



FAMILIES FIRST CHILD CARE
and Learning Center

PARENT HANDBOOK

1661 3rd St. SW
Waverly, IA 50677

Ken and Beth Burrow, Owners

Dear Families,

Families First is honored to have your child enrolled with us. This handbook contains useful information regarding the daily operations of our centers. If additional questions arise, please contact the director of your center. By enrolling your child in our care, you are agreeing to these policies.

MISSION STATEMENT

Our Vision: Supporting the Whole Family by Caring for Your Children

Our Mission: Families First Child Care and Learning Center is dedicated to helping families develop deeper connections by providing the highest quality childcare and support services based on Christian principles.

CORE VALUES

Faith: All decisions are made based on our deeply-rooted faith.

Family: Family is the most important aspect of all of our lives. We value being deeply connected to the families in our care and want to maintain a family feel in each classroom.

Fun: We incorporate fun into our program every day by encouraging the children to explore, imagine, and create new things!

Future: The formative years of children from birth to five make the biggest impact on their future. Instilling in them the educational components of math, literacy, science and technology, as well as social and emotional skills, sets them on the path for being ready for kindergarten when they leave our program.

AGE CATEGORIES SERVED

Infant rooms: 6 weeks – 24 months; ratio 1:4

Toddler rooms: 24 months – 36 months; ratio 1:6

Preschool rooms: 36 months – Pre-Kindergarten; ratio 1:12

School Age: 5-12 years; ratio 1:15

Preschool move-ups are primarily based on the school-calendar year.

HOURS AND DAYS OF OPERATION

Monday through Friday from 6:00 am to 6:00 pm

Families First is closed on the following holidays:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day

If a holiday falls on a Saturday, the center will be closed on the prior Friday. If a holiday falls on Sunday, the center will be closed on that Monday.

ENROLLMENT

To enroll, the following forms will be collected before a child's first day.

- Signed contract with a one-time \$100 registration fee per child for a 12-month contract, or \$100 fee for a School Year contract, which is paid annually to renew contract. This is non-refundable and non-transferrable. Additional language is on the contract explaining start date policy, ACH information and a signature spot to agree to all terms.
- Registration Form (all fields completed)
- Non-prescription Medication Form
- Health Care Summary (required within 30 days of enrollment)
- Immunization Records
- Parent Permission Form
- ACH Tuition Form
- Key Fob Agreement
- Allergy Action Plan (if applicable)

SECURITY

In efforts to keep our buildings as secure as possible, all doors are locked between the hours of 9:00 to 3:30

PARENT RIGHTS

Parents and authorized adults can come visit the center at any time. We encourage parents to be a part of their child's day as much as possible.

PARENT CODE OF CONDUCT

Families First strives to be a leader in the field of Early Childhood Education and in our communities, we strive to be role models for the children we serve and care for. With that being said, we ask that all parents adhere to a Parent Code of Conduct while interacting with the Families First staff, families, and the management team. We work hard to maintain your trust and simply ask that parents interact in a manner that shows integrity and good judgment. Yelling, screaming and cursing is strictly forbidden when interacting with Families First' staff. Parents shall not, under any circumstances, threaten or curse at Families First' staff members. Families First is a bully-free zone and bullying of Families First staff will not be tolerated.

TUITION

Tuition covers 10 hours of care per day. Extra charges will be assessed if care is needed for more than 10 hours per day. Weekly tuition is collected through ACH; funds are withdrawn automatically from a provided checking account. Tuition is collected each Friday for the following week of care for full-time and part-time families. If a day is requested by a family and approved the director for part-time or drop-in schedules, the daily amount will be ACH'd that week at the drop-in rate. Should the ACH debit return due to insufficient funds, a fee of \$30 will be added and the payment will be retried. A child's care will be terminated if tuition is unable to be collected for two consecutive weeks. To reinstate a child immediately requires a full payment of the outstanding balance and the next regular tuition. Families First cannot accept cash as payment.

Tuition rates are subject to change. Rate changes will be given a 30-day notice. The first week in August of each year, all tuition is subject to an increase, regardless of when enrollment began. Families will be asked to sign a new contract each July that reflects new tuition amount and possible policy changes.

RATES

Please see site director for current rates.

LATE PICK UP

A late fee of \$1.00 will be assessed for every minute that a child is left beyond closing time. This is paid directly to the staff member required to stay with the child. If a child is not picked up by 6:30 p.m. or by 30 minutes past your contracted time, and no phone call is received, Families First will call the police department for assistance after all other emergency contacts have been called.

ABSENCE DUE TO ILLNESS AND VACATION

Full tuition will be charged if a child does not attend the center due to illness. It will be charged for the first week a child is ill and unable to attend. Considerations will be given for a reduction in tuition for additional weeks of a prolonged illness. For families with a 10-month contract, full tuition will be charged. Families with a 12-month contract have an optional two weeks of vacation days with no fees.

EXTENDED LEAVE

We are able to grant full-time families with a part-time contract of 3 days/week for teachers in the summer or those requesting an extended period of time off (i.e. maternity leave). Families in this situation provide Families First with a two-week notice. This change of contract must be accompanied by a scheduled return date and may not exceed 12 weeks or 3 months. Families may also opt for a ten month contract.

SCHEDULES AND SCHEDULE CHANGES

Families have the option to choose full-time, part-time or drop-in schedules. This schedule is selected on the Enrollment and Tuition Contract after the director confirms availability of the desired schedule.

Full-time schedule means the child attends five days per week. If the schedule changes, submit a schedule change form or request via email at least 2 weeks in advance. Families First cannot guarantee schedule changes since there are specific group sizes and staffing requirements.

Part-time schedules mean the child attends less than five days. In order to change the child's schedule, a form must be submitted, or a request must be made via email or phone to *add* a day if extra care is required. Days cannot be shifted on a temporary basis. Once the director has confirmed there is availability for the child to add a day, tuition will be charged regardless of attendance. The tuition for the added day is the drop-in rate. For instance, if a family who attends 3 days per week wants to add one day, the rate is not the 4-day rate but instead the drop-in rate is paid for that 4th added day. Tuition for this added day will be collected via ACH the week the added day occurs.

Drop-in schedules mean the family requests days in advance at the drop-in rate. The directors will immediately inform the family if there is space available. Drop-in schedules can only be requested in 30-day increments. Availability is not guaranteed. Full time and Part time schedules are guaranteed and drop in schedules are granted based upon availability for the requested day. If a family drops in for 2 or more days during the week of a holiday, tuition will also be collected for that holiday. Drop-in families are also required to give a two week notice for withdrawal and/or be billed for the equivalent hours for the average weekly attendance.

WITHDRAWAL

A two weeks written notice is required for withdrawal for any reason, including full-time, part-time, and drop-in contracted families. Parents will be liable for the weekly tuition until 2 weeks after the date of the written notice.

COMMUNICATION

Communication is a priority at Families First, and therefore there will be two parent-teacher conferences each year, as well as monthly curriculum documents sent home that highlight upcoming events and themed activities planned. Information about the child's day that highlights food intake and elimination, sleeping patterns, general behavior, and concepts learned/taught is given through a smartphone app called Daily Connect. To avoid using the app, parents can still register online through dailyconnect.com and it is a free service. Upon enrollment, parents will get registered through this communication tool as it is the main source of communication during the day to parents.

The center director is your point of contact for all questions, concerns, or inquiries. Please feel free to send an email to the center, message on Daily Connect, call the center phone, or discuss in person. The directors are more than happy to help and answer any questions or concerns. Please refrain from using social media or other modes of communication other than those listed above; this will ensure a timely response and resolution.

Like us on Facebook  or on Instagram  to see fun posts as well!

CLOTHING

Children need to be adequately dressed for indoor and outdoor play. All clothing needs to be labeled with the child's name. An extra set of indoor clothing is needed: underwear, socks, shirts, and pants. *For the winter months:* two pairs of mittens, a hat, warm jacket, snow pants, and boots are necessary. Snow boots cannot be worn inside during the day. Shoes must be worn in the facility at all times. When it is over 20 degrees (including wind chill) and there is no precipitation, the children go outside *For the summer months:* Sunscreen will be applied according to the medication procedures. Families First will provide the sunscreen, and if parents prefer their own, it should be labeled with child's name.

PERSONAL BELONGINGS

Toys and personal belongings should not be brought to the center unless it is for an announced "Show and Tell." An exception is a small, non-noise making item and blanket for nap time. Families First is not responsible for lost items or clothing/belongings that become soiled during the day.

PETS

Pets are not routinely admitted; however, visits can be arranged. In the event that a pet is added to the center, parent permission will be obtained before any children will be allowed to handle the pet. There occasionally is fish or small reptiles in the classrooms for care and study by children.

SEAT BELTS AND TRANSPORTATION

There is no transportation provided for regular attendance for children while enrolled in our program. When planned activities at our program (i.e. field trips) require transportation, the methods used will be in accordance with the Department of Human Services regulations and Iowa law. Iowa law requires federally approved age appropriate car seats and seat belts to be used to transport children. Staff of Families First will not transport children to or from the center in their vehicles.

FIELD TRIPS

In the event that an off-site field trip is planned, Families First will send out permission slips for each particular trip. A fee may or may not be associated with the trip in order to cover transportation. Outside speakers are brought in and in-house field trips are taken whenever possible to supplement our themed curriculum.

CHECK-IN AND CHECK-OUT

Upon arrival to Families First, the child must be personally/physically brought inside and signed in on the sign-in sheet, along with the time. Also, when picking up the child, inform the teacher he/she is leaving, sign out and include the time. If someone not listed on file will be picking the child up, fill out a release form prior to their arrival and picture identification must be presented by that person.

INTOXICATED ADULTS

If an obviously intoxicated person comes to pick up your child, we will intervene for the safety of your child. We will offer to call a cab, other parent, or authorized person to come for the child. If the intoxicated adult is uncooperative and is driving a vehicle, we will alert the police.

INCLEMENT WEATHER

If the weather seems bad, please check Families First Facebook page and Daily Connect for announcements or any news channel for closings. Families First reserves the right to close if deemed necessary due to snow related hazardous driving conditions. The director will not necessarily call each family to inform them the center has closed due to a snow day. If the weather becomes so severe that all children need to get picked up during the day, the director will call parents or other contacts to inform them that the center will close. Staff will stay at the center until all children are picked up. All children will be well cared for until arrangements are made for them to return home. In the event of a Snow Day and Families First is closed, tuition is still required so that staff can still be paid, whether full-time, part-time, or a scheduled drop-in day.

IOWA CODE- 441 IAC 109.12(5)

Families First follows all DHS Rule 441IAC109.12(5) licensing regulations. Regarding infant care, infants under 12 months may not have anything in their crib, including blankets or toys. Infants may be swaddled when the proper form is submitted to the director. Once an infant can roll over independently, swaddling must be discontinued. All infants must sleep in a crib. If the infant falls asleep in a swing, staff will transfer the infant to his/her crib as soon as possible. All bottles, pacifiers, and extra clothing must be labeled. When an infant becomes 24 months and transitions into the toddler classroom, a new Health Care Summary form must be submitted to the director.

DIAPERING PRACTICES

Diaper changing is considered part of our daily routine and the child being changed is involved in the diaper change through conversations about what is happening. A changing table is located in each classroom serving diapered children. Caregivers' hands are always washed before and after a diaper change, the child's hands are washed after a diaper change, and the changing surface is cleaned and disinfected after each use. Parents are requested to supply diapers for their children while in care. Please check your child's supply of diapers regularly to ensure there is an ample supply. Diapers are checked/changed a minimum of every two hours, or as needed. Wet and/or soiled diapers are always immediately changed. All program staff has been trained in the proper procedure for changing a child's diaper.

ENVIRONMENT

Families First classrooms are all self-contained. A daily schedule is in place, so a routine is developed. Each child is given positive encouragement and allowed to progress at his/her own pace. Curriculum will be adapted to meet the needs of all children in a classroom. Interest groups including creative arts and crafts, construction, dramatic play, manipulatives, math and science, auditory and visual language, music and large muscle activity are available for exploration each day. Children can choose their centers and are encouraged to rotate so that they have exposure to all interests each day.

Flexibility and spontaneity are important in lesson planning with children. Whenever possible, staff responds to individual inquiries and interests and tries to encourage further learning both for that child and others who might share in the discovery.

CURRICULUM

Our curriculum is all-inclusive, meaning enrichment is provided at no additional cost during the regular day's schedule. Examples of possible enrichment are guest teachers who read stories; music, musical theory and instruments; a second language such as Spanish; and exercise revolving around the month's theme. Check with the director for which enrichment programs are currently implemented and if you would like to volunteer for an enrichment program.

Planning for infants and toddlers does not necessarily involve lessons but rather opportunities for experiences that as individuals they can make the most out of. For infants, teachers will plan and organize their environment to provide experiences which enhance both motor development (reaching, grasping, crawling in and out, throwing, pulling) and cognitive development (object permanence, cause and effect experiences, language, listening and responding to sounds and interactions, and expressing emotions towards others).

For toddlers, teachers organize the room by considering the children's individual differences along with their knowledge of child development. Planning is based on observations of the children using their new skills and their reactions to materials. As the toddlers grow and change, teachers change the classroom environment.

For toddlers as well as preschoolers, Families First uses a thematic-based curriculum that utilizes the cognitive, social/emotional, physical and creative developmental areas. By creating a classroom varied with interest centers, learning games, class projects and strong staff support, each area of development will be fostered, and discovery and learning will take place in an exciting way. The child-oriented educational program provides continuity, shape, and direction to individual interest and explorations. We believe respecting and encouraging a child's individuality promotes the development of the whole child.

Families First objectives are that every child has an opportunity to:

- Participate in activities that are both quiet and active, teacher-directed and child-initiated and indoor and outdoor using a variety of equipment and materials
- Work and play in a safe, loving atmosphere with children of the same age under direct supervision always
- Establish positive and caring relationships with both adults and other children
- Develop a curiosity for the world around them by asking questions, trying new ideas, providing input and feeling good about their efforts of response
- Develop a positive self-esteem which allows independence in the pursuit of learning through problem solving and the confidence to try things on their own
- Challenge their physical and intellectual abilities

A lesson plan will include some of the following:

Quiet	Active	Teacher-Directed	Child-Initiated
Share time	Tumbling	Counting	Trucks and dolls
Films	Cubes	Music	Books
Story time	Dance	Share time	Housekeeping play
Books	Slides	Calendar time	Puppets
Chalkboard	Trucks	Group games	Slide
Colors and paper	Dramatic play	Story time	Climber
Easels	Balls	Instruments	Sandbox
Puzzles	Blocks	Weather	Puzzles
Water/sand table	Climber	Craft projects	Balls
CDs/music/books on CD	Jump ropes	Snack time	Blocks

We will achieve our objectives by including all of the following:

Infants

Physical Development

- Adequate rest – sleep as necessary for each child
- Movement – encouraging crawling and walking
- Balance – supportive sitting, encouraging rolling over, swings, chairs, infant seats

Intellectual Development

- Language – talking and singing to child during all interactions
- Cognitive – showing cause/effect
- Creativity – stimulating the environment through sounds, music, textures, books

Emotional Development

- Security – responding to expressed needs
- Love – touching, caressing, holding during feeding, changing, and play

Social Development

- Behavioral skills – separating children during disagreements and over activity. They cannot yet mediate themselves.

Toddlers

Physical Development

- Large muscle – encouraging movement, climbing, sliding, ball play, riding toys, swings
- Balance – providing obstacles, creative movements, and all of the above-mentioned objects
- Small muscle – hand/eye coordination activities, cutting, pasting, large block play, bead stringing

Intellectual Development

- Language – encouraging speech, conversations, show and tell, storytelling, reading
- Cognitive – exploration, nature studies, matching through storytime, shapes and colors, books, puzzles
- Creative – dramatic play, art activities, music activities

Emotional Development

- Self-esteem – positive reinforcement and encouraging self-exploration, discussion of feelings, storytime, dramatic play
- Independence – providing choices encouraging self-motivation, self-help skills

Social Development

- Behavioral – separating children during disagreements and over activity. They cannot yet mediate themselves.
- Communication – providing conversation skill development, sharing, listening, and communicating.

Preschool

Physical Development

- Large muscle – climbing, riding, lifting, kicking, throwing balls, jump ropes, etc.
- Balance – games through the above methods and the balance beam
- Small muscle - manipulation of toys, craft projects, puppets

Intellectual Development

- Language – encouraging speech, conversations, reading books, storytelling
- Cognitive – problem solving, use of the alphabet, counting, colors, weights and measures, activities which use letters and numbers, calendar, time, nature and science activities, water and sand play, art and block play
- Creativity – exploration of art mediums, art activities, music and dance

Emotional Development

- Self-esteem – positive feedback and supportive environment, dramatic play, self-expression activities, body awareness, and staff helpers
- Independence – participation in class planning, making choices and self help

Social Development

- Behavioral – discussion of rules, limits, and expectations through appropriate behavior in all aspects of the daily activities
- Interaction skills – small and large group activities, understanding the rights and responsibilities of others, diplomatic mediation, music, dance

SCHEDULE

The following is a general guideline to how your child will spend his/her day. Obviously, the child's needs (diaper changes or bathroom breaks, for example) are taken into consideration. The infant schedule is modified on an individual basis.

Open to 8:30 a.m.	Arrival: Children participate in child-initiated activities and eat breakfast. Breakfast is served at 8:00. As children finish breakfast, they can visit learning centers or participate in individual or small-group activities until most children have arrived or are finished eating.
8:30 a.m. to 9:25 a.m.	Group Time: Teacher brings the group together for morning routines, calendar, sharing, featured activity, literacy-building, and discussion of the day's activities and themes.
9:25 a.m. to 10:00 a.m.	Learning Centers and Small-Group Activities: Children choose from activities in the creative arts, dramatic play, writing, library, blocks, manipulatives, math, science and sensory learning centers. Teachers implement small-group activities, focusing on skill-building activities and observational assessment.
10:00 a.m. to 10:15 a.m.	Snack
10:15 a.m. to 10:45 a.m.	Group Time: Children come together to listen to a daily read-aloud and/or to finish or repeat activities from the early morning group time.
10:45 a.m. to 11:00 a.m.	Reflection Time
11:00 a.m. to 11:30 a.m.	Outdoor Play: Children select from a variety of outdoor activities.
11:45 a.m. to 12:15 p.m.	Lunch: Children wash hands, help set the tables, and prepare and eat lunch.
12:15 p.m. to 12:30 p.m.	Group Time: Teachers read aloud to the children as they settle down for naps.
12:45 p.m. to 2:30 p.m.	Rest Time and Quiet Work Time: Most children nap or rest quietly. As children wake from rest time, they can select from a variety of quiet choices, such as manipulatives, drawing and writing, books, or the listening center.
2:30 p.m. to 3 p.m.	Learning Centers: Children choose from activities in the learning centers.
3 p.m. to 3:15 p.m.	Snack
3:15 p.m. to 3:30 p.m.	Group Time: Children come together for an afternoon featured activity and closing routine.
3:30 p.m. to 4:15 p.m.	Outdoor Play: Children select from a variety of outdoor activities.
4:15 p.m. to Close	Learning Centers or Small-Group Activities: Children select from a variety of activities that are easy to clean up, such as books, listening center, and manipulatives.

Scheduled and daily lesson plans in all areas ensure a balance of activities. Children are always allowed choices.

The directors have developed this childcare program and will annually evaluate it in writing. It is always available for parents to review.

BEHAVIOR GUIDANCE

Families First uses positive reinforcement and redirection as the primary discipline methods. Immediate and persistent behavior methods are applied. Expected and acceptable behavior is modeled at all times, and if negative behavior persists after redirection, a child may be offered a time away from the situation until he/she understands the choices that were made. If the child is hurt, it will be stated in an accident report which the parent must sign. In the event that a child's behavior becomes consistently unacceptable or uncontrollable, Families First, along with parents, will develop a behavior guidance plan to try and solve the problem. If behavior does not change, the child could be dismissed. If a child is separated from the group 3 times or more in 1 day, the child's parents shall be notified. If a child is separated 5 times or more in 1 week or 8 times or more in 2 weeks, the procedures for dealing with persistent unacceptable behavior must be followed. Physically or mentally abusive forms of discipline are never used. Any adult in the center must adhere to this policy.

REST PERIODS

Quiet time is built into the daily schedule for each child. Children are expected to rest quietly on cots or engage in quiet activities allowing those who need to sleep the opportunity to do so. One small, labeled blanket is needed for toddlers and preschoolers. Blankets need to be taken home on Fridays to be washed. Any accompanying items for rest time must be able to fit inside child's cubby.

OUTDOOR PLAY

Using a child's large motor skills is a very important part of the day. Children go outside each day the weather permits, typically over 20 degrees. Children who are well enough to be in school are well enough to go outdoors with the group each day. Children should have proper clothes to accommodate the climate.

NUTRITION

Parents must be aware of classroom/center schedules (i.e. meal times). If child is brought in *after* the scheduled meal time, please make sure he/she is fed at home. Breakfast, morning snack, lunch, and afternoon snack are provided daily. Water is available to all children at all times. The weekly menu will be provided to parents. Shared food cannot be brought into the center unless commercially purchased (birthday treats, etc.). Please inform the directors before bringing in a treat. Also, all children must drink from a single service cup. Families are not allowed to bring in a thermos or water bottle.

Mealtime is an important part our curriculum. Meals are learning experiences for children, a time for social interaction, fostering self-help skills and good nutritional habits. Conversation is encouraged at mealtime and all children are encouraged to come to the table.

Formula & Milk

Parents are to provide formula or breast milk for their child. All formula containers must be labeled with child's name. Whole milk is provided for children over 12 months of age. At the age of 2 years old and over, USDA requires 1% or skim milk.

Breast Milk

Breastfeeding mothers are welcome to do so within the center. Staff supports the practice by willingly accepting bottles of breast milk, by allowing, even encouraging, the mother to drop by for feedings, and by providing a comfortable place for mother and baby to sit and nurse. Fresh breast milk will be stored up to 48 hours in the refrigerator. Parents may also bring breast milk to Families First to be stored for up to two weeks frozen. Containers must be clearly marked with your child's name and the date. Milk that exceeds this time frame will be discarded. Contents remaining in any bottle after feeding will be discarded within two hours. If your child is breastfed and a parent forgets to bring in breast milk or the frozen supply is depleted, the infant will be fed formula (Parent's Choice). We will try to get in touch with you first to see if breast milk can be supplied soon; however, if we are unable to get in touch with you and your child is hungry, we will feed him or her the formula served at the center.

Bottles

Parents of bottle-fed babies will need to provide 2-3 labeled plastic bottles, nipples, lids, and liners. Glass bottles are not to be brought to the center. Only breast milk, formula, or water will be placed in your child's bottle. No bottles will be served with cereal or any other food product in them. We use Waverly city water to make the formula for the infants. Bottles will be warmed by placing them in warm water, rather than heated in the microwave, as this can produce "hot spots" in the formula or breast milk.

Infants and Meal Time

Young infants will be fed according to their own schedule. As they grow and start eating solid foods, their eating needs will change and the eating times will be adjusted toward the group schedule. During lunch, infants just starting to eat table food will be served cereals. As your infant grows and becomes more adept at eating, he will be using his fingers for eating "finger-foods" and working on using infant utensils. The center will provide table food according to our menu. There is no reduction in fees when a parent provides food.

Older Infants and Toddlers and Meal Time

Children who are 12 months and older will be given the lunches and snacks that are being served and drink whole milk. At the age of 2 years old and over, USDA requires 1% or skim milk. The Food Program allows one month after a child's first birthday to continue with formula. If formula is to be served past age 13 months, then a doctor's note must be in your child's file. Breast milk is considered the equivalent to cow's milk and does not require the note from your child's doctor to continue. The older infants will be sitting in chairs with trays or a low table with chairs; toddlers will be at tables and chairs to eat their meals. Children in the Toddler Room (and some infants) will be using sippy cups or regular cups and using utensils. Depending on the age grouping of children in the Toddler room, bottle drinking may or may not be a practice. It is our goal to work cooperatively with the families and their child's routine; however, bottles are not the common practice in our classroom as the toddlers get older.

Families First utilizes a local catering service for our meals. The mission of our food program is to provide healthy alternatives to traditional kids' food in order to expand their palate at a young age. Milk is served at breakfast and lunch, and water is served at both snacks and available all day long. Below is a sample menu:

Monday	Tuesday	Wednesday	Thursday	Friday
B: Chex cereal and fresh tangerines w/ milk	B: Breakfast quinoa bites and bananas w/milk	B: English muffin or bagel w/ whipped raspberry cream cheese and pineapple w/milk	B: Apple cinnamon oatmeal and frozen peaches w/ milk	B: Blueberry oatmeal muffins and cantaloupe w/ milk
S: Honey cinnamon chickpeas and pea pods	S: Sugar-free jello w/ strawberries and Ritz crackers	S: Fresh broccoli florets and animal crackers	S: Fresh sweet peppers and pretzels	S: Cheese crackers and fresh carrots
L: Teriyaki meatballs w/ white rice, parmesan edamame, and frozen mangos w/ milk	L: Chicken and asparagus penne pasta, corn, and apple slices w/milk	L: Baked chicken tenders, butternut squash mac and cheese, grape tomatoes, and pear slices w/ milk	L: Beef stroganoff w/ egg noodles, green peas, and mandarin oranges w/milk	L: Turkey pepperoni pizza bake, whole green beans, and fresh blueberries w/ milk
S: Grapes, graham crackers, and Cinnamon brown sugar yogurt dip	S: Pita chips, hummus, and cauliflower	S: Salsa, Greek yogurt dip and tortilla chips	S: Popcorn snack mix w/ Craisins and granola	S: Celery sticks, saltine crackers and Dill yogurt dip

If the parents want the child to consume any alternate food due to allergies, they are responsible for bringing it in and informing staff. Parents will inform infant staff when their child can partake in the food provided as they receive the weekly menu as well. If the infant needs additional food that is not on the menu (baby food, etc.) then the parent will provide that food for infant staff to serve. Children with allergies need to have an Allergy Action Plan on file.

FOOD PREPARATION AND HANDLING

Prior to serving food, staff will disinfect tables, wash children and adult hands, and serve with proper utensils and gloves. Single use products will be used for all food service. The person responsible for the preparation of food will not be allowed to change diapers. Since we are not licensed by the health department as a full-service kitchen, we cannot allow shared food and snacks to be brought in, unless purchased from a store.

HEALTH RECORD

Parents are required to provide a *Health Care Summary* form within 30 days of enrollment and every time a child reaches a new age category. This report is required annually for children under 24 months of age. Tuition is charged for the age category that matches the Health Care Summary on file (i.e. a toddler rate will be applied until the HCS is on file for the preschool classroom).

Immunizations must be up to date; if they are not, evidence of a plan to bring them up to date must be on file within two weeks of receiving the health care summary form. Because it is required that these forms be kept up to date, a new medical examination or an updated immunization record may be necessary. Failure to supply this documentation will be cause for being excluded from Families First.

SPECIAL MEDICAL CONDITIONS

It is the parent's responsibility to inform Families First of any special medical conditions, needs, or allergies, so appropriate care can be given. Once an allergy is noted, an Allergy Action Plan must be submitted and on file, so all staff can be trained on the protocol for the allergy.

ILLNESS

In an effort to protect children from the spread of illness, sick children will be excluded from Families First for 24 hours after the last occurrence of symptoms. If your child becomes sick at Families First, the parent / authorized adult(s) will be immediately notified and will have one hour to pick up the sick child. Children with any infectious or contagious illness or any of the following symptoms must be excluded:

Chicken pox	Until all the blisters have dried into scabs; usually about 6 days after rash onset.
Diarrhea (3 or more)	Until diarrhea stops, or a medical exam indicates that it is not due to a communicable disease. Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and or watery, bloody, or mucous containing stools.
Eye drainage	Until 24 hours after treatment begins, if thick mucus or pus drainage is present. (Conjunctivitis or Pink Eye)
Fever	Axillary (armpit) temperature: 100 ^o F or Oral temperature: 101 ^o F or higher, before fever reducing medication is given, when accompanied by behavior changes, or other signs or symptoms of illness.
Hand Foot and Mouth Disease (HFMD)	Until the sores are scabbed over and no longer open AND the child has been fever-free for 24 hours
Impetigo	Until child has been treated with antibiotics for at least a full 24 hours.
Lice (head)	Until after the first treatment and no live lice or any nits (eggs) are seen.
Mouth Sores with Drooling	Until a medical exam indicates the child may return.
Rash with or without Fever or Behavior Change	Until a medical exam indicates these symptoms are not that of a communicable disease (i.e. chickenpox, fifth disease, measles, roseola, rubella, shingles, strep throat).
Respiratory Infections (Viral)	Until child is without fever for 24 hours and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as child can participate comfortably.
Ringworm (skin & scalp)	Until 24 hours after treatment has been started.
Scabies	Until 24 hours after treatment has been started.

Signs/Symptoms of Possible Severe Illness	Unusually tired, uncontrolled coughing, irritability, persistent crying, difficult breathing or wheezing should be evaluated by the child's health care provider to rule out severe illness.
Streptococcal Sore Throat	Until at least a full 24 hours after treatment begins and child is without fever for 24 hours.
Vomiting (2 or more)	Until vomiting stops. Vomiting is defined as two or more episodes in the previous 24 hours.

A parent must inform Families First if any of these occur, as required by law. A note will be posted and/or uploaded to Daily Connect each time a contagious illness is reported.

If an expected child does not come to Families First *without prior notice of absence*, a director will call to check on child/family in the morning.

Should a child become ill while at Families First, the following steps will be taken:

1. The child will be isolated in a comfortable, supervised location until his or her parent arrives.
2. A parent or alternative person specified on enrollment form will be notified.
3. The child's doctor will be contacted, and treatment sought if deemed necessary.

Families First will also notify the health authority of any suspected case of reportable disease within 24 hours of receiving the parents report.

CLEANING AND DISINFECTING

Germs are most effectively controlled by frequent, thorough cleaning and disinfecting of objects which come in contact with children and through good hand washing.

- Cleaning: scrubbing with soap and water
- Disinfecting: destroying germs with bleach solution or commercial disinfectant
- Sanitizing: destroying germs using hot water and/or commercial sanitizer

MEDICATION

No medication will be given unless permission comes from the parents for one specific dose. If it is a prescription, it must be current and in the original container with complete instructions. The label must have the following information: directions for dispensing, name of medication, doctor's name, date of the prescription, and child's name. For both non-prescription and prescription medication, a permission form must be filled out prior to its administration. Return this to the child's teacher with the medication. The form will be then kept on file. There must be parental written permission or directed by the authorities at the Poison Control Center to administer Syrup of Ipecac. Non-prescription medications such as sunscreen, insect repellent, medicated powders, creams, fever reducers, cough syrup, etc. may be administered with a parent's written permission according to manufacturer's directions unless written directions are provided by a physician.

INJURY

In the event a child is injured at Families First, staff will administer first aid or CPR as necessary. Parents will receive written notice of incident at pick-up. A copy can be provided upon request. There is at least one CPR trained staff member who is on site at all times.

If an emergency situation is indicated, staff will call 911, a parent or other authorized adults listed on emergency form and explain the situation. If a child needs to be transported to the nearest hospital, it will be at the parent's expense. Staff will accompany the child and will remain with the child until a parent arrives. The child's health and consent forms will be sent with him/her.

ACCIDENT PREVENTION

Daily walkthroughs are conducted by a director in order to identify and rectify situations or equipment which pose a risk for an injury. Every four months, the directors will review the accident log to determine patterns apparent which would suggest the modification or implementation of procedures to eliminate hazards and reduce accidents.

MEDICAL EMERGENCIES

A first aid kit is readily available onsite. Any first aid administered will be entered in the accident log. Completed emergency forms are readily available by phone or with a staff member off site (field trip, etc.). When going on field trips, staff will have a cell phone, a first aid kit, and children's emergency forms.

ADMINISTRATION OF FIRST AID

All staff will be trained in first aid and know the location of first aid kits. A first aid manual is available in the files for consultation. First aid administered for any reason will be entered in the accident log.

EMERGENCY PREPAREDNESS PLAN

Each center location has a specific Emergency Preparedness Plan in place. For the safety and security of your children this is available upon request from your site Director. Tornado and fire drills will be conducted on a regular basis as well.

PANDEMIC PLANNING AND EMERGENCY PROCEDURES

Families First will cooperate with the local and state government disaster planning agencies to prepare for and react to emergencies presented by a pandemic outbreak. Written procedures for emergencies and accidents are posted in a visible place. The procedures identify persons responsible for each area; identify primary and secondary exits; identify a tornado shelter area; identify building evacuation routes; describe how to use a fire extinguisher and close off the fire area; and list the phone numbers and sources of emergency medical and dental care, poison control center, fire department, health authority, and licensing division of the Department of Human Services.

SUSPECTED CHILD CARE ABUSE AND NEGLECT

Staff is required to report suspected incidents of child abuse and neglect to the proper authorities.

MISSING PERSONS

In the event of a missing child, all available staff will immediately search the premises. If this search does not discover the child, the police will immediately be notified and provided with detailed information. Parents will then be notified, and staff will continue to cooperate in search efforts when the safety of the remaining children is secure. Staff will stay until such time as their services are no longer needed.

NANNY CLAUSE

Families First strives to only employ extremely qualified, responsible and respectful staff. You have chosen our center because of our staff and our programs. In order to continue this excellent program, we cannot allow you to ask our staff to nanny. Our staff is fully aware of this policy and have signed a covenant stating such. To further clarify, we cannot allow you to use our staff members in the way you use the center. This would include staff nannying your child(ren) for the summer, staff nannying your child(ren) during the hours the center is open, and / or staff nannying your child(ren) in replacement of being cared for at the center. This clause is in effect for the duration and one year following the time at the center, both for staff and families.

GRIEVANCE PROCEDURE

If at any time a family has concerns or unresolved issues regarding any aspect of Families First and its staff, immediate action should be taken. If the issue is with a staff member, Families First encourages parents to start there as employees are expected to act professionally and work out any differences. If the issue remains unresolved, contact a director either in writing or in person and it will be dealt with in a timely manner. Parents will be notified of the resolution.

INSURANCE

Families First carries the required \$1,000,000 general liability insurance.

ADDITIONAL INFORMATION

Research, experimental procedures, or public relations activities will not be allowed without parental consent. A child will not be discriminated against on the basis of race, religion, sex, creed, national origin, or financial status. Staff is required by law to report any suspected incidents of child abuse or neglect to authorities as they are mandated reporters. This is outlined in the Mandated Reporting Policy. All of the policies for Families First will be reviewed and analyzed annually.

CONCLUSION

Families First is honored to have your child enrolled with us! Please feel free to use this handbook as a guide or contact the director of your center with any questions that may arise. We look forward to getting to know you and your child more as you entrust us with their care.