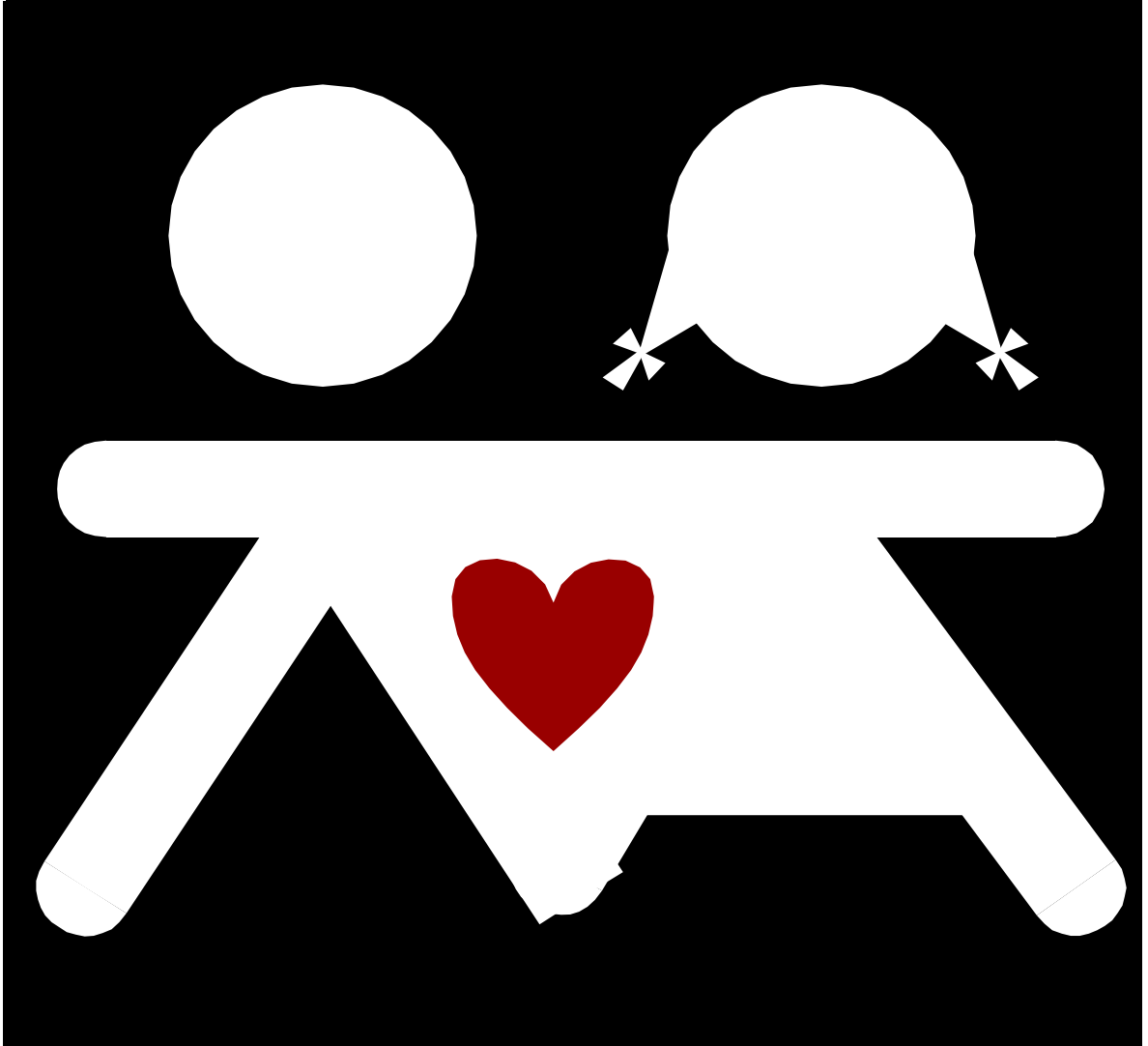


PARENT MANUAL



The Nannies Unlimited Child Center & Preschool Inc

6393 NE Rising Sun Drive Des Moines, Iowa 50327
(515) 264-8288

THE NANNIES UNLIMITED CHILD CENTER AND PRESCHOOL INC.

PROGRAM OBJECTIVES:

A parent seeking child care services with the Nannies Unlimited Child Center & Preschool Inc. has realized that sharing the responsibility of meeting a child's needs can be a positive experience for the entire family. Keeping this in mind, the following objectives have been set:

1. To serve as an advocate for each child's rights to a healthy, happy childhood.
2. To offer a high sensitivity to the individual needs of each family unit and the impact of these situations on the individual child.
3. To create a comfortable environment that allows each child to develop self- confidence, self-discipline and a good self-image through effective use of a caring staff.
4. To accentuate the development of self-reliance and resourcefulness by providing experiences and instruction in skills that make it possible to live as more effective persons, primarily through small group and face to face relations with other children and adults.
5. To assist the community with a proven, safe alternative for quality care outside the home, thereby decreasing the instances of child neglect, injury, and the inclination toward juvenile delinquency.
6. To continually strive for program refinement for the benefit of the participants.
7. To provide the option of a community coordination service to enhance each program by increased services to the participants.
8. To provide a comprehensive program based upon the fundamental factors of child development in physical, social, and emotional growth.
9. To increase social development by providing experiences in which participants learn to deal practically and effectively with personal and group problems in real life situations, and through this, furnish opportunities for youngsters to have fun in a constructive manner.
10. To increase each child's awareness of his/her personal potential and the diversity of the community in which he/she resides.

Operating policies of The Nannies Unlimited Child Center and Preschool Inc.

I. Name of the Center/Organization:

(A) The Nannies Unlimited Child Center & Preschool Inc.

II. Sponsorship/Ownership:

- (A) This center is a non-political inter-racial Institution. Part of its earnings will benefit any member or individual. Partial funds will be reinvested in the Center.

III. Philosophy Statement:

- (A) The philosophy of The Nannies Unlimited Child Center & Preschool;

- (1) We believe in the dignity and right of all people to be treated with respect and genuine personal concern.
- (2) We believe that love, justice, mercy and compassion are integral components of providing services.
- (3) We believe that we must provide care, offering our professional skills and knowledge in a supportive and warm human manner.
- (4) We believe the purpose of The Nannies Unlimited Child Center & Preschool be creative, courageous innovators in the delivery and promotion of quality educational services in the moral intellectual and physical development of children providing activities that will render care supervision and guidance and thereby benefit the child, the parent, and the community.

IV. Goals:

(A) For the child

1. To provide opportunities for being with other children in a setting conducive to the development of wholesome social relationships.
2. To provide appropriate play experiences that contributes to the developmental needs of the child.

(B) For the parent

1. To produce care for the child while the parent pursues his/her own work or interests.

(C) For the Employer

1. To contribute to the growth and development of the future citizens of the community.

V. **Enrollment Policy**

- (A) Regular enrollment shall be open to any child provided the center can meet the needs of that child.
- (B) Enrollment shall be granted without discriminations in regard to race, sex, color, creed, national origin or ethnic background.

The parent must complete a registration form and submit it to the childcare Director a \$75 registration fee (non-refundable) must accompany the registration form.

A \$10 fee (non-refundable) will be collected for those families who wish to be placed on a waiting list.

Full and part-time openings are determined by the space available. When full or part-time childcare openings occur, parents of registered children are contacted for enrollment on the basis of:

- 1) The schedule indicated on the registration form, and
- 2) On a first-come first-serve basis for the available time according to the date of the registration receipt.

If the parents wish to enroll their child(ren), the parents will be provided with a set(s) of enrollment forms. Prior to the child's first day of attendance, the parent(s) will complete all forms and submit them to the Child Care Director. A completed set of forms is required for each child enrollment in the program. Parent's must read the Manual and sign the acknowledgment form before the child can enter the program.

Children will be allowed to attend the program only after all forms have been completed and returned, and payments have been submitted. If the parent has not submitted completed forms after the date when the child was scheduled to start attendance, the parent will be responsible for payment of weekly fees in order to reserve the enrollment spot until such time as the completed forms are returned.

Enrollment Forms:

1. Identification Information
2. Family History
3. Medication Release
4. Present Medication(s)
5. Child Medical Update
6. Physical Examination
7. Parental Emergency Medical Consent
8. Pick-Up Permission Form
9. Picture Release
10. Travel And Activity Authorization
11. Immunization Record (originals)
12. Parent Acknowledgment Form
13. Dental Emergency Consent
14. Contract Agreement
15. Tell Us About Our Baby

- (C) The child must be at least six (6) weeks of age before he/she starts.

VI. Health Requirements

- (A) A physical form and a certificate of proper immunizations signed by a physician.
(Forms provided by the center.)
- (B) Each child shall have direct contact with a staff person upon entering the center. If his/her presence could be dangerous to his/her own health or that of other children, the child will not be allowed to remain at the center. If a child becomes ill during the day the parent will be contacted.

(C) State Law requires that each child at the center have a yearly certificate of good health and a current immunization record on file.

(D) Parents will sign a release form for emergency medical care.

VII. **Health Guidelines**

A. If a child in the Center

1. Develops A)

Pinkeye

B) Severe Vomiting and/or Diarrhea, associated with lethargy

C) Severe Coughing

D) Unusual spots or rashes

E) Difficulty swallowing or a persistent sore throat associated with a fever and malaise

F) Unusual behavior

G) Loss of appetite

H) Severe itching of body and/or scalp (these may be symptoms of lice)

I) Fever (temperature of 101 degree orally) every child is different and there are many reasons for a fever, therefore each child will be assessed whether or not they should stay at the Center. In the meantime we will administer medication that will help bring down the child's fever/discomfort according to the medication administration record submitted by the parent/guardian. If the child's temperature comes down and the child's behavior is (see below bullets) content, then the child may stay at the Center. If a child is sent home with a fever (temperature of 101 degree orally) (In order to return to the Center the child must be afebrile for 24 hours).

We will also take behavior and activity levels into account. By watching your child's behavior, we can get a pretty good idea as to whether he or she needs to be seen by a doctor or a parent/guardian should take their child home.

Some of the things we would be looking for are: (but not limited to)

- is still interested in playing
- is eating and drinking well
- is alert and smiling at you
- has a normal skin color
- looks well when his or her temperature comes down

(In order to return to the Center the child must be afebrile for 24 hours).

The center will also:

- A) Contact his/her parent(s) to keep them informed of the child's condition or to have the child taken home.
- B) Separate him/her from the other children as much as possible and observe for the other symptoms. Administer medication if we have direction from the family or the physician.
- C) If the parent cannot be reached, the center will contact the name of the person designated on the registration form by the parent.
- D) Contact his/her parent(s) to ask if they are aware of the symptoms.
- E) If no one can be reached and in extreme emergencies the center will transport the child to the nearest hospital by the best transportation available.

- VIII. Children must be signed in and out by their parents and escorted to their room when arriving and leaving the center
- IX. The daily schedule will be in keeping the sound principles of early childhood development.
- X. The center will be closed on the following holidays.

New Years Day	Labor Day	Memorial Day
Thanksgiving/Day After	July 4	12:00p.m.Christmas Eve/Christmas

If the holiday falls on a Sunday then the following Monday the center will be closed. If the holiday falls on a Saturday then the center will be closed on Friday, the day before.

- XI. One change of clothing will be provided by the parent for each child attending the center. All articles of clothing will be marked by the parent for identification. (Center will NOT be responsible for lost or stolen items.)

Infants and/or children attending the center whom require the use of disposable diapers and/or training pants will have a personal supply brought from home. That supply will be marked for identification. Parents will be required to bring one container of diapers and one container of baby wipes during the first week of each month. The Nannies will let the parent(s) know during the month if more diapers are needed. (cloth diapers are acceptable, will discuss further upon orientation for policies & procedures).

Children will be required to have their own toothbrush\toothpaste marked by the parent for identification.

A small blanket for naptime will be supplied by the parent(s). These articles will be marked for proper identification. (Blanket used for children older than 1 years of age who can turn over front to back and back to front, otherwise a sleep sac is required).

XII. General Information:

1. Parents may visit and observe whenever they wish.
~ Supervision and Access Policies

Parents have unlimited access to their children and to the providers caring for their children during the center's hours of operation, or whenever their children are in the care of the center, unless parental contact is prohibited by court order. A copy of a court order must be on file with the center if any biological parent is to be denied access to a child. (Include any specific center policies regarding signing in/out.)

Parents will need to complete a pick-up permission form that includes the names, numbers, and relationship to the child, of all of those persons allowed to pick-up the child. Persons not listed on the pick-up form will not be allowed to visit your child.

Any volunteer who has "unrestricted access", which means that a person is alone with a child, or is directly responsible for child care, must be at least 16 years of age. Volunteers must sign a statement indicating whether or not they have had a conviction of any law in any state, or any record of founded child or dependent adult abuse in any state. They must sign a statement indicating whether or not they have a communicable disease or other health concerns that could pose a threat to the health, safety, or well-being of the children. They must complete the DHS Criminal History check Form B, 595-1396. They must complete the Request for Child Abuse Information Form 470-0643. They must sign a statement that they have been informed and are aware of their Mandatory Reporting responsibilities. Anyone required having an Iowa State record check is also required to be fingerprinted, (the national criminal record check). Anyone who has had a sex offense against a minor shall not be allowed on the center property, except for the time reasonably needed to transport the offender's own child to and from the center, unless they have the written permission of the director. Nor shall they operate, manage, or be employed by the center. The center director is not obligated to provide written permission, and may adopt more restrictive rules regarding sex offenders. However, if written

permission is given, the director must consult with the DHS licensing consultant prior to giving permission. Written permission shall include the location in the center where the sex offender may be present, the reason for their presence, the duration of their presence, and a description of the staff supervision that will be provided in order to ensure that no child is alone with the sex offender.

2. The center must be notified in person and/or in writing if the child will be picked up by anyone other than the parent. (with proper identification before the child will be released)
3. Two weeks termination notice (written) must be given to the center.

XXIII. Financial Arrangements

- A) A non-refundable registration fee of \$75.00 shall be paid upon enrollment of each new child or re-enrollment. (per child not family).
 - B) Payment is due every Monday morning unless other arrangements have been made in advance. Outstanding balances shall never exceed one week of day care fees.
 - C) There is a 10% discount for the oldest child of multiple siblings enrolled full time in the Center. (This excludes “schoolers”.)
 - D) See also contract agreement: You must pay for the full week even if your child misses a day whether it is due to illness, or they are just not attending that week. The Nannies Unlimited child Center and Preschool charges by the week. If your child attends one day or five days you will be charged for the entire week.
- ☐ All payments will be made with either a credit card, check (or cash), please make checks out to The Nannies Unlimited Child Center & Preschool. Keep up on payments to avoid problems of dismissing your child until payment is made. Credit Card Payments Accepted: Visa, MasterCard, American Express, Discover using the Square Reader (3.5% service charge). Please come to the office to process your payment. Serious security card information is encrypted at the moment of swipe. Square doesn't store data on our device after a payment has been processed.

There are penalties for late payments, returned checks, or late pickups:

For the first late payment, (defined as being after Monday at 5:30 p.m.) there is an automatic \$10.00 penalty payable immediately. For the first returning check, there will be an automatic \$30.00 penalty. The returned check and service charges must be paid in cash.

For the second late payment, the child is subject to immediate dismissal from the program. No child will be allowed to attend the program with outstanding bills.

Pick up time for all programs will be by 5:30p.m. if you are late you will be charged \$15 for each additional 15 minutes per child. (For example, 5:31 p.m.- 5:45 p.m., \$15; 5:46-6:00 p.m., \$30 etc.) You will be notified at the time you pick up your child. Payments must be made to the center. If payment is not received or for repeated late pickups, your child will be subject to dismissal from our program.

E) Birthdays/Tuition

Parents/Guardians will be responsible for notifying administration in writing when your child has a birthday, there could be tuition adjustments to be made.

Unfortunately there will NOT be any type of reimbursements or adjustments made for any oversight regarding changes in your child's tuition.

Children who are in elementary school do not need to notify the office of their child's birthdates. Tuition does not usually change after they are enrolled in elementary school.

XIV **Hours:**

- A) Monday through Friday 6:00 a.m. – 5:30 p.m.
- B) Preschool Hours:
8:30 a.m. – 11:00 a.m. Monday through Thursday.

XV **Ages:**

- A) Six (6) weeks through 11 years of age.

Flexible Spending Accounts for dependent care expenses will be completed as needed. Invoices will be completed on a bi-weekly basis. If you need them other than this there will be a \$10.00 fee per invoice.

XIV **Meals/Snacks**

Nutritionally balanced meals will consist of breakfast (prior to 6:45 am), morning snack, lunch and afternoon snack. Children who arrive after meal times should be fed before they arrive. Copies of the menu are provided to parents upon request. Parents will not bring food, drinks, etc. from home unless it's required by a physician. Children tend to think the "grass is greener . . ." when they see someone eating something different from them. We will honor a parent's religious or philosophical objections to a menu item and after much discussion (with Admin/Director) the parent can substitute any objectionable item with an item from home that meet the same nutritional value as the food item being replaced.

It is our belief that infants should be fed on demand. If parents have another feeding schedule in mind, we will need to discuss, so that the infant's needs will be adequately met.

We are a peanut free Center, all food brought into the Center should be reviewed with the Center's Management Team prior to bringing such food into the Center to ensure its safety. If your child has allergies, and requires a modified diet, **we will need to have physician's written instructions describing any foods the child is not permitted to eat.** If a child has allergies that he/she cannot eat from our menu, we may require the parents to provide his/her lunch and snacks that meet the nutritional standards of the USDA Standards.

We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! All eating patterns will be communicated to the parents.

Meals will be supervised by the center's staff. Prayer will be said before all snacks/meals. (God is great, God is good, and we thank Him for our food, Amen.)

Babies who require formula (bottle) feeding and/or foods other than those on the menu planned, will have those items brought from home, and it will be the responsibility of the parent(s) to ensure the Center has those supplies daily.

Parents will also ensure the Center has the formula and the bottles needed for those feedings daily.

All formula brought to the Center will be marked by the parent for identification.

XVI **Medication(s):**

- 1) Written permission from the parent or guardian must be received prior to the giving of any medication(s).

- 2) Medication(s) will be kept in the kitchen and dispensed from there.
- 3) Medication(s) should be brought in a container appropriately labeled by a physician or pharmacy.
- 4) Children/Parents will take home medication daily, unless otherwise directed by the parent.

XVII **Child Abuse:**

Neglect, sexual molestation, emotional abuse and any non-accidental physical injury suffered by a person under eighteen years of age resulting from acts or omission by the parents, guardians or persons legally responsible for the child, has legally been declared as child abuse. We are (personnel) mandatory reporters and suspected child abuse will be reported to the department of social services. XIX. **Behavior guidelines:**

1. Discipline

Basic rules of safety and conduct are followed. Parents will be informed by phone and through parent conferences if their child continually displays poor behavior. General discipline techniques involve positive reinforcement of good behavior and careful explanation of behavior that is unacceptable. An activity will be denied for repeated poor behavior and the child will be directed to an alternative activity. If a child continues to cause a disruption or does not follow rules, he/she will have one- (1) minute/year time outs per disruption. "Time Outs" meaning time away from the other children though in the presence of the day caregiver.

2. Conduct Policies

As in any group activity, the inappropriate behavior of a few children can spoil the experience for the entire group. Therefore, the following conduct policies apply directly to each child and will be used in the determining their eligibility to continue as a participant in the program. In accordance with the severity of the infraction and the number of times an infraction occurs, a child may: (a) lose the privilege of participation in a specific activity, (b) be suspended from the program, or (c) be terminated from the program for:

1. Intentionally and repeatedly going to unauthorized areas of the facility, or leaving the premises without permission.
2. Repeatedly using foul language or being rude and discourteous to staff and peers.
3. Repeatedly not following specific rules in check-in and checkout procedures.
4. Stealing or defacing other children's property.
5. Refusing to remain with his/her specific group in specific areas or on outings: intentionally and repeatedly leaving their group activity.
6. Repeatedly engaging in fighting as their only means to solve an issue.
7. Defacing property, the property of facilities visited during excursions.
8. Bring or using illegal substances, including cigarettes and/or chewing tobacco,
9. Repeatedly refusing to follow basic rules or safety while being transported during field trip excursions.
10. Biting other children and/or teachers.

In the event that a child has proved he/she is unwilling to respond to these policies, every effort will be made to contact the parent and meet in conference.

Depending on the severity and location of the infraction, the parent will be expected to:

- a) Pick up the child immediately from the site; or
- b) Meet with the Program Director and On-Site Director for a conference concerning the infraction, during the time suspension or termination from the program is a consideration.

XX **Severe Weather:**

If inclement weather necessitates closing of the Center, announcements will be made on The Nannies answering service. (515) 264-8288. In the event of the daycare is closed due to electrical outages or other unscheduled closures, The Nannies Will place a note on the main entrance door explaining the reasons for our closure. Again, if there are storms (inclement weather) of any nature please call the Center to ensure we are open. If the Southeast Polk school system is closed due to weather, the center will also likely be closed, but please call.

XXI **Outdoor Play:**

All children will be required go outdoors, weather permitting. Parents are expected to dress their child accordingly. If the child is well enough to be at the child center, the child is assumed well enough to go outside.

The administrator, director or supervisor determines whether conditions are acceptable for outdoor play.

Staff will supervise children at all times. Children will not be left unattended.

☐ **Children's responsibilities:**

1. Put my belongings away neatly in the storage area when I enter the program area. Any toys/equipment brought from home is prohibited unless brought for "show and tell" The Center will NOT be responsible for any lost or stolen items.
2. Always show respect for others' property.
3. Be polite, no put downs or foul language.
4. Pick up my area before I go on to another activity
5. Always show respect for the other person. I will keep my hands to myself.
6. Use outdoor equipment safely. Rocks stay on the ground.
7. Run only when it is part of an activity or safely outside.
8. Walk quietly and orderly in the center's halls.
9. Use balls in the play areas only.
10. When I eat I will
 - sit
 - use good table manners
 - use a quiet voice
 - clean up my area
11. Have permission from a staff person to leave the care area.
12. On field trips, I will be a good representative of my CARE CENTER.
 - stay with my partner
 - listen
 - stay with my group leader.

☐ **Parents/guardians responsibilities:**

I will:

1. Sign my child in and out each day and report his/her arrival to a staff person.
2. Pick up child prior to 5:30 p.m. and report to a staff person.
3. Notify the staff of absences and family or school situations that my affect my child's care experiences.
4. Notify in writing any changes on my child's enrollment or emergency forms (phone numbers, person permitted to pick up my child, etc. _
5. Read all notes and newsletters so I can help my child be prepared for planned activities. Respond to written noted if necessary. Check my parent folder (cubby) daily.
6. No food or toys will be allowed at the day care unless otherwise stated by the Nannies.

7. Always show respect for others' and their property.
8. Be polite, no put downs or foul language.

☐ Staff Responsibilities:

1. Provide a safe and caring environment for your child.
2. Provide a variety of activities that will enrich your child's development.
3. Communicate regularly with you, the parent/guardian, concerning your child.
4. Notify you if your child fails to report to the care site, (i.e., after school).

XXII. Lost and/or Stolen Items:

The Nannies Unlimited Child Center and Preschool Inc. will NOT be responsible for lost or stolen items.

The Nannies Unlimited Child Center & Preschool Inc. reserves the right to terminate the contract agreement at any time.



The Nannies Unlimited Child Center and Preschool Inc.
6393 NE Rising Sun Drive
Des Moines, Iowa 50327
www.nanniesunlimitedchildcare.com 515-264-8288

CONTRACT AGREEMENT

Parent(s) of _____
do hereby agree to pay, The Nannies Unlimited Child Center & Preschool Inc. _____ dollars,
weekly, starting ____ All fees must be paid by Monday of the week prior to attendance.

The child's first week of tuition and a non-refundable registration fee of \$75.00/child shall be paid upon enrollment (re-enrollment) and/or securing a child's position at the Center (earnest money). A non-refundable re-registration fee of \$35.00/child will be collected annually.

You must pay for the full week even if your child misses a day whether it is due to illness, or they are just not attending that week. The Nannies Unlimited Child Center & Preschool Inc. charges by the week. If your child attends one day or five days you will be charged for the entire week, this includes holidays and inclement weather (these are examples only and not all inclusive) If you wish to terminate your child (ren) from The Nannies Unlimited Child Center and Preschool Inc., it is required that you provide administration a two (2) week written notice. If you fail to give The Nannies Unlimited Child Center and Preschool Inc. a two (2) week written notice and fulfill your commitment, you will be responsible for payment (according to your contract agreement) for those two weeks your child (ren) should have attended the Center.

Payment is due every Monday morning unless other arrangements have been made in advance. Outstanding balances shall never exceed one week of day care fees.

- ☐ All payments will be made with either a credit card, check (or cash), please make checks out to The Nannies Unlimited Child Center & Preschool. Keep up on payments to avoid problems of dismissing your child until payment is made. Credit Card Payments Accepted: Visa, MasterCard, American Express, Discover using the Square Reader (3.5% service charge). Please come to the office to process your payment.

There are penalties for late payments, returned checks, or late pickups:

For the first late payment, (defined as being after Monday at 5:30 p.m.) there is an automatic \$10.00 penalty payable immediately. For the first returning check, there will be an automatic \$30.00 penalty. The returned check and service charges must be paid in cash.

For the second late payment, the child is subject to immediate dismissal from the program. No child will be allowed to attend the program with outstanding bills.

Pick up time for all programs will be by 5:30p.m. if you are late you will be charged \$15 for each additional 15 minutes per child. (For example, 5:31 p.m.- 5:45 p.m., \$15; 5:46-6:00 p.m., \$30 etc.) You will be notified at the time you pick up your child. Payments must be made to the staff. If payment is not received or for repeated late pickups, your child will be subject to dismissal from our program. With my/our signature(s) below I/we agree to follow the above contract.

(Signature)

(Date)

The Nannies Unlimited Child Center & Preschool Inc.

ACKNOWLEDGEMENT FORM

We hereby acknowledge that we have received, read, and understand the policies set forward in The Nannies Unlimited Child Center & Preschool Inc. Parent's manual.

(Signature)

(Date)