



Parent Handbook

Welcome!

This handbook is to familiarize you and your family with our philosophy, policies, procedures, and program. Any questions, comments, or suggestions are greatly appreciated. Your input is important to us!

Mission

We at Candyland Child Development Center believe that childhood should not be a race but a journey. We cherish the privilege to grow and learn alongside your children. This journey will be accomplished by professional teachers and caregivers working with parents and families. Each child will be nurtured and challenged as the wonderful, creative, unique person that they are. We will honor their special qualities by meeting their needs individually. Candyland Child Development Center's mission is to provide a safe, happy, nurturing, interesting and healthy environment. Our focus is to provide a developmentally appropriate childcare and educational experience which promotes each child's social, emotional, physical and cognitive development.

Program Description

Candyland Child Development Center will be open Monday-Friday 6am-6pm (option of longer hours during Ellsworth Air Force Base Scheduled Exercises). Candyland Child Development Center can provide care for up to 140 kids ages 4 weeks-14 years. Age-appropriate daily activities such as group time, learning centers, free play, outside play, music, arts and crafts, etc. This will help in their gross and fine motor skills in addition to their social, emotional and intellectual development.

Curriculum

Curriculum is guided by South Dakota Early Learning Guidelines, other early education resources, and the interests and curiosities of the children.

Admission Policy

Candyland Child Development Center's contract must be signed by parents or guardian before a child(ren) can be enrolled into our program. Updated Immunization records, deposit equal to one week of care

(applied to the last week of two-week notice) and a non-refundable registration fee of \$50 (\$25 for each additional child). A non-refundable supply fee of \$100 per child per year to help cover the cost of supplies is due upon enrollment and every year thereafter the first week of September. Once your child starts care you all fees are NON REFUNDABLE and you are agreeing to all terms in the Candyland CDC Handbook and contract regardless of if you've signed the documents.

Hours of Operation

Candyland Child Development Center will be open M-F 6:00 a.m. to 6:00 p.m. The center closes promptly at 6:00 p.m. **If you are late in picking up your child, you will be charged a late fee of \$2/minute per child for every minute beyond the 6:00 p.m. closing time.** If the staff has not heard from the parent by 6:00 p.m., the staff will then call the next person on the emergency form. Upon enrollment you will be asked to set hours for your child to be agreed upon by administration.

Please adhere as close as possible to these set times as they affect our staff to child ratios. During Ellsworth Air Force Base Exercises (depending on the number of children) we may get more staff to accommodate our parents during these times.

Program Activities

Routines and consistency are important to a child's development. Children are able to develop trust and independence that prepare them for activities and transitions that occur throughout the day. Routines and consistency provide a calm learning environment while promoting positive interactions. The general flow of the day supports children, so they know what is coming next while allowing for flexibility and following a child's interest. A surprise once in a while is exciting and fun too! Of course, South Dakota weather is a factor that influences the choices made for the day.

Daily Schedule

6:00-8:00a.m arrival/free play
7:00-8:00a.m breakfast
8:00-9:00a.m centers
9:00-11:00a.m teacher guided activities
11:00-11:30a.m recess/free play/prepare for lunch
11:30-12:30 lunch/prepare for nap/rest time
12:30-2:30 nap/rest time
2:30-3:00 wake up, get ready for snack
3:00-3:30 snack
3:30-6:00 recess, free play, centers, clean up

***Schedule subject to change**

Holidays

Candyland Child Development Center will be closed for the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. The center will be closed a few additional days, such as for teacher in-service. These dates will be determined yearly at the beginning of the year as to provide plenty of advance notice. Tuition is still due for these days. Depending on the number of children the daycare may close early or be closed all day during certain holiday seasons. Example: Christmas Eve.

Absences

When your child will not be attending, we ask that you please notify us. If your child is out because he/she is ill, please inform the staff as to what the illness is. We will post contagious diseases so that parents of the other children can be aware of what they may have been exposed to.

Payment Policies and Procedures

The center operates primarily on tuition fees from each child. Therefore, it is essential that your fees be paid on time. Candyland Child Development Center provides the convenience of Tuition Express automatic billing

system. If your payment is not received for any reason on Friday before the next weeks care, you will be charged \$20 late fee per day that it is not paid. If the center is closed, you are still required to make payment and that can be done at **myprocare.com**. If your child is absent, the fee is still due in full. Candyland Child Development Center is not able to provide refunds for any reason. Even if a parent does not sign the Candyland Child Development Center contract, once the child starts daycare they are agreeing to all terms in the Candyland Child Development Center handbook and contract.

-Fees

-infants-<3 years \$200/week

-3 years-school aged \$190/week

-before and after school \$100/week

-drop-in \$42 per day

-school breaks drop-in rate up to 2 days, if more than 2 days the full-time rate will be charged -summer program (B&A school) \$190/week plus a \$50 activity fee for the summer per child that will be billed to the ledger at the beginning of the summer.

Candyland Child Development Center will offer a \$5/week military discount for full time only. All payments can be made bi-weekly or monthly. All fees must be paid in full on the Friday before the following weeks care. If fees are not paid in full or on time, parents must pay a \$20/day late fee. After 5 days of late payments your care can be suspended until fees are paid in full. If there is an NSF payment from the bank the parent must pay a \$30 handling fee. Refunds or credits will not be given when a child is sick or absent, during center holidays or inclement weather. Failure to honor the arrangements will result in having your accounts turned over to a collection agency or small claims court. Parents are responsible for paying all costs of the collection.

***Candyland Child Development Center reserves the right to increase any and all fees at any time with at least 30 days' notice.**

Sign In/Out

***All children must be signed in and out daily on our computer system. Candyland Child Development Center will not assume responsibility for a child until child is signed in.**

Withdrawing Your Child

Candyland Child Development Center requires a two-week written notice when planning to withdraw your child from the center. The 1st week of the notice will start the following week on Monday. Parents are responsible for the contracted rate for these two weeks, whether our services are used or not. If you reenroll at a later date, you will be responsible for paying the registration fees again at that time. These fees include the 1-week deposit, \$50 Nonrefundable registration fee, and the yearly supply fee. Regardless of your withdrawal date and start date all registration fees are NON refundable.

Emergencies

In the event of an emergency such as fire, tornado, natural disasters, or other emergencies the following is provided to you as a guideline. There will be four fire drills and two tornado drills practiced yearly. Emergency evacuation plans are posted at each exit. In the event of an emergency Candyland Child Development Center will first try to reach the parent, if not possible Candyland Child Development Center will contact the child's emergency contact(s) listed in the contract.

-Lock-down

The purpose of a lock-down is to keep the children and staff safe from potential violent situations such as an intruder, hostage situation, trespassing, non-custodial parent, and a person under the influence. Children will not be released until law enforcement deems as safe. Candyland Child Development Center staff will remain with the children until they are released to a parent/guardian, or other designated person per contract.

Inclement Weather

In the event of inclement weather Candyland Child Development Center will make every attempt to stay open. However, sometimes it is just not safe for the staff, parents, and children to travel in such dangerous

weather. The Director will determine whether to open or close based on the weather conditions. In case of an early closure, we will make every effort to allow for adequate time for you to pick up your children. Our closing information will be posted on the center's website and myprocare.com. Normal tuition will still be due.

Staff Members

Candyland Child Development Center pick their staff members for their passion and interest in working with children. Primary staff member must be at least 18 years of age and a secondary staff member must be at least 14 years of age and work under a supervision of an adult. All programming is planned and overseen by the Director. It is preferred that teachers have or are in the process of receiving their Child Development Associates Degree and at least one year of childcare experience. Each staff member requires 20 hours of training annually. All staff members undergo a background check and are CPR and first-aid certified. We maintain the following staff to child ratios.

-4 weeks to 3 years	1:5
-3 years to 6 years	1:10
-6 years to older	1:15

Immunizations

Before a child is enrolled, an **up-to-date** immunization record is required. It must **remain current** while attending Candyland Child Development Center.

Sick Child Policy

If a child becomes ill during the day, they will be excluded from the other children and the parent immediately notified. The parent is required to pick up the child as soon as possible. The symptoms for exclusion will include, but not be limited to, the following:

- A temperature of 100 degrees Fahrenheit
- A severe cough or difficulty breathing
- Discharge from eyes or ears
- Vomiting
- Persistent diarrhea
- Rash or blisters with discharge
- Head lice

Please keep your child home if he/she has any of the above symptoms unless you have a note from your child's physician stating your child is not contagious and is okay to be in childcare. The staff will observe your child for signs and symptoms of illness daily. If your child exhibits any of the above symptoms, you will be called, and your child will be sent home. Please do not return your child to the center until these symptoms are gone for 24 hours. This means your child must be fever free for 24 hours without the benefit of fever reducing medication, such as Tylenol or Motrin, before returning to the center. If your child has been prescribed an antibiotic, please keep your child home until he/she has had a full day's (24 hours) dosage, unless otherwise specified by the child's physician in writing. Candyland Child Development Center will make every attempt to keep your child and the other children healthy and away from contagious disease. If your child is sick, please keep them at home to protect other children and the staff from illness. Candyland Child Development Center will report all contagious diseases to the SD Department of Health as outlined in rule 67:42:10:14 Tuition **will not** be adjusted for the days the child is sick.

Medications

If at any time your child needs prescription or non-prescription medication at the center, **an authorization form needs to be completed and signed by the parent.** All medication must be in its original container. Prescription medication must contain the prescription label that contains the name of the child, the physician's name, the dosage, and date. This serves as the physician's authorization. Nonprescription medications will be administered according to the label unless otherwise noted in writing by the child's

doctor. We cannot administer any medication that has expired. **All medications will be stored in a place inaccessible to children.**

Reporting of Child Abuse and Neglect

At Candyland Child Development Center all staff members are mandated reporters of child abuse and neglect and are to report any information to SD Department of Social Services and or local law enforcement office as defined in 67:42:16:09. If any suspected or alleged in-house abuse or neglect Candyland Child Development Center will remove the staff member from the children until Department of Social Services has fully conducted their investigation and filed their report.

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

Shaken Baby Syndrome is a serious brain injury resulting from forcefully shaking an infant or toddler. Abusive Head Trauma is a head or neck injury from physical child abuse. All staff members of Candyland Child Development Center have been trained to recognize symptoms of Shaken Baby Syndrome and Abusive Head Trauma for all the children under the age of five. Candyland Child Development Center believe that preventing, recognizing, responding to, and reporting SBS/AHT is an important function of keeping first and foremost children safe, protecting their healthy development, providing quality childcare, and educating staff and families.

SIDS

Sudden Infant Death Syndrome is an unexplained death in an infant under the age of one. Candyland Child Development Center will always sleep infants on their backs which is the safest and healthiest for infants unless a doctor signs a waiver and alternate sleep position is provided by the parent. Infants will have tummy time several times a day while supervised by staff to help develop their muscles.

Meals

Candyland Child Development Center offers meals that include all the basic food groups. Candyland Child Development Center will ensure children receive a meal that meets 1/3 of the child's daily nutritional needs. The center receives partial reimbursement for the cost of meals served when parents complete the Free and Reduce Price Meals Application. This helps us in keeping fees reasonable.

-Meal/Snack Times

-Breakfast 7:00-8:00

-Lunch 11:30-12:30

-Snack 3:00-3:30

Menus will be posted on the bulletin board in the front office. We ask that you **do not** bring food from home (unless it's a special dietary need). Parents are responsible for providing formula, breast milk and baby food that are labeled with child's name on it. Infants will be fed on demand and will be held while bottle feeding. For nursing mothers Candyland Child Development Center provides a clean and private **Nursing Room** located in the infant rooms.

Special Dietary Needs

Candyland Child Development Center will not provide special foods for diet restrictions. Families are required to supply the food for their child's dietary needs.

Food and Allergic Reactions

If a child has any kind of allergy the parent will fill out an Allergy Action Plan form before the child starts at Candyland Child Development Center. It will provide the specific needs of your child and their allergy and or allergies. The Allergy Action Plan will be posted in every room the child will occupy. Based on the child's care plan and prior to caring for the child, staff members will demonstrate competence in, and implement measures in preventing, recognizing the symptoms and treatment of an allergic reaction.

Handling and Storage of Hazardous Materials and the Disposal of Bio-Contaminants

Store hazardous materials and dispose of bio-contaminants. They are trained to store any hazardous materials in a locked and or secured cabinet out of reach of children. All bio-contaminants will be placed in a separate bag or container and out of reach of children. When necessary, staff members will wear protective gear such as gloves, masks, etc. The number to Poison Control will be posted in each room and first aid kits available in each room.

Security System and Cameras

The doors to the center are kept locked at all times in order to limit access. The front entrance has a keypad that will, when a code is entered, release the magnetic lock on the inner doors. If your code does not work just ring the guest bell and we will let you in. When you enroll your child, you will be given the number combination to enter into the keypad for independent entry. Please **do not** give out the entry code to others, even if they are authorized to pick up your child. Photo I.D. is required and kept on file for who is authorized to pick up your child. KidsVision live streaming cameras allows you access to real time quality streaming of your child during the day. This system of cameras is also to ensure the safety of your child and the team. Only authorized users will have access to the KidsVision daycare webcams. All access (both successful and unsuccessful attempts) is logged and monitored closely. The cameras are a privilege and parents camera rights can be revoked for violating camera policies.

Transportation

Transportation is provided for before and after school care, field trips and certain activities. When being transported in a van all occupants will be required to use a seat belt or age-appropriate child restraints. Any vehicle will only carry the allowed number of children by the vehicle passenger capacity.

Discipline Policy

Children will never receive physical punishment at Candyland Child Development Center. When conflicts or problems arise, children will be encouraged to vocalize their emotions and concerns. Caregivers will help children in verbalizing their problems, and in finding solutions and natural, logical consequences. We believe in guiding positive behavior rather than punishing. "Time out" will only be used if a child's behavior is out of control, endangering themselves or others, and needs time away to regain control. We will never humiliate, shame, or frighten a child as punishment. Our form of discipline is guiding and directing children towards acceptable behavior to learn the natural consequences of their actions. By being offered choices and opportunities to make their own decisions knowing what the natural consequences will be, children can begin to develop self-discipline. Caregivers will clearly state the choices and consequences in advance. Peer to peer problem solving will be strongly encouraged, helping children to use their words to express their feelings to one another instead of physical force.

Behavior Policy

The first time a child displays a behavior which puts another person in danger of being hurt, parents will be notified of the incident immediately. The second time it happens, the teachers will write an incident report and ask the parent to sign upon reading the report. If the behavior should continue and happen a third time, a meeting may be called between the teachers, parents, and director to come up with a plan of action to help the child through the behavior. If a parent refuses to meet with the teachers and director, this may be grounds for dismissal.

Biting

We understand that biting is a normal part of toddler development; however, the staff will take actions to reduce the number of incidents. Toddlers bite for several reasons such as lack of language, teething, and oral exploration. When biting incidents do occur, the staff will do their best to prevent or redirect the behavior. The appropriate first aid (washed, ice pack, and TLC) will be administered and an injury report will be completed for every incident. If a bite is particularly bad, or has broken the skin, we will call the parent to let them know about it before they pick their child up. The name of the biter will not be revealed to the parents of the bitten. If the behavior becomes problematic a meeting will be set up with

the child's parents, teachers, and director to establish a plan of action. Biting is not grounds for automatic dismissal.

Toilet Training

When you feel your child is ready for toilet training, we ask that you begin teaching at home. We will follow through and encourage your child while they are in our care. Daily communication about how everything is going between the parent and teacher is very important. During this time, we ask that you provide 3 extra pairs of clothing.

What to Bring

Parents of infants and toddlers should bring diapers, wipes, and any ointment or lotion they may use. They should also have at least two changes of clothing. Preschoolers should have at least one change of clothing. Everything should be clearly labeled with the child's full name. We recommend comfortable and washable clothing and shoes that can be managed by the child. Most of our art supplies are washable but sometimes they do not come all the way out of clothing. We will do our best to protect your child's clothing but there may be times when clothing may get stained. Please do not send your child in clothing that you do not mind getting dirty.

Birthdays

A child's birthday is very special! Parents may bring in a special snack to celebrate their child's birthday at the center. We ask that all snacks brought in to share are healthy and store bought in their original packaging.

Changes in Circumstances

Candyland Child Development Center is required to report and changes in circumstance such as change of facility location, felony conviction of a staff member, or involvement with the Division of Child Protective Services or law enforcement concerning investigations of child abuse and neglect.

Termination Policy

If Candyland Child Development Center feels it can no longer enroll your child for one reason or another, the director will notify you. Examples for reasons of termination include but not limited to: -failure of tuition payment

-failure of child to adjust to the center after reasonable amount of time

-behavior that endangers other children and staff

-failure to provide state and or center required paperwork

The center may terminate the contract effective immediately without giving any notice at their discretion.

Smoking

Candyland Child Development Center and playgrounds are smoke free. No smoking is permitted on the property.

Parental Involvement

We believe communication between parents and staff is essential to a great childcare program. We encourage parents to visit or call at any time. Confidentiality will be maintained at all times.

Confidentiality

The confidentiality of information about the children and their families is extremely important to the staff and administration at Candyland Child Development Center. We will keep any information confidential. Staff will be informed on a need-to-know basis.

We are very pleased that you have decided to join our family here at Candyland Child Development Center. We look forward to traveling along this journey with you and your child!