

OurSpace
The Youth & Family Place

School Age Child Care Center

Policies and Procedures

1420 Mainstreet
Hopkins, MN 55343

Center Phone and Message Line: (952) 933-9540
www.ourspacehopkins.com

Table of Contents:

TOPIC	PAGE #
Vision and Mission	3
Program Capacity and Hours	3
Child Care Program	4
Staff Info	4
Arrival and Departure	4
Tuition	5
Schedule Changes and Absence	5
Participation	5
Parent Conferences	5
Grievance Policy	5-6
Health Care Summary and Immunization	6
Sick Child and Medical Attention	6
Sick Child Exclusion	6-7
First Aid and Sources of Care	7-8
Administration of Medication	8
Parental Permission for Field Trips	8
Public Relation, Experimental Procedures, Research	8
Telephone Numbers	9
Meals and Snacks	9
Behavior Guidance Policies	9-10
School Closings	10
Enrollment	10
Pets	10
Open Door Policy	10
Reporting Suspected Child Maltreatment Policy	11

OurSpace

The Youth & Family Place

Our Vision:

Where youth and families are nurtured through the grace of Jesus Christ.

Our Mission:

Our Space is a safe and healthy Christian environment that partners with families to provide innovative, quality care and education fused with faith-building ministry to impact our community.

~ WELCOME TO OUR SPACE ~

Everyone at Our Space is dedicated to building relationships with each family. Our program is designed to meet the developmental needs of school age children, and provide a positive environment for their “out-of-school-time” experiences. We believe that children learn by doing, in an encouraging setting. Our daily schedule allows each child to have the opportunity to create, learn, socialize, and explore. Children develop positive self-esteem and self-concept through a balance of self and teacher directed activities. Our staff members serve as positive role models, with a mentorship attitude. They provide care that is supportive, nurturing, warm, and responsive to each child’s needs, in a manner that is developmentally appropriate for elementary school aged children.

School Age Child Care Program (Kindergarten to 12 years old)

Our program is designed to help children succeed in school by providing homework help, intriguing projects, artistic expression, computer and library time, indoor & outdoor play, and fun with friends. Our Space is a non-denominational Christian program that will incorporate Christian, Biblical-based values and themes into the program curriculum. The Executive Director (who is MN DHS Child Care Teacher qualified) reviews the curriculum and Child Care Program Plan annually. For our program’s statement of faith, please see our website at www.ourspacehopkins.com.

Ages and Number of Children

Our Space is licensed by the Minnesota Department of Human Services to serve a maximum of 30 children ages Kindergarten to 12 years old at any given time. DHS qualified staff are present during operating hours.

Hours and Days of Operation

Our Space Child Care is open Monday through Friday, 7:00 am through 6:00 pm, year round. We are closed the following holidays: New Year’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the Friday after, and Christmas Eve Day through New Year’s Day. Tuition is due for these holidays, except for December 26th through December 31st.

If a holiday falls on a Saturday, we are closed the Friday before: on a Sunday, we are closed the Monday after.

Several policies reflect MN DHS Chapter 9503 Licensing Requirements for Child Care Centers.

Our space llc – School Age Program Policy Booklet

Last revision 3/4/2009

Child Care Program

Parents and children will visit our center prior to their start date, for a tour and meeting with the Director. We invite parents of enrolled children to visit the center at any time during hours of operation. If you have any questions or concerns, please talk with center staff. We encourage open communication! Parents may review the center's Child Care Program Plan upon request to the center's Director. Our Space is a developmentally appropriate school age setting, with a curriculum that is designed by our staff for Our Space. The curriculum emphasizes the arts, age appropriate skill building, and complements students' current work at area schools.

No person will be excluded from admission because of race, color, national origin, sex, religion or disability.

Staff

Our staff members desire to know each child and family so that they can build strong connections and learn how to best work with each child, encouraging open communication with each parent. Staff is selected based on their educational background, overall communication skills, previous experience level, and their passion for working with children and families.

A criminal background check is conducted for all staff members before they begin working with the children and families at Our Space, through the MN Department of Human Services (DHS). There is someone at the center at all times who is CPR and First Aid Certified. Each staff member has completed the requirements set forth by the MN DHS for their position, and will engage in continuing education in order to strengthen their skills and meet the requirements of the MN DHS.

Our Space staff abide by a Drug and Alcohol policy that prohibits use of drugs and alcohol while working, and prohibits being in any manner under the influence of a chemical that impairs their ability to provide services or care at Our Space. A staff person will be immediately terminated if this practice is not followed.

All staff employed at Our Space are mandated reporters and are required to directly report suspected abuse or maltreatment to the authorities. The contact number for the DHS Division of Licensing Maltreatment Intake Line is 651-297-4123, to report suspected maltreatment occurring within a licensed child care program. The contact number for Child Protection is 612-266-4012 to report other suspected situations of maltreatment (within the family or community). The full Our Space policy regarding *Reporting Suspected Child Maltreatment & Reporting Complaints Concerning the Operation of the Program* is included at the end of this booklet.

Arrival and Departure

Unless the child has arrived on a school bus (at which an Our Space staff person will meet the child), Parents must walk their child(ren) into the center and sign in / out their child.

Parents must inform the staff if someone other than the parent or guardian will be picking the child up and complete a Parental Authorization Form, if the individual is not listed on the child's Emergency Care/Authorized pick-up list. The individual will be asked to present photo identification in the form of a driver's license or state ID. If we do not have authorization or the person does not have proper identification the child will not be released.

Children must be picked up by that child's contracted or designated pick-up time. The late fee is \$1.00 per minute after your arranged pick up time and/or after center closing. Parents are responsible for any late fees incurred for their child, and will be invoiced for such.

Tuition

A \$75.00 Registration Fee reserves your child's spot. This fee is due before the child attends Our Space. If a child disenrolls and later reenrolls for any reason, another \$75 Registration Fee will be due for reenrollment. This fee includes a center t-shirt for the child.

Tuition is payable through cash, check, money order, or Visa/Mastercard. Tuition is due the Friday before each week. Receipts are given upon request. Year-end statements will be distributed. Late payments will be charged a \$25.00 late fee. Delinquent payments will result in termination of services. Rate increases will typically occur June 1st, to provide for continued quality of programming and appropriate care of our staff.

A written two-week notice of withdrawal of your child from our program is required. Children that withdraw without a notice will be responsible for the two weeks of tuition.

Schedule Changes and Absence

Please notify Our Space if your child's arrival or departure times will be changing from that on their Enrollment Form.

Please notify the center as soon as possible if your child will be absent. You may leave a message if calling before or after business hours. There are no refunds or discounts in tuition for absence or illness.

Participation

Children must be able to participate in all program designated activities. This includes walks, field trips, playground and other activities.

Parent Conferences

Our Space will offer parent-teacher conferences in November and April of each year. These conferences are intended to strengthen the partnership among Parents/Guardians, Our Space Staff, and the Child's Elementary School. These conferences will include basic assessments of the child's intellectual, physical, social, and emotional development, with the goal of providing another indicator of the child's success and how we can together best serve the child. Conversation may also include the topic of behavior, schoolwork, and other interests.

Conference offering times will be posted, and Parents/Guardians may choose to request a conference time. If a Parent/Guardian chooses to not have a conference at the designated time, that choice will be indicated in the child's file. The assessments and conference notes will be kept in the child's file.

A parent-teacher conference may be requested at any time by a Child's Parent/Guardian and/or an Our Space Staff Member.

Grievance Policy

Parents/Guardians are encouraged to speak with Our Space staff at any time if issues arise. If your needs require further attention, please bring your grievance to the Executive Director. If you do not feel your problem was addressed properly by the director, please write: Our Space

LLC, Attn: Company Agent, 1212 Trailwood South, Hopkins MN 55343. All grievances will be addressed within 3 business days.

Health Care Summary and Immunization

Before a child is admitted to our center, a report on a current physical examination of the child signed by the child's source of medical care must be submitted. This Health Care Summary Form must be completed for each child's file.

We must also have a **documentation of your child's immunization at the time of enrollment**, a signed notarized statement of parental objection to the immunization, or a medical exemption. A child may not attend the center until this form is submitted.

Sick Child and Medical Attention

Parents will be notified immediately by telephone when a child becomes sick at the center. The child will be separated from the other children but within sight and hearing of a staff member. The child will be made as comfortable as possible until the child's parent arrives. If parents cannot be reached, the child's emergency contacts will be notified. If neither the parent nor the designated persons can be reached, the staff will determine if the child's condition warrants medical attention, the child's source of health care will be notified, or if necessary, the local emergency resource.

Exclusion guidelines are set in accordance with the Health Policies established for Our Space. A child with any of the following conditions or behaviors must be excluded from the center:

Exclusion of a sick child:

Fever- If 100 degrees or over. A child must be free of fever for 24 hours **without fever reducing medication** before returning to the program.

Respiratory Symptoms- Respiratory distress. Wheezing, which occurs suddenly and is unexplained. Wheezing that does not appear to be relieved by the use of the individuals provided nebulizer with prescription inhalants, not to exceed more than one administration per day by a staff member. Congestion that is severe and is causing a considerable amount of discomfort for the child.

Vomiting- If vomiting occurs. A child may return after they have kept solid foods down, with no vomiting, for a minimum of 24 hours.

Diarrhea- If a child has two loose stools that are abnormal for that child. The child may return after they have been without diarrhea for at least 24 hours. Upon the child's return, if another episode of diarrhea should occur, the child will be discharged to the parent immediately.

Sore Throat- If a sore throat is accompanied by other symptoms such as a raise in temperature or rash a child may not return until on antibiotics for 24 hours.

Eye Discharge- A child who has eye drainage that appears after it has been wiped once. A child who has conjunctivitis or pus draining from the eye may not attend until consumption of prescription eye drops for 24 hours.

Ear Drainage- Any non-clear discharge from the ear. A child may return once they have been on antibiotics for 24 hours and no longer has any drainage.

Unexplained lethargy- If a child is unable to participate in group activities or is unexplainably lethargic the child will be excluded for the day.

Rash- If a child has an undiagnosed rash or a rash attributed to a contagious illness or condition. If a case of rash is not known, appears unusual, infected, or contagious the child will be discharged pending a doctor's examination. The child's return to the program must accompany a doctor's note stating specifically that the rash is not of a contagious nature.

Also- Any child who is not able to participate in child care program activities with reasonable comfort or who requires more care than the program staff can provide without compromising the health and safety of the other children in care will be excluded. Any reportable illness or condition that is contagious and a physician determines has not had sufficient treatment to reduce the health risk to others.

When a child becomes sick they need to be picked up within one hour of a phone call notifying the parent that their child is sick. If the parent is unable to pick up the child, staff will call another person on the child's authorized pick-up list.

We require that parents inform the center within twenty four (24) hours, exclusive of weekends and holidays, when a child is diagnosed as having a contagious disease.

Our Space will post a notice the same day a parent notifies the center of a child's illness informing other parents. Children may return to the center when the following guidelines are met:

Chicken pox: After pox marks are dried and are not weeping, generally seven (7) to ten (10) days.

Impetigo: Twenty four (24) hours after treatment begins.

Lice: Twenty four (24) hours after treatment begins.

Scabies: Twenty four (24) hours after treatment begins.

Pin Worms & Ring Worms: Twenty four (24) hours after treatment begins.

Strep Throat: Twenty four (24) hours after antibiotic injections or 48 hours after oral antibiotics begins.

Conjunctivitis (Pink Eye): Twenty four (24) hours after treatment begins.

Giardia: Twenty four (24) hours after treatment begins and diarrhea stops.

Hepatitis, meningitis, or other conditions: Check with local or state health department or physician for specific recommendations.

Administering First Aid and Sources of Care in Case of Emergencies

Parent of all children in the center are required to sign a form giving the center permission to seek medical attention for the child in case of an emergency. An emergency card is filled out before enrollment. This card will provide names and telephone numbers in the event that the

parents cannot be reached in case of an emergency. This emergency information also states allergies and releases permission to Our Space to seek medical attention in the event of an emergency. Parents must update the form of any changes in home, work, or medical phone numbers.

In case of an accident, the following emergency procedures will be observed:

- A staff member of the child care program will perform immediate first aid.
- A staff member of the child care program will contact the parents regarding transportation of the child if medical attention is necessary.
- In the event that parents or designated persons cannot be reached, the child care program staff will have the authority to call the designated physician or local emergency unit for treatment or transportation to a hospital. A child care program staff person will accompany the child to the hospital and stay until the parent or guardian arrives.

Administration of Medicine

A medication form must be filled out by the parent/guardian the first day the prescription is brought to the center. We must have written permission from the child's parent before administering medicine, sunscreen lotions, and insect repellents. Such items must be administered according to the manufacturer's instructions unless there are written instruction for their use provided by a licensed physician or dentist. Written instructions must be received prior to administering each prescription medicine. Medicine with the child's first and last name and current prescription information on the label constitutes instructions. All medicine must be kept in its original container and have a legible label stating the child's full name. Staff who administer medicine will document each dose with the following: child's name, date, medicine name, dosage, printed staff name, and staff signature. The medicine must not be given after an expiration date on the label, and any unused portion must be returned to the child's parent or destroyed.

Parental Permission for Field Trips

Written permission is obtained from each child's parent before taking a child on a field trip. Each permission form will state the date, time, and destination of each field trip. First-Aid Kits and emergency cards will be taken on all field trips. A child may not attend a field trip without written permission from the parent for that field trip. If the child does not have permission, the child may have to be picked up from the center since there may not be staff available to supervise the child.

Public Relation, Experimental Procedures, or Occasion for Research

Our Space will obtain written parental permission before a child is involved in educational research or public relations activity involving a child while at the center. A separate written permission form will be obtained before each occasion or on a form that annually summarizes all research and public relations activities that will be undertaken. The permission form will be maintained in the child's record.

Telephone Numbers

Division of Licensing, MN DHS 651-296-3971
(This is the number for reporting possible licensing violations)

Hennepin County 612-348-4099
Child Protection 612-266-4012
DHS Maltreatment Intake Line 651-297-4123

Meals and Snacks

Our Space will provide a continental breakfast and afternoon snack for children in attendance at those times. During Out of School Days, Our Space will have lunch provided for children in attendance.

Behavior Guidance Policies and Procedures

The staff at Our Space will focus on a positive approach to behavior through positive role modeling. Reinforcement of desirable, appropriate behavior will encourage children to conduct themselves in a positive manner. Parents and staff will cooperate to set expectations based on the child's developmental needs. If the child demonstrates inappropriate behavior, the staff member will immediately discuss the situation with the child, so he or she will understand why the behavior is not appropriate and gain learning regarding what behavior would be a more appropriate choice. We will redirect children and the group's attention away from problems towards constructive activity in order to reduce conflict. Our goal is to create an encouraging classroom environment for all children!

Children will not be subjected to corporal punishment, including but not limited to: rough handling, shoving, hair or ear pulling, shaking or slapping, kicking or biting, pinching, hitting or spanking. Children will also not be subjected to emotional punishment, including but not limited to: name calling, ostracism or shaming, derogatory remarks about the child or family, or using language that threatens/frightens the child. Children will not be subjected to punishment in the form of withholding: food or drink, light, warmth, clothing, or medical attention. Children will not be punished for toileting accidents. Children may only be restrained by being held (in a "bear hug", by a center staff person – children will never be restrained by mechanical restraints, including tying) if it appears that they may *hurt themselves or others*. We will protect the safety of all children and staff members.

Our goal is to teach children to use appropriate alternatives to problem behavior, and to give immediate and directly related consequences when necessary. A child may be separated from the group temporarily if less intrusive methods of guiding the child have been ineffective and / or the child's behavior continues to threaten himself / herself, the staff, or the well-being of the other children. The child will remain in sight and hearing of a staff person at all times. The child will return to the group when the behavior stops or he or she demonstrates the ability to control the behavior that precipitated the separation. All separations will be documented in a separation log. This log will include the child's name, staff person's name, time and date of the incident, information regarding what other less-intrusive methods were used to guide the child's behavior, and how the behavior continued to threaten other children or staff. Parents will be notified if separation occurs three or more times in one day. If a child is separated five times or more in one week or eight times or more in two weeks, a conference will be called with the parents, teacher, and director to discuss correction of the problem and the possibility of creating an individual behavior guidance plan for the child.

It is reasonable to expect school-age children to follow basic rules of safety, courtesy, and fair play. If a child has consistent behavioral problems, a conference will be called so the parent(s) /guardian(s) and Our Space staff can collaboratively create a behavior guidance plan for that child. If the plan's actions do not create a positive change in the behavior within a set time frame, it may be determined by the director that the center is *not a fit for the child*, and the child may be disenrolled from Our Space. Any individual behavior guidance plan created will be in accordance with the behavior guidance regulations set by the Department of Human Services, and a copy will be kept in the child's center file.

School Closings

We are closed for weather conditions when Hopkins School District 270 Schools are closed. Such conditions may include heavy snow, ice storms, extreme cold, or extreme heat. Please watch for the district's closing on WCCO channel 4 and Kare 11. We will also post a message on the center's phone message greeting that indicates the center is closed for the day.

Enrollment

All appropriate forms are to be completed and returned **before** the first day of admission. No child will be allowed admission without all required forms completed. These forms include the registration information, emergency card, immunization record, and health care summary.

If your child currently has an Individual Education Plan (IEP), please submit a copy to the center for the child's file. The IEP will be used to develop an Individual Child Care Plan for the child in accordance with the items and suggestions within the IEP. This helps Our Space coordinate the child's learning and development in accordance with other experiences and special needs.

Due to our small program's limited resources, the decision to offer and/or continue care is at the discretion of the director based on our policies and appropriate respect to all. Our Space desires to ensure that our environment is an appropriate, positive fit for all children enrolled.

Pets

Parents are notified in writing when new pets are presented at the center. Children may encounter pets on field trips that they attend or on the playground, and staff will use caution when around such situations. Children will not be allowed to interact with pets that they encounter in public places during Our Space operational hours.

Open Door Policy

We encourage parents of enrolled children to visit the center or volunteer at the center any time during the hours of operation! Parents may telephone or email the center during the day to check in with their child or converse with their child's teacher(s).

OurSpace

The Youth & Family Place

Reporting Suspected Child Maltreatment & Reporting Complaints Concerning the Operation of the Program

Any person may voluntarily report abuse or neglect (maltreatment of a child). However, Our Space staff, as employees in a state licensed facility, are legally required (mandated) to directly report child maltreatment, and cannot shift the responsibility of reporting to anyone else. If a staff person knows, or has reason to believe, that a child is being, or has been, neglected or physically or sexually abused within the preceding three years, that person must immediately (within 24 hours of receiving that knowledge) make a report to an outside agency.

- If you know or suspect that a child is in immediate danger, call 9-1-1.
- Reports about incidents of suspected abuse or neglect of children occurring within a child care center should be made to the DHS Division of Licensing Maltreatment Intake Line at 651-297-4123
- Reports about incidents of suspected abuse or neglect of children within a family setting or in the community should be made to County Child Protection at 612-266-4012.
- In all instances you may also contact the Hopkins City Police at 952-938-8885.
- If your report does not involve possible abuse or neglect, but does involve other possible violations of Minnesota Rules or Statutes that govern the child care facility, you should call Division of Licensing, MN Department of Human Services at 651-296-3971.

Definitions of maltreatment are contained in the *Reporting of Maltreatment of Minors Act*, Minnesota Statutes section 626.556. A report to the above agencies should provide enough information to identify the child involved, persons responsible for the abuse or neglect (if known), and the nature/extent of the suspected maltreatment and/or suspected licensing violations. For reports about suspected abuse or neglect within a licensed facility, the report should include actions taken by the facility in response to the incident(s). An oral report of suspected abuse or neglect made to an agency by a mandated reporter must be followed up by a written report to that agency within 72 hours (not including weekends and holidays).

Minnesota Statutes section 626.556 subd. 4a prohibits an employer of any mandated reporter from retaliating against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The *Reporting of Maltreatment of Minors Act* contains provisions about civil actions that can be initiated by mandated reporters who believe that such retaliation has occurred.

In accordance to Minnesota Statutes section 626.556 subd. 6, a mandated reporter who knows or has reason to believe a child has been maltreated, and fails to report, is guilty of a misdemeanor. The mandated reporter who fails to report maltreatment that is found to be serious and/or recurring, may be disqualified from employment in positions that allow direct contact with persons receiving services in a MN DHS licensed program.

THIS INFORMATION IS INCLUDED WITH THE "OUR SPACE SCHOOL AGE PROGRAM POLICIES AND PROCEDURES", WHICH ARE DISTRIBUTED TO ALL PARENTS/EMPLOYEES AT THE TIME OF ENROLLMENT/EMPLOYMENT. ANOTHER COPY OF THIS INFORMATION IS AVAILABLE AT ANY TIME BY REQUEST.