing
- Before and after eating
- After diaper change or toileting

ACCIDENT AND EMERGENCY PROCEDURES

Emergency procedures are set out in the employee handbook and reviewed with staff at the time of orientation and on an annual basis. Staff will receive training in adult, child, and infant CPR, first aid, and mandatory child abuse reporting. Staff will undergo fire and tornado emergency procedure training on a monthly basis. The Center staff will maintain a record of fire and tornado drills. All exits will be checked on a daily basis to ensure that the exits are unobstructed.

INJURIES AND MEDICAL EMERGENCIES

The staff makes every effort to ensure the safety of your child. Unfortunately, accidents do occur. Before your child's first day at the Center, a Parental Emergency Medical Consent Form must be completed and signed by the parents. This form will specify where emergency medical and dental healthcare should be obtained. It is the parent's responsibility to update this information as necessary.

If your child becomes injured at the center, the staff, who has received emergency first aid training, will administer simple first aid such as washing the wound, applying ice, and bandaging. As a partner in the care of your child, we realize that you will want to be aware of your child's injuries or illnesses that occur at the Center. The teacher will fill out an Accident/Incident Report that must be signed by the parent on the day of the accident.

All dental emergencies require that the parents and the child's dentist be contacted. Staff is required to wear disposable gloves and to wash hands after attending to injuries. All items exposed to blood will be placed in a double layer plastic bag, sealed, and discarded immediately.

If an injury is serious, we will call the parent for instruction. If the child receives a serious injury that requires the services of a doctor, the following procedure will be followed:

1. Call parent or guardian, or
2. Call one of the persons listed on the emergency card, or
3. Call the child's physician for his/her advice.
4. In the case that the above three fail, we will call an ambulance or paramedic team and have the child taken to an emergency hospital. A staff member will accompany the child. Under no circumstances will staff vehicles be used to transport children to the hospital. Parents will be notified immediately and asked to meet your child at the hospital. Your signature on the Parental Emergency Medical Consent Form gives the hospital permission to care for your child.

**Any and all expenses incurred under #4 will be the responsibility of the child's family or guardian. If an injury is severe, procedures 1-3 will be waived, and 911 will be immediately summoned.

Two licensed, approved first-aid kits will be located in the center. One will be in the office and one will be used for field trips. Smaller versions of first aid kits will be in the remaining center areas. Each licensed, approved kit will contain adhesive strip bandages, American Academy of Pediatrics standard first aid chart or equivalent first aid guide, plastic bags for cloths, gauze and other materials used in handling blood, bandage tape, cold pack, disposable nonporous gloves, emergency medication needed for children with special needs, emergency phone numbers (parent home and work numbers), emergency phone numbers for the poison control center, eye dressing, flexible roller gauze, hand sanitizer, non-glass thermometer, pen/pencil and note pad, safety pins, scissors, small plastic or metal splints, sterile gauze pads, triangular bandages, tweezers, mouthpiece for rescue breathing, and water.

Disposable gloves will be used for all incidents involving blood or body fluids so please let the Center staff and teachers know if your child is allergic to latex.

EMERGENCY PLAN FOR POWER OUTAGE

The Center is set up with emergency back-up lights. The Director or Center staff will inform the power company of the outage. If it has been determined that the outage will interfere with continued operation of the Center, parents will be contacted to pick up their children.

EMERGENCY PLAN FOR BOMB THREAT

The Emergency Plan for Fire will be followed. The Director or On-Site Supervisor will call 911 and inform the emergency personnel that a bomb threat has been received. Any instructions given by the emergency personnel will be followed. Staff and children will return to the building once the building has been declared safe by emergency personnel.

EMERGENCY PLAN FOR CHEMICAL SPILLS

In the event the Director or staff witnesses a toxic spill in or near the Center, 911 will be called immediately. Staff and children will cooperate with official personnel. Staff and children will be taken to a safe location as determined by official personnel and the Director. Staff and children will remain at the designated location until officials deem the Center is safe. If evacuation is necessary, the staff will follow the evacuation guidelines set out in the Emergency Plan for Fire.

EMERGENCY PLAN FOR FIRE

Fire escape routes are clearly marked and posted in each room of the Center. Staff and children are trained through monthly drills to react quickly and efficiently to the building's fire alarm system. Drills are conducted once a month at different times of the day to ensure that all children and staff are familiar with all the exit points. The first person to the door will hold the door open as the children and remaining staff exit the building. The children and staff will meet by the fence at the back of the playground area. Staff will ensure that all children are accounted for. The Director or Center staff will shut all windows, turn out the lights, close all doors, check all bathrooms for children and then proceed to the meeting place. No one will re-enter the center until the "All-Clear" signal has been given.

In the event of a real fire, 911 will be called and the children and staff will exit the building as stated above. Infant staff will use infant carriers and/or rolling baby beds when transporting infants out of the building. Designated staff will be responsible for taking the attendance books and emergency phone list for his or her class outside. The Director or staff will be responsible for the emergency bag containing a list of children and phone numbers; first aid kit, cell phone, and flashlights. The children and staff will remain in their designated area until emergency vehicles arrive. Parents will be notified and children will remain on the premises at the designated area until parents arrive. If evacuation of the premises is necessary, the children and staff will either walk to a safe place or will be transported in staff vehicles equipped with car seats. Parents will be contacted and made aware of the alternate pick up site. Children and staff will return to the Center when fire officials have determined it is safe to do so.

EMERGENCY PLAN FOR INTOXICATED OR SUBSTANCE IMPAIRED PARENTS / PICK-UP PERSON

Staff will immediately alert the Director of the situation. The parent will be talked with regarding the danger of taking a child and/or operating a vehicle while intoxicated and will be asked if there is another adult who can be contacted to pick up the child. The Little Eagles Nest Learning Center staff is focusing on the welfare of the child. If the parent demands to take the child while in such a condition, the Little Eagles Nest Learning Center staff must release the child to the parent. If and when the parent does leave with the child, the Little Eagles Nest Learning Center staff must act in their role as mandatory reporters and file a child abuse report with DHS and contact the police. The Director or staff shall escort the parent and child to their car to get the tag number, a detailed description of the vehicle, and the direction of travel at which time 911 will be called.

EMERGENCY PLAN FOR INTRUDER

Staff will alert the Director or other staff should an intruder enter the building. Staff will approach the intruder and inquire as to why they are on the premises. During this time, staff will ensure that all the children are accounted for. If it is determined the intruder should not be on the premises, they will be asked to leave. If the intruder refuses to exit the building or uses force or threat of force, 911 will be called. If it is determined the intruder's intent is to leave with a child or staff unlawfully, staff will take the child or other staff member into a safe place and call 911.

EMERGENCY PLAN FOR LOST OR ABDUCTED CHILD

No children shall be outside or inside without the prescribed ratio of staff supervision. In the event the Center is unable to locate a child, all children will be brought into the six and up room. Non-ratio staff will immediately and completely search the grounds and the building while the other children are being supervised. If the child is not found within 10 minutes, parents will be called and 911 will be notified. A detailed description of the child, including what they are wearing and places they might have gone will be given to emergency officials. If the child is observed being abducted, 911 will be called immediately and a complete description of the child and the abductor will be given, if possible. If advanced warning is received that someone is coming to take a child, the child will be taken in the office where a staff member will stay with the child and the door will be locked. 911 will be called. When the person arrives to attempt to take the child, they will be encouraged to leave the premises. No staff or children will leave the center until authorities have arrived.

EMERGENCY PLAN FOR SEVERE WEATHER / BLIZZARD

The Director will decide by one (1) hour prior to opening if the Center will be closed due to inclement weather. Parent will be notified by telephone or by email. Closing information will also be given to local TV and radio stations if allowed.

Should severe weather develop while the center is open and the need arises to close early, parents will be contacted by telephone or email and asked to pick up their children as soon as possible.

EMERGENCY PLAN FOR STRUCTURAL DAMAGE

If structural damage occurs for any reason, Staff will direct the children to take cover under tables and stay away from windows. For children outside the building, Staff will instruct the children to move away from the building and sit down together with the Staff. Director / Staff will call 911. Structural damage will be assessed by official personnel and the Director before children are allowed to remain in or re-enter the building. If it is necessary to evacuate the premises, the evacuation procedure, as set out in the Emergency Plan for Fire will be followed.

EMERGENCY PLAN FOR TORNADO

Emergency Tornado routes are clearly marked and posted in every room of the Center. Tornado drills will be conducted once a month at different times of the day to ensure that all children and staff are familiar with the emergency procedure. The signal for the tornado drill is a blown whistle. The whistle is only used for this purpose. Designated staff from each room will be responsible for taking the attendance books and emergency phone lists with them. The staff will lead the children into the infant room, which is a safe room.

In the event of a real tornado, the above procedures will be followed. In addition, the Director or staff will carry a battery-operated radio to listen to the latest news and weather alerts. The staff and children will remain in the designated area until the "All Clear" has been sounded. If there is structural damage to the building, 911 will be called and determination will be made if it is safe to exit the building. If it is necessary to leave Little Eagles Nest Learning Center, staff will follow the evacuation guidelines as set out in the Emergency Plan for Fire.

- Two hours of Iowa's training for mandatory reporting of child abuse
- One hour training in universal precautions and infectious disease control
- Ten contact hours of training in child care related areas of study

Upon employment, Staff will be provided with copies of the Little Eagles Nest Learning Center Employee and Parent Handbooks. Staff orientation will include a review of all the policies contained within the handbooks. Emergency Plans for Fire and Tornado will be reviewed and practiced on a monthly basis. The Staff will be informed of any policy changes.

Staff will also receive training through certified training programs, self-study training materials, and in-service training.

PARENT COMPLAINT PROCEDURE

The purpose of this procedure is to provide a means for parents to present a complaint regarding matters concerning Little Eagles Nest Learning Center. The procedure should also be used to process complaints regarding prohibited discrimination of gender, race, disability, age, national origin, or religion that is alleged to have occurred in connection with the center programs, policies, or procedures.

The complaint shall be presented first to the staff person involved, whenever practical. If the complaint is not resolved at this level or there is no caregiver involved, the complaint may be presented to the Center Director. Again, if the complaint is not resolved at this level, the complaint may be appealed or presented to the Little Eagles Nest Learning Center Board of Directors.

All complaints shall be handled in a timely manner.

PARENT AGREEMENT

Upon enrollment, each family must sign the agreement form to establish that they have read and understand all of the policies in the handbook to assure accuracy of information and communication.

Little Eagles Nest Learning Center reserves the right to change existing policies or introduce new policies with two week's prior notice to parent/legal guardian.**Federal Civil Rights Statement**

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited basis will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax 202-690-7442 or email at program.intake@usda.gov.

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

USDA is an equal opportunity provider and employer.

Iowa Nondiscrimination Statement

It is the policy of the Department of Education not to discriminate on the basis of race, creed color, sex, sexual orientation, gender identity, national origin, gender, disability, religion, age, political party affiliation, or actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code sections 216.9 and 256.10(2), titles VI and VII of the Civil Rights Act of 1964, the Equal Pay Act of 1973, Title IX, Section 504 (Rehabilitation Act of 1973), and the Americans with Disabilities Act.

If you have questions or grievances related to compliance with this policy by the Iowa Department of Education, please contact the legal counsel for the Iowa Department of Education, Grimes State Office Building, Des Moines, IA 50319-0146, telephone number 515-281-5295; or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison Street, Suite 1475, Chicago, IL 60661, telephone number 312-730-1560; fax 312-730-1576; or email: OCR.Chicago@ed.gov.

Little Eagles Nest Learning Center Contract for Schedule

Please complete the form below to let us know your child's schedule. It is important that we have this information in order to schedule the appropriate staff and have a spot for your child.
Childcare is available between the hours of 6:00 a.m. and 6:00 p.m. Full week schedules are preferred but 2 day (Tuesday/Thursday) and 3 day (Monday/Wednesday/Friday) options may be offered depending on availability. The days must be designated in advance and must be the same days each week.
Tuition is due every Monday for the week of attendance. If tuition is not paid within five days of due date a $5 per day delinquency fee will be assessed beginning on the 6th past due date. If tuition and delinquency fees are not paid within 10 days of due date, you will be asked to withdraw your child from the Center.
No credit is given for scheduled dates of Center closings, closings due to weather, vacations, sick days, or days your child does not attend for any reason. Payment is required for all Center closing holidays. Your tuition and fees pay for available space for unlimited use of childcare hours of operation. If your child does not have regular scheduled days due to parents schedule please talk with the Director.
Any question or if you need a copy of the Parent handbook please see the director.

Child's Name	Birthday	Schedule	Mon	Tues	Weds	Thurs.	Fri
Non-School age		All Day					
School Age							
		Before School					
		After School					
		Both					

Total weekly tuition: _____

Parent Signature _____ Date _____