

BERRY TENDER CHILD CARE MANUAL

Table of Contents

Center Organization	Page 2	Parent Involvement	Page 10-11
Mission Statement	Page 2	● Communication Board	
Philosophy	Page 2	● Fundraisers	
Enrollment Procedures	Page 3-5	● Parental Concerns	
● Admission Procedure		Policies	
● Acceptance in Program		● Access	Page 10-11
● Dismissal from Program		● Biting	Page 12
● Records		● Breastfeeding	Page 12
● Immunization Requirements		● Termination	Page 12
Fees and Services		● Exposure	Page 12-13
● Rates	Page 4	● Field Trip/Transportation	Page 13
● Hours of Operation	Page 5	● Harassment	Page 13
Scheduling	Page 5-7	● Illness	Page 13-15
● Arrival/Departure		● Non-Discrimination	Page 15
● Parent Custody Rights		● Payment	Page 15
● Late Pick up Procedure		● Safe Sleep	Page 15-16
● School Age Children		● Special Needs	Page 16-17
● Closing of Public Schools		Health Issues	Page 17-18
During the Day	Page 7-10	● Child Abuse/Neglect	
● Clothing		● Handwashing	
● Cot Time		● Medication	
● Discipline		● Mandatory Reporting of Child Abuse	
● Food Service		Emergency Plans	Page 18-20
● Outside Play		● Procedure for Blood Exposure	
● Personal Items		● Dental/Medical Emergencies	

If you need help translating or need reading assistance of the handbook, please contact the Director at 563-933-2514. The Director will contact Keystone Area Education Agency if further assistance is needed.

Welcome to Berry Tender Child Care. We are very pleased that you are going to be a part of our childcare center.

CENTER ORGANIZATION

BTCC is a non-profit organization. The budget depends solely on tuition, donations, and fundraisers. The Board of Directors makes all policy and financial decisions. BTCC performs in a professional manner in all areas of its operating business. The director develops all program areas, day to day business operations set by the board, staff development, and classroom teaching. The assistant director assists with the daily operations.

MISSION STATEMENT

To provide quality care in a well- supervised public space and to encourage the development of a positive sense of self for each child under our care.

PHILOSOPHY

BTCC provides a program based on the developmental philosophy that all children learn best through play. Children learn through active participation and are allowed daily learning experiences. They are encouraged to problem solve, make decisions and think creatively as they exchange ideas in a flexible, organized environment.

Our programs are designed to meet both the individual and group needs of the children entrusted in our care. The teachers will be viewed as role models and friends. Interaction with peers will reflect the loving and caring environment of their surroundings, while also respecting a child's need for quiet time and space. Communication will be maintained with parents through reports, awards, and monthly newsletters.

Our primary goal and objective of Berry Tender Child Care Center is to assist in all aspects of a child's development, which includes the child's emotional, physical, mental, creative, and intellectual growth.

All staff has basic first aid certification, CPR training, Mandatory Reporter and Blood Borne Pathogens Training. There will be professional growth and development showing a minimum of attendance of 10 hours of in-service training within the first year of employment and 6 hours each year thereafter for each staff person.

ENROLLMENT PROCEDURES

1. Admission Procedure:

Registration can be completed at the BTCC center. When the program is full, a waiting list by age groups will be maintained on a first apply, first served basis. A non-refundable initial registration fee of \$25.00 per household will be charged followed by an annual \$25.00 per household non-refundable re-enrollment fee which will be applied to your first week's bill each year in January. There will also be a \$50.00 deposit due at the time of enrollment. The deposit will be refunded or credited to the bill when daycare services at BTCC are discontinued.

2. Acceptance into the BTCC Program:

All children are accepted into BTCC on a two-week trial basis. During the two-week period BTCC reserves the right to terminate the contract with a two-week written notice. Enrollment termination may result if BTCC feels it is unable to meet a child's needs or the behavior has become a constant disruptive influence on the program and/or requiring a one to one ratio. (See Enrollment Termination Policy Page 13)

Each parent/guardian of the child/ren is required to sign a contract stating that they have read the handbook and understand its policies. Failure to follow the policies of the handbook is equivalent to breaking the contract, and BTCC reserves the right to terminate the contract at that time.

3. Dismissal from the Program:

If on a given day a child exhibits extreme disruptive behavior or undue body contact which could endanger him/her, another child and/or staff, the parent will be called immediately. At this point of origin, after all other disciplinary attempts have failed, a basket hold by the staff will be utilized until the child is able to get their behavior under control. If the parent cannot come to BTCC within forty-five minutes of the telephone call, the first person on the emergency contact list will be notified to pick up the child and so forth down the list. At this time, the Enrollment Termination Policy (Page 13) will become intact, with a provision for termination from BTCC. Examples of this kind of behavior include verbal, physical, or psychological abuse directed toward other children and/or staff.

Behavior such as verbal, physical, or psychological abuse by the child's parents/guardian which is directed toward other children and/or staff also falls under the Enrollment Termination Policy.

Any intentional damage done by the child or the parent/guardian of the child will be the financial responsibility do the parent.

4. Records

Registration Packets will be given to the parent/guardian at the time the child is enrolled. These will provide the center with needed information to comply with the state regulations. Our record must be kept up to date. Any changes of an address, phone numbers, doctors, immunizations, allergies, etc. need to be reported immediately by the parent/guardian in writing for the files. Files are rechecked annually to ensure all necessary changes. Included in the Registration packet are the following forms:

- | | |
|---------------------------------------|--------------------------------|
| *Emergency medical and dental consent | *Registration information |
| *Pick-up permission | *Picture release |
| *Travel and activity permission | *Medication release and record |
| *Contract for parent's handbook | *Free and reduced meal sheet |

Additional forms that need to be on file are:

- | | |
|------------------------------|------------------------------|
| *Free and Reduced Meal Forms | *CACFP Enrollment Form |
| *Physical Examination | *Certificate of Immunization |

Berry Tender requires each child enrolled to have a signed "Physical Examination Form" and signed and dated "Iowa Immunization Certificate" on file. A statement of health signed by a physician shall be submitted annually thereafter. Please update immunization certificates as necessary. For the school age child, a copy of the most recent school physical exam and immunization record shall be accepted. A yearly form must be signed by a parent, annually thereafter, that states their child is free of communicable diseases and list present allergies, medications, or acute chronic conditions.

FEES AND SERVICES

Children served:

BTCC is licensed for 70 children ages 6 weeks through 12 years. Before and after school and summer care are available to school age children. The chart that follows represents classrooms defined by state licensing requirements according to the age of the child.

Ages	Teacher		Child
6 weeks to 2 years	1	to	4
2 years	1	to	6
3 years	1	to	8
4 years	1	to	12
5 years to 10 years	1	to	15
10 years and older	1	to	20

Rates: 6 weeks-2 years: Contract \$3.40/Non-Contract \$3.90
 2 years-12 years: Contract \$3.20/Non-Contract \$3.70
 \$2.35 each additional Child
 \$10.00 cancel fee per child, if canceled within 30 minutes of scheduled arrival, pay what you schedule if no call, no show.
 \$25.00 per week charge to hold your spot if not scheduled.

Hours of Operation:

BTCC operates on a schedule that reflects the varied needs of parents. The center opens at 5:15 a.m. and closes at 6:30 p.m.

The center is open year-round, Monday through Friday except for the following days:

New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, The day after Thanksgiving, Christmas Eve Day and Christmas Day.

If one of the above days falls on a weekend or there is an unforeseen emergency, BTCC reserves the right to be closed an alternate day and will notify the parents in advance.

SCHEDULING YOUR CHILD IN DAY CARE

Scheduling:

The schedule for your child is made out weekly, by Wednesday evening prior to the next week. If a client's schedule is not made out by Wednesday evening at 6:30 p.m., the Director will make one telephone call to the parent/guardian. If the Director cannot reach the parent/guardian by Thursday morning, the schedule will be made without the children. If there is room, the parent/guardian will then be allowed to bring their child using the drop-in policy. (See the Non-contracted rate on page 5 of the handbook).

-Any child not coming in on a scheduled day must call 30 minutes prior to the time they were scheduled to come in. Those coming in prior to 7:00 a.m. must call any time before their scheduled time.

-If the phone call is made using the above guidelines, the client will be charged the lesser of the contracted time or \$10.00 per child instead of the full rate for the day. Examples include sick child, bad weather, or family emergency.

-If the telephone call is not made within thirty minutes of admittance, the client will be charged full price for contracted time. If the client does not call at all, they will also be charged full price for the contracted time.

-Parents/Guardians who bring their child in late or pick them up earlier than the contracted time will pay the full contracted rate.

-For any operating daycare week that your child/children are not scheduled at BTCC, there will be a \$25 charge per household. This is a year-round policy including summer vacations, holidays, etc. For example, if you go on vacation and your child does not attend BTCC for 2 weeks, you will be charged \$50.00.

-If school is cancelled due to weather, parents of school age children will be charged the contracted rate.

Non-contracted rates will be charged as follows:

1. Change in schedule(contract)
 - a. Bringing a child in earlier or picking them up later than contracted time
 - b. Needing childcare services for more hours than the contracted time with director or assistant director's approval. Parents must notify the center's staff if they have changes in their contract to ensure staff availability.
2. Failure to complete contract sheet by the Wednesday prior to the week being scheduled for daycare.

There is a charge of \$1.00 per minute per child for every minute a child is at the daycare after the closing time of 6:30 p.m. There will be a \$5.00 minimum charge. The clock in the director's office will be the determining time of pick up.

Arrival and Departure:

Parents are required to bring their children into their respective rooms and inform the staff of their child's arrival. The same system is used when your child is picked up. Notify the staff that the child is leaving with their parent. This is to ensure a safe arrival and departure. Children should enter the building through the doors by the circle drive.

In order to protect your child, no unauthorized person shall be allowed to pick up a child. Written or verbal notification must be given if someone other than the parent/guardian or authorized pick-up person is picking up your child. If someone other than a parent/guardian comes to pick up a child, and the parent has not notified BTCC, a phone call to the parent will be made.

Parent Custody Rights:

If a parent or guardian has lost custody privileges it must be recorded in the child's BTCC file. Without this official documentation BTCC cannot legally tell a parent not to take their child out of daycare. This is for your family's protection. Parents shall be offered unlimited access to their children during the normal hours of operation or whenever their children are in the care of a provider, unless parental contact is prohibited by court order.

Late Pick-up Procedure:

If a child is not picked up after one half hour after 6:30, and every effort to locate the family has failed, authorities will be called to take custody of the child until family can be reached. Please notify the center if you will be late picking up your child. We will make all efforts to contact parents and others on the emergency pick-up form.

School Age children:

Starmont students (before and after school) will be picked up by the school bus at the circle drive and will be transported back to the center. Staff members will

check the children in and out at these times. Let the staff know if you pick your child up at the bus. Your child's safety is important to us. If your child does not get off the bus, we will notify you immediately.

Closing of Public Schools:

BTCC will remain open regardless of school or community cancellations due to inclement weather. In the event that Starmont Community School is closed due to inclement weather, teachers' meetings or early dismissal BTCC will provide an opportunity for school-age childcare of all registered children (depending availability of teachers and space). If space is limited, preference will be given to those already enrolled in the center before and/or after school programs. If circumstances arise that we cannot be open it will be aired over KCRG 9 AND KWWL 7.

DURING THE DAY

Each classroom follows a daily schedule as listed below:

Bear Room (2's) Schedule:

Duckling Room (0-2's) Schedule:

Open-7:30 Free Play	Infants are feed on Demand
7:30-8:00 Breakfast	Children eating table foods will eat:
8:00-8:45 Free Play	Breakfast from 7:30-8:00am
8:45-9:15 Circle Time/Art	Snack from 9:30-10:00am
9:15-10:00 Potty/Wash	Lunch from 11:30-12:00pm
10:00-10:15 Snack/Books	Snack from 2:00-2:30pm
10:15-11:00 Diapers/Free Play	Children will nap on demand
11:00-11:45 Gym/Outside	Older children will nap after lunch to
11:45-12:00 Potty/Wash	prepare for the Bear Room
12:00-12:30 Lunch	
12:30-2:30 Nap	
2:30-3:00 Potty/Wash/Snack	
3:00-4:15 Outside/Free Play/Library	
4:15-close Free Play/Table Toys/Tiger Room	

Tiger Room (3&4's) Schedule:

Fox Room (School Age)Schedule:

Open-7:00 Free Play	Open-7:00 Free Play
7:00-8:00 Breakfast	7:00-7:30 Breakfast
8:00-9:15 Free Play/Art	7:30-8:00 Gym/Bus
9:15-9:45 Circle Time	8:00-8:15 Circle Time
9:45-10:00 Potty/Wash	8:15-9:45 Art/Math/Sci/Reading/Writing
10:00-10:30 Snack/Books/Puzzles	9:45-10:15 Snack
10:30-11:45 Outside/Gym/Centers	10:15-11:15 Lion Room/Library
11:45-12:00Potty/Wash	11:15-11:45 Outside
12:00-12:30 Lunch	11:45-12:30 Restroom/Wash/Lunch
12:30-2:30 Nap	12:30-1:30 Outside/Gym

2:30-2:45 Potty/Wash	1:30-1:45 Group Game
2:45-3:00 Snack	1:45-2:45 Free Play
3:00-close Free Play/Large Motor	2:45-3:15 Restroom/Wash/Snack
	3:15-4:00 Free Play in Tiger Room
	4:00-close Return from Bus/Outside/Gym

Clothing: Children need to be dressed in comfortable clothing. Children are engaged in many activities throughout the day. If skirts or dresses are worn, shorts need to be worn underneath them. Please send a change of clothes to keep in your child's cubby to use as needed, in the case of a spill or accident. Soiled clothes will be returned in a plastic bag at the end of each day. In cold weather, please send snow pants, mittens, hats, scarves and boots to be used during outside activities.

Cot Time:

State regulations require quiet time each day. After lunch, all children under the age of 4 rest on cots. They may lie quietly or fall asleep. Naps do not exceed 2 hours.

Discipline:

A positive approach to discipline will be taken. Behavior modification will be used for younger children. This method is designed to help children learn to control their emotions. The teachers provide positive, clear expectations for behavior and act as role models to support appropriate behavior. The children are encouraged to use words to express their needs and feelings rather than physical response during conflict. If after repeated attempts this does not modify the behavior, the child may be removed to a quiet space (time out) for a few minutes, or to another room with adult supervision. Older children will lose privileges. School age children, in extreme cases, may need to sit with their heads down.

-Every acting out will not be reported to parents. They are properly disciplined at the time of the misbehavior. Children learn through their behaviors. Staff members are not permitted to physically reprimand (slap or hit a child in any way, shape or form). If the same behavior is happening repeatedly the director and/or teacher will notify the parents.

-It is important to treat each child as an individual in a manner which is appropriate to the child's development, activity and general well-being. Consistency, positive reinforcement, natural consequences, and positive redirection are used at the center to shape appropriate behaviors in children.

-When necessary, time-out or a brief isolation from the group is used. If your child is exhibiting a behavior problem, we will call you to discuss the situation. Please discuss with the staff any changes, observations, questions, or suggestions you might have in dealing with your child. No punishment will be

used in connection with rest, food, or toileting. Parents may be held liable for any damage done to the center's equipment.

The rules of the center are set to provide a child with enough structure to help him/her be responsible for his/her own conduct. These rules are essential for successful learning and safety to others. The following procedure for dealing with disruptive behavior is outlined as:

1. Verbal warning is given with redirection for disruptive behavior (verbal, emotional, or physical such as biting, kicking, pinching, etc; causing excessive classroom management, special development needs that we can't handle, or requiring one on one care for extended periods of time.)
2. Child is given a time-out or brief isolation from the group.
3. If the child does not cooperate is sitting in time-out, contact is made with the parent (written incident report and/or verbal). The parent may be asked to help their child understand why the behavior is affecting the safety of others, immediate pick-up by the parents or emergency contact is needed.
4. Staff will keep a narrative log identifying and documenting the problem for a minimum of two weeks.
5. After the documentation period (or sooner, at the discretion of the director) a parent/teacher conference is held to determine behavior expectations and the best course of action to help the child get beyond the difficulty. Other resources such as Keystone AEA may be contacted at this time.
6. If the child's behavior is consistently disruptive (after 3 phone calls to the parents to pick up their child) and alternatives have been exhausted, it is necessary for your child to be removed from the center. A one week notice may be given to make alternative arrangements by the discretion of the director.

The center shall not use as a form of discipline:

1. Corporal punishment including spanking, shaking, and slapping.
2. Punishment which is humiliating or frightening or which causes pain or discomfort to the child. Children shall never be locked in a room, a closet, box or other device. Mechanical restraints shall never be used as a form of discipline. When restraints are a part of a treatment plan for a child with a disability authorized by the parent, psychologist, or psychiatrist, staff shall receive training on the safe and appropriate use of the restraint.
3. Punishment or threat of punishment associated with a child's illness, lack of progress, in toilet training, or in connection with food or rest.
4. No child shall be subjected to verbal abuse, threats, or derogatory remarks about the child or child's family.

Food Service:

BTCC participates in the United States Department of Agriculture Child Care Food Program (CACFP). Every family enrolled at BTCC must have an Iowa Eligibility Application on file at the center. CACFP sponsors may contact household contacts for any reason they believe is necessary to verify the

accuracy of the CACFP claim information submitted by BTCC. The center shall serve each child a full, nutritionally balanced meal which provides at least one third of the child's daily nutritive requirements. Breakfast will be provided for those not having breakfast before they come to the center, during the breakfast time set in each room. Nutritional snacks will be provided for the children in the morning and in the afternoon. USDA is and equal opportunity provider and employer.

Children coming in after the scheduled mealtime (see Page 7 for meal times) should be fed at home. Hands will be washed before each meal. Infants are fed on demand. BTCC provides Parents Choice Advantage formula and Baby Cereal. If a parent prefers they may supply their own formula/breast milk. Parents shall provide all other baby food until their child is eating table food. Let the staff know of any feeding changes. Children who bring food from home, will be monitored and supplemented if needed.

Outside play: Children will play outside weather permitting. The temperature or wind-chill factor may never be below zero or the heat index more than 100 degrees while children are playing. During times of inclement weather, the multipurpose room will be used to allow children to exercise. Children will enjoy 15 minutes to 1 hour or more depending upon weather. State regulations require all children to go outside every day weather permitting.

Personal Items: Cubbies are for your child's personal belongings, soiled or clean clothes, and artwork or projects. Please check your child's cubby every day. Please label all items brought to the center with the child's name. BTCC is not responsible for lost or stolen items.

PARENT INVOLVEMENT

Parent's Communication Bulletin Board:

Memos, meal schedules, special events, and special needs will be posted on the bulletin board in the office. Please check the board daily for any important announcements. Board minutes will be posted in the office. Notices and memos will be in your mailbox periodically. Every household will be assigned a mailbox. Please check regularly. Notes to the director can be placed on her desk or in the parent notebook.

Fundraisers:

Parents will be asked to help with all fundraisers throughout the year. Fundraisers are a necessity for BTCC; they help to keep down parental costs, purchase new equipment, supplies, toys, etc. Without fundraisers, the center would not be able to grow in its development.

Parental Concerns:

When complaints cannot be resolved at the point of origin, they are referred to the next higher level of authority. The route of a complaint is as follows: employee, director, board of directors. When the complaint is referred to the director, an informal effort at reconciling the two parties is made. If the complaint is not resolved, a Grievance Procedure needs to be followed.

POLICIES

Access Policy

Centers are responsible for ensuring the safety of the children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute or subcontracted staff or volunteer who has had a record check and approval to be involved with child care shall not have “unrestricted access” to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio. Unrestricted access means that a person has contact with a child alone or is directly responsible for childcare. It is imperative that the center not allow people who have not had a record check assume childcare responsibilities or be alone with children. This directly related both to child safety and liability to the center.
2. Persons who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any childcare responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person. Supervision means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly. Monitoring means to be in charge of ensuring proper conduct of others.
3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason, they will contact the Director or another management staff to get approval for the person to be on site. If it becomes a dangerous situation, staff will follow the intruder in the center procedures. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on the premises.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is a parent, guardian, or custodian) is required to register with the Iowa sex offender registry (Iowa Code 692A):
 - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the childcare center.
 - b. Shall not be on the property of the childcare center without the written permission of the center director, except for the time reasonably necessary to transport offender’s own minor child or ward to and from the center.

- i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
- ii. If written permission is granted it shall include the conditions under which the sex offender may be present including.
 1. The precise location is the center where the sex offender may be present.
 2. The reason for the sex offender's presence at the facility.
 3. The duration of the sex offender's presence.
 4. Description of how the center will supervise the sex offender to ensure that the sex offender is not left alone with a child.
 5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

Biting Policy

Biting is a natural developmental stage that many children go through. It is usually a temporary condition that is most common between thirteen and twenty-four months of age. The safety of the children at the center is our primary concern. The center's biting policy addresses the actions the staff will take if a biting incident occurs.

Toddlers bite other toddlers for many reasons. A child may be teething or overly tired and frustrated. He or she might be experimenting or trying to get the attention of the teacher or his peers. Toddlers have poor verbal skills and are impulsive without a lot of self-control. Sometimes biting occurs for no apparent reason. The center will encourage the children to use their words if they become angry or frustrated. The staff members will maintain a close and constant supervision of the children at all times.

The following steps will be taken if a biting incident occurs at our center:

- The biting will be interrupted with a firm "No...we don't bite people!"
- Staff will stay calm and not overreact.
- The bitten child will be comforted.
- Staff will remove the biter from the situation. The biter will be given something to do that is satisfying.
- The wound of the bitten child shall be assessed and cleansed with soap and water. If there was a blood exposure further steps need to be taken as outlined under "Procedure for Incidents Involving Blood Exposure" on page 18 of the handbook.
- The parents of both children will be notified, and Incident forms will be filled out.
- Confidentiality of all children involved will be maintained.
- The bitten area should continue to be observed by parents and staff for signs of infection.

Breastfeeding Policy

Breastfeeding mothers shall be provided a place to breastfeed or express their milk. Breastfeeding mothers, including employees, shall be provided a private and sanitary place (other than a bathroom) to breastfeed their babies or express milk. This area is located at the top of the stairs in the break room.

Enrollment Termination Policy

BTCC reserves the right to dismiss a child from the center for the following reasons:

- *Consistent disruptive behavior by a child causing excessive classroom management problems for the staff and/or special development needs which the staff cannot adequately meet.
- *Lack of cooperation from the parents/guardians to support the discipline guidelines set by the staff and/or AEA specialists. To see Discipline Guidelines, see page 8 in the Handbook.

Exposure Policy

Children who expose themselves in front of other children will have an incident wrote up, and the childs parents will be contacted. After 3 exposures, the child will need to be picked up and will not be able to return to BTCC for one week. The Enrollment Termination policy will become in effect.

Field Trip/Transportation Policy

BTCC does not transport children from the center other than by foot. Any field trips will be of walking distance and permission granted by you in your child's registration packet.

Harassment/Bullying Policy

Harassment, bullying, and abuse are violations of BTCC rules. In some cases, it may also be considered a violation of criminal law. Berry Tender Child Care has the authority to report children/students violating this policy to the local law enforcement.

Harassment and bullying may include, but are not limited to, the following behaviors:

- *Verbal, non-verbal, physical or written harassment, or bullying that have the purpose of effect of causing injury, discomfort, fear, or suffering to the victim.
 - * Repeated remarks of a demeaning nature that have the purpose or effect of causing injury, discomfort, fear, or suffering to the victim.
 - *Demeaning jokes, stories, or activities directed at the child/student that have the purpose of effect of causing injury, discomfort, fear, or suffering to the victim.
- Harassment and bullying include any electronic, written, verbal, or physical act or conduct toward a child/student which is based on any actual or perceived trait or characteristic of the child/student and which creates an objectively hostile daycare environment that meets one of the following conditions:
- *Places the child/student in reasonable fear of harm to the child/student's self or personal property

*Has a substantially effect on a child/student's physical or mental health

Children/Students who feel they have been harassed or bullied should:

*Communicate to the harasser/person bullying that the individual expects the behavior to stop, if the individual is comfortable doing so. If the individual wants assistance communicating with the harasser/person bullying, the individual should ask the director/assistant director/staff member on duty to help.

*If the harasser/person bullying does not stop, or the individual does not feel comfortable confronting the harasser/person bullying, the individual should:

1. Tell the BTCC director/assistance director/staff member
2. BTCC director/assistant director/staff member should make a written statement to explain situation including what, when, where it happened, who was all involved in situation, exactly what was said or what the harasser/person bullying did, witnesses who saw the situation, what the child/student said or did, how the child/student felt, and how the harasser/person bullying responded.
3. Written statement will be kept in BTCC child/student's file and given to parent(s)

Illness Policy

Our policy is set up to protect the children against the spread of illnesses. Hand washing is the best source of protection against illness. Each child must have an annual physical exam or obtain a statement of health condition and up to date immunization record. Please keep the staff informed of any changes in your child's health and/or eating habits.

Children who are ill should not be brought to the center. School-age children who are absent from school due to illness should not attend the center. Children should be able to participate in daily activities, not compromise the health and safety of other children, or demand greater care than staff can provide. Alert the staff if your child has been exposed to a communicable disease. We do not have the staff of facilities to care for a child if they are too ill to participate in regular activities. A child may not attend childcare or may be sent home if the following conditions exist:

- A. The illness prevents the child from participating comfortably in the activities planned.
- B. The illness results in a greater care need than the staff can provide without compromising the health and safety of the children.
- C. The child has any of the following conditions:
 - * Fever of 100.4. The child may return 24 hours after fever is gone or when a medical professional evaluation finds the child able to return to the center.
 - * Symptoms or signs of possible severe illness such as unusual lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, wheezing, or other unusual signs for the child.
 - * Uncontrolled diarrhea
 - * Blood in stools not explainable by dietary change, medication, or hard stools
 - * Vomiting illness (two or more episodes within the last 24 hours)
 - * Mouth sores with drooling unless a health care provider determines the condition noninfectious

- * Rash with fever or behavior change
- * Pink or red conjunctiva with white or yellow discharge-send home for 24 hours
- * Scabies, head lice, or other infestation until after treatment
- * Tuberculosis until medically cleared by a physician'
- * Impetigo until 24 hours after treatment
- * Strep throat or other streptococcal infection until 24 hours after initial antibiotic treatment and cessation of fever
- * Chickenpox until 6 days after onset or rash or until all sores are dried and crusted
- * Pertussis until 5 days of appropriate antibiotic treatment has been completed
- * Mumps until 9 days after onset of parotid swelling
- * Hep. A virus until 1 week after onset of illness or as directed by a health department
- * Measles until 6 days after onset of rash
- * Rubella until 6 days after onset of rash
- * Unspecified respiratory tract illness

In the event of a communicable disease outbreak, such as strep throat or chickenpox, a sign will be posted at the main entrance to the office. If a child becomes ill while at the center, the parent will be notified. The child will be taken to a quiet area to rest until the parent can pick them up. We request that children be picked up within an hour of being notified. If you cannot pick up your child, please notify someone on your emergency pick up list. BTCC is not responsible for any communicable diseases acquired while a child is attending BTCC.

Non-Discrimination Policy

In Accordance with the U.S. Department of Agriculture, BTCC admits children of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to children at the center. BTCC prohibits discrimination against all customers and employees on the bases of race, color, national and ethnic origin, age, sex, or disability in administration of its education policies.

If you wish to file a Civil Rights program complaint of discrimination, contact the Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14th St. Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; website: <https://icrc.iowa.gov/>

Children with special needs will be admitted when the director and local AEA or licensing agencies determined the needs of the child can be properly met, without affecting the care of the rest of the children. Please refer to the special needs policy. (Page 16)

Payment Policy

Revised 1-2022

Payment of services from Berry Tender Child Care are due on the following Friday after the services are rendered, unless prior arrangements are made with BTCC Board & Director. **If entire bill is not paid within 14 days of billing date, your child(ren) may not attend BTCC and a monthly interest rate of 1.5% will be charged until all bills are settled.** If bills are NOT settled, BTCC will utilize small claims court for payment of services rendered and fees associated including attorney's fees and court costs.

Safe Sleep Policy

It is required by DHS to maintain a safer sleep environment for infants that help lower the risk of SIDS. Our goal is to take proactive steps to reduce the risk of SIDS in childcare and to work with parents to keep infants safer while they sleep. To do this, Berry Tender Child Care will practice the following safe sleep practices:

1. Infants, less than one (1) year age, will always be placed on their backs to sleep, unless there is a signed *Alternate Sleep Position Waiver*-Health Care Professional Recommendation in the infants file. A waiver notice will be posted at the infant's crib. Berry Tender does not accept *Alternated Sleep Position Waiver*-Parent Request. Waivers will be retained in the children's record as long as they are enrolled.
2. When infants can easily turn from their stomachs to their backs and from their backs to their stomachs, they shall be initially placed on their backs, as recommended by the American Academy of Pediatrics (AAP), but shall be allowed to adopt whatever positions they prefer for sleep.
3. Sleeping infants shall have a supervised nap/sleep period. The caregiver shall be positioned where he or she can hear and see the infant. The caregiver shall physically check on the infant frequently during napping or sleeping and shall remain in close proximity to the infant in order to hear and see them if they have difficulty during napping/sleeping or when they awaken.
4. Steps will be taken to keep infants from overheating by regulating the room temperature, avoiding excess bedding, and not over-dressing or over-wrapping the infant.
7. All caregivers will receive in-person or online training on infant safe sleep based on AAP safe sleep recommendations. This training must be completed within 30 days of employment or volunteering and will be completed every three years.

Berry Tender Child Care will maintain the following Safe Sleep Environment:

1. Room temperature will be kept at no less than 68°F and no more than 85°F when measured two feet from the floor. Infants are supervised to ensure they are not overheated or chilled.
2. Infants' heads and face will not be covered during sleep. Infants' cribs will not have blankets or bedding hanging on the sides of the crib.
3. No blankets, loose bedding, comforters, pillows, bumper pads, or any object that can increase the risk of entrapment, suffocation or strangulation will be used in cribs, playpens or other sleeping equipment.

4. Toys and stuffed animals will be removed from the crib when the infant is sleeping. When indicated, by written parent consent, pacifiers will be allowed in infants' cribs while they sleep. The pacifier cannot have cords or attaching mechanisms.
5. An individually assigned safety-approved crib with a firm mattress and tight-fitting sheet will be used for infant napping or sleeping.
6. Only one infant may occupy a crib or playpen at one time, unless we are evacuating infants in an Emergency.
7. Sitting devices such as car safety seats, strollers, swings, and infant carriers, infant slings will not be used for sleep/nap time. Infants who fall asleep anywhere other than a crib, will be placed in the crib for the remainder of their sleep or nap time.
8. No smoking is permitted in the infant room or on the premises.

Special Needs Policy

No child with special needs or disabilities will be excluded from care. The center will admit a special needs child on a 30-day preliminary basis during which time an individual assessment will be completed. Staff will not presuppose the level of care needed for any child. If after assessment it is determined that continued provision of care and educational service will require full-time, one-to-one supervision of the child the additional cost shall be passed onto the parents or guardians of the child. If continued provision of care and educational service will require less than full-time, one-to-one supervision but more supervision than can be safely provided under the usual student to supervisor ratio and the presence of the child poses a continuing health or safety risk to other students and staff, then additional charges shall be imposed for the child if continued individual supervision is necessary to protect the health and safety of children and staff. The staff of Berry Tender Child Care will always endeavor to resolve staffing issues for special needs children without additional cost. After the 30-day individual assessment is made the director or designee shall meet with the parents/guardians, and responsible parties of the special needs child to discuss and attempt to resolve provision of care issues and any options available without additional cost.

It is the policy of Berry Tender Child Care, Inc. that only under those circumstances where the presence of a child poses a direct threat to the health or safety of others or provision of care requires a fundamental alteration of the program (such as additional individual supervision) and no viable options are available that additional fees or costs will be assessed.

HEALTH ISSUES

Child Abuse/Neglect

No child will be dismissed to anyone suspected of being under the influence of drugs or alcohol. The next person on the pickup list will be called to pick up the child. It is required by law that any suspected abuse or neglect shall be reported

to the Department of Human Services. Your cooperation and understanding is greatly appreciated.

Hand Washing

The best way to stop disease is to wash hands well. Children's hands will be washed before and after meals, after using the bathrooms or having diaper changed, after touching a child who may be sick, and after handling animals.

Medications

Medications prescribed for a child by a physician must be in the original container with pharmacy label. The authorization which allows a teacher to administer the medications must be signed. All medications are to be turned into the child's classroom where they will be secured in covered containers. NO medications are permitted in any other area. Directions concerning giving the medications must be in writing. Instructions to the staff includes when the last dose was given, when the next dose is to be given, the amount to be given, and how often to give the medication. Any prescriptions with no end date on the instruction sheet will only be administered until the end of the day. New state guidelines allow medicine sheets to be good for only one month. Medicine forms may be taken home to make drop off time a little more convenient. However, forms still need to be handed to the teacher to make sure it is correct and fully understood. All medications must be in original container including the box. This includes diaper ointment, Tylenol, etc.

Mandatory Reporting of Child Abuse

The following statement is taken from page 20 of the Iowa Department of Human Services-Licensing Standard for Day Care. "It is mandatory, under Iowa code, Section 232.69, for the owner or director in charge of a child care center to report immediately to the Department of Human Services when, in the course of working with a child, the director or an employee has reason to believe that the child has suffered sexual abuse, physical abuse or neglect. This report shall be both oral and written."

Comment:

The first step in reporting the suspected child abuse is to call your local Department of Human Services. Or call toll free any time, day or night, 1-800-362-2178. If the child's life is in danger, an oral report must be made by the police. By law the oral and written report must contain:

1. The name and home address of the child and the parents or other persons responsible for the child's care.
2. The child's age.
3. The child's present whereabouts.
4. The nature and extent of the child's injuries, including any evidence of previous injury.
5. The name, age, and condition of other children in the same home, and any other information which the person making the report believes may be

helpful in establishing the cause of the injury to the child, the identity of the persons responsible for the injury, or the identity of the person providing assistance to the child.

Iowa law states that preschool and day care personnel may take photographs of the injured area at public expense. Any person participating in the making of or in the investigation of a report shall have immunity from any liability, civil, or criminal, which might otherwise be imposed.

EMERGENCY PLANS

Fire and Tornado Drills are held monthly. Berry Tender Child Care has Emergency Plans and Procedures on file at the center. All employees are trained in these procedures at orientation, and semi-annually thereafter. These plans are in place to be used in an instance whereby the facility, or parts thereof, need to be evacuated quick in the case of an emergency. Causes for evacuation could be fire, bomb threats, explosion, flood, severe thunderstorm, severe winter storm, hurricane, tornado, toxic fumes and electrical or structural failure. In an emergency, evacuation of the Berry Tender Child Care facility should proceed as rapidly and safely as possible. Temporary placement will be at the United Methodist Church 202 West Mission Street, Strawberry Point, Iowa. If circumstances arise that we need to relocate it will be aired over KCRG 9 & KWWL 7.

Procedure for Incidents Involving Blood Exposure

An exposure is defined as contact with blood or bodily fluids to which universal precautions apply such as:

- An injury to the skin
- Mucous membranes
- Skin that is chapped, abraded, or otherwise affected so that an effective skin barrier is not present
- A bite or injury which results in blood exposure
- A human bite will rarely transmit a bacterial infection if proper first aid is given. Hepatitis B and HIV can potentially be transmitted during a human bite if the skin is broken and a blood exchange occurs.

When a bite or injury occurring in the daycare setting involves a break in the skin and potential blood exposure, the Center will follow guidelines set forth by the Clayton County Health Department. The following steps will be taken:

- Assess the bitten area and clean with soap and water.
- Check both children's immunization records.
- If the director or staff member is not sure if the child is up to date on immunizations, they will call the parent to find out.
- Notify the parents of both children immediately.
- File an incident report.
- Notify the licensing consultant by phone.

DENTAL EMERGENCY PROCEDURES

In the case of a Dental Emergency parents will be contacted immediately, then the following steps will be taken:

Toothache

Rinse mouth vigorously with warm water to clean out debris. Use dental floss to remove any food that might be trapped between teeth. If swelling is present, place cold compresses on the outside of the cheek. (Do not use heat or place aspirin on tooth or gum tissues.) See your dentist as soon as possible.

Orthodontic Problems (Braces and Retainers)

If a wire is causing irritation cover end of the wire with a small cotton ball, beeswax or a piece of gauze, until you can get to the dentist. If a wire is embedded in the cheek, tongue, or gum tissue, do not attempt to remove it. Go to your dentist immediately. If an appliance becomes loose or a piece of it breaks off, take it to the dentist.

Knocked-Out Tooth

If the tooth is dirty, rinse it gently in running water. **DO NOT** scrub it. Gently insert and hold the tooth in its socket. If this is not possible, place the tooth in a container of milk or cool water. Go immediately to your dentist (within 30 minutes). Don't forget to bring the tooth.

Broken Tooth

Gently clean dirt or debris from the injured area with warm water. Place cold compresses on the face, in the area of the injured tooth, to minimize swelling. Go to the dentist immediately.

Bitten Tongue or Lip

Apply direct pressure to the bleeding area with a clean cloth. If swelling is present, apply cold compresses. If bleeding does not stop, go to the hospital or emergency room.

Objects Wedged Between Teeth

Try to remove the object with dental floss. Guide the floss carefully to avoid cutting the gums. If not successful in removing the object, go to the dentist. **DO NOT** try to remove the object with a sharp or pointed instrument.

Possible Fractured Jaw

Immobilize the jaw by any means (handkerchief, necktie, towel). If swelling is present, apply cold compresses. Call your dentist or go immediately to a hospital emergency room.

MEDIAL EMERGENCY PROCEDURES

In the case of a Medical Emergency, parents will be contacted immediately, then the following steps will be taken:

1. Staff survey the area for any possible danger or clues to what happened.
2. If the victim is conscious:
 - a. Check the victim from the head to toe for any sign of problem area.
 - b. Check for bleeding and follow first aid procedures; control, apply pressure, clean, if appropriate, using OSHA procedures, apply cold pack to bumps to reduce swelling.
 - c. Ask any by-standers for information
 - d. If medical help is needed call 911 and stay on the line until they tell you to hang up.
3. If the victim is unconscious:
 - a. Use CPR procedure; check for airway, if it is a choking victim, use thrusts and breaths (checking each time for the object), sweep the object only if you see it, continue until help arrives or until you are exhausted.
4. If the victim is breathing and has a pulse (check at the neck or inside to arm for infant) call for help and watch the victim until help arrives, checking periodically for breathing and pulse.
5. If the victim is not breathing;
 - a. Lift the victim and open airway
 - b. Re-check for breathing
 - c. Administer 2 breaths, if still no breathing, with the head positioned to keep airway open
 - d. If you are alone call 911 for help
 - e. Administer CPR- 20 compressions to 2 breaths
 - f. Continue until help arrives or you are exhausted
6. Staff write an incident report.