

Little Lakers Child Care Center Handbook



“Little Lakers Child Care Center aims to foster age-appropriate learning and provide exceptional child care in a safe, nurturing environment.”

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Philosophical Basis

Little Lakers knows that each parent and family is the expert on their own child. We aim to be partners with you in promoting all of your child's successes. Little Lakers values a positive family-center relationship that promotes communication and cooperation. You are your child's biggest advocate, we welcome your input! Any time you have questions, comments, concerns, or requests, please bring it to our attention. We will make every effort to accommodate your family's wishes and explain all of our policies. Little Lakers utilizes positive redirection to help children navigate towards constructive activities and positive experiences at our program every day.

Program Goals

Little Lakers staff will use a curriculum of the Teacher's discretion; to guide every child's learning and development. We take a child-led and play-based approach to promote positive physical, intellectual, and social-emotional development. Little Lakers utilizes activities that promote all developmental domains that are consistent with and sensitive to the child's cultural background. Staff offer activities that are both quiet and active along with teacher directed and child initiated. Little Lakers provides a variety of activities that require the use of varied equipment and materials. Any and all information here is made available for parents during initial enrollment and upon request at any time.

Our infant classrooms are focused on ensuring every child is given an individualized opportunity to reach toward their next physical, intellectual, and social-emotional developmental milestone. The child-caregiver relationship is paramount at this age. Children are encouraged to explore their environment through all their senses and gain new skills every day.

In our toddler classrooms, there is an emphasis on supporting children's increasing independence, socialization skills, and communication abilities. Daily activities are designed to promote children's physical abilities, intellectual capacity, and social-emotional regulation.

The preschool classrooms offer children an opportunity to enhance and master their physical, intellectual, and social-emotional abilities. Children are encouraged to be as independent as possible and cultivate meaningful relationships with their teachers and their peers.

Licensing

Little Lakers Child Care Center is licensed by the State of Minnesota's Department of Human Services (DHS) (651-431-6500). LLCCC is licensed to serve up to 90 children.

16 infants (6 weeks to 16 months) 1:4 staff: child ratio

28 toddlers (16 months to 33 months) 1:7 staff: child ratio

31 preschoolers (33 months to kindergarten) 1:10 staff: child ratio

15 school-agers (kindergarten - 12 years) 1:15 staff:child ratio

We have 7 classrooms. The infant classrooms are licensed for 16 infants total. The toddler 1 classroom is licensed for 11 toddlers and the toddler 2 classroom is licensed for 17 toddlers total. The

preschool 1/school age room is licensed for 25 children, the preschool 2 classroom is licensed for 13 children, and the preschool 3 classroom is licensed for 8 children.

Infant Schedule:

Infants follow each individual child's needs: schedule varies for each child

6:30-8:30: Free play, breakfast, bottles

8:30-9: Diapers

9-11: Nap/diapers

11-11:30: Lunch, bottles

11:30-12:30: Art/sensory play

12:30-1: Diapers, bottles

1-3: Nap/diapers

3-3:30: Snack, bottles

3:30-5:30: Naps, bottles, diapers, free play

Toddler Schedule:

6:30-7:50 Free play

7:50-8: Wash hands

8-8:30: Breakfast

8:30-9: Diapers

9-9:45: Large motor play (outside)

9:45-10: Puzzles/Sensory

10-10:30: Art

10:30-11: Diapers

11-11:20: Circle time

11:20-11:30: Wash hands

11:30-12: Lunch

12-2:30: Nap

2:30-3: Diapers/Wash hands

3-3:30: Snack
3:30-4: Free play/finish crafts
4-4:30: Diapers
4:30-5:30 Large motor play (outside)

Preschool 2/3 Schedule:

6:30-7:45 Free play/table activities
7:45-8: Potty break/wash hands
8-8:30: Breakfast
8:30-9: Large motor
9-9:45: Circle time/planned activity
9:45-10: Potty break
10-11: Outside
11-11:30: Free play
11:30-11:45: Potty break/wash hands
11:45-12:15: Lunch
12:15-2:30: Nap
2:30-2:45: Potty break
2:45-3: Snack
3-5:30: Outside/free play

Preschool 1/School age Schedule:

6:30-7:40: Free play
7:45: School age and little knights get on bus (regular school days)
7:40-7:50: Preschoolers that stay clean up
7:50-8: Bathroom break
8-8:30: Breakfast
8:30-8:45: Language development: Reading
8:45-9:05: Physical development: music and motion/yoga
9:05-9:10: Water break
9:10-9:15 SEL Development: whole group morning greeting
9:15-9:30: Small group circle time (daily basics)
9:30-9:50: Language development: teacher read book

9:45: School agers get on bus (2 hour late start)

9:50-10:40: Stations

Station 1: Cognitive development

Station 2: Cognitive development

Station 3: Dramatic play

Station 4: Fine motor skills

10:40-10:50: Clean up

10:50-11:25: Physical development: large motor activities (little knights PM come in around 11:15 to eat lunch)

11:25-11:30 Bathroom break

11:30-12: Lunch (little knights PM gets on bus 11:45)

12-12:15: Lunch clean up/bathroom break

12:15-12:30: Language development: teacher read book

12:30-2: Nap/quiet time

2-2:20: Nap clean up

2:20-2:5-: Creative/cognitive development

2:50-3:05: Snack

3:05-3:10: Bathroom break

3:10-3:30: Physical development

3:30-4: Circle time: All domains/daily review

4-5:30: Free play

Hours & Holidays

Little Lakers Child Care Center offers year-round, full time and part time care. LLCCC is open Monday through Friday from 6:30 am to 5:30 pm. We will close for two (2) days each year for deep cleaning on top of the following scheduled holidays. The cleaning days will be at the discretion of the Director; with a 30 days notice to families

We are closed and do bill for the following holidays.

New Year's Day - January 1st

Good Friday - Friday Before Easter

Memorial Day - Last Monday in May

Independence Day - July 4th

Labor Day - First Monday in September

Thanksgiving Day - Fourth Thursday of November

Day After Thanksgiving - Fourth Friday of November

Christmas Eve - December 24th

Christmas Day - December 25th

When one of the listed holidays falls on a Saturday, the preceding Friday shall be a holiday. When the holiday falls on a Sunday, the following Monday shall be a holiday

Effective January 5th LLCCC will no longer reimburse for Holidays that we are closed.

Staffing

Little Lakers staff use active supervision to ensure all children are qualitatively supervised at all times. The director and staff of Little Lakers Child Care Center have an educational background and experience that meets or exceeds the Minnesota Department of Human Services licensing regulations. Each room is staffed with qualified teachers and trained assistants and aides. The director, who is a teacher-qualified person, develops and evaluates Little Laker's program plan yearly.

Conferences

Little Lakers Child Care Center offers intake conferences prior to your child's start date. This is a time for you to meet your child's teacher and talk about who your child is and what goals you, or they, may have. We also host family-teacher conferences each September and March for every enrolled child. Teachers assess and document each child's overall development and evaluate their progress in their social-emotional, fine motor, gross motor, language, and cognitive domains. This documentation is stored in the child's file and discussed during conferences. In addition to bi-annual conferences, transitional conferences will be offered when a child moves to a new classroom (i.e., the infant room to the toddler room). Further conferences or meetings may be requested by either teachers or families if either party has concerns or goals they would like to discuss

Partnership Policy

Little Lakers values a positive and enriching family-teacher relationship. We encourage you to talk with your child's teacher regularly, attend conferences, and engage in all our community functions. It is important for your teacher that you understand that this relationship must remain professional during their working hours. Please refrain from utilizing social media to communicate with your child's teacher during the hours your child is in care. The BrightWheel (BW) app (see BW description on page 9) is a wonderful place to message with each other during this time.

While we encourage you to chat with your child's teacher during drop off and pick up, we will remind you that the teachers are in charge of an entire class at this time. It is important that they remain attentive to the children's needs and they may not always be available for extended conversations at these times. Please message us via Procarel app to set up a time to chat if you would like to!

Whenever you have a concern, we encourage you to maintain open and respectful communication habits with the staff at Little Lakers. We ask that you bring any serious complaints to the administrative staff if you are unable to chat with your child's teacher about it. We are here to work with you and find the best solutions for your family and your child.

Scheduling

Please drop off and pick up your child at the time you have scheduled to do so as we plan staffing according to the schedule you provide upon enrollment. Please call or message via BrightWheel if you will be late picking up your child. If you don't pick up your child at the arranged time, we have not heard from you by 5:30 p.m., and we cannot reach your emergency numbers; we will call the police to come for your child. Please make sure both your phone numbers and your emergency contact numbers are kept up to date. Notify us immediately of any phone number or address changes. It is recommended that at least one emergency contact is within 50 miles of the center. It is extremely important in the case of an emergency involving your child that we have a fast, reliable way of reaching you. Let us know the most effective way to get a hold of you when necessary (cell vs. work phone, for example, or Grandparents' or neighbors' numbers).

Tuition

Little Lakers Child Care Center is a non-profit organization that operates primarily on the tuition from each child. Therefore, it is essential that your bill is paid promptly. All families MUST enroll in autopay. You must pay your bill bi-weekly by checking account or credit card via the BrightWheel app. Tuition is applied as prepayment for the following two weeks of care. We cannot accept cash, checks, or any other form of payment. You will be notified the Thursday prior to the date tuition is due. Payments are made every other Monday. LLCCC accepts county child care assistance. Tuition is charged to hold an enrollment spot, regardless of your child's actual attendance (see "Absent Days" and "Inclement Weather Policy" for exemptions).

Each family is responsible to pay a \$35 registration fee per child at the time of enrollment. To reserve a spot for a child, families must pay a non-refundable enrollment deposit equaling the registration fee and the first two weeks of the child's tuition that will be applied to the child's first two weeks of care. Current tuition rates are as follows:

Infant rates (6 weeks to 15 months)

Full Time - \$250 per week

Part Time - \$60 per day

Drop In Rate - \$63 per day

Toddler rates (16 months to 32 months)

Full Time - \$235 per week

Part Time - \$57 per day

Drop In Rate- \$60 per day

Preschool rates (33 months to pre-kindergarten)

Full Time - \$215 per week

Part Time - \$52 per day

Drop In Rate- \$55 per day

During transitional periods when your child is moving up to the next age group, you will be charged at your child's home room rate until they are fully transitioned to their new classroom. Tuition rates typically increase once per year within the first quarter of the year.

New rates effective January 5th, 2026

Late Fees

You will be charged a \$5 per day fee for late payments. If you have not made a payment in 2 weeks, your child will not be allowed to attend until all payments are current. You will receive notice for any additional fees that your family is liable for. Your family is obligated to pay all tuition and fees explained here and in the Tuition Agreement.

Absent Days

In order to have accurate lunch counts and appropriate staffing, you must inform Little Lakers administrative staff via brightwheel that your child will be absent before 8 am each day. You may be liable to pay associated fees (lunch) for days you do not call your child out on time.

Starting January 1, 2025 credit for absent day(s) is no longer offered by LLCCC.

Part Time & Drop-In Care

Part time care is offered only if there is availability. For staff scheduling purposes, Little Lakers requires part time schedules two weeks in advance.

Tuition payment for drop-in care is due as soon as the invoice is generated. . Drop-in care is charged per day at the part time rate. Little Lakers Child Care Center requires a 24-hour notice before the child arrives. Care for drop-in children is based on availability in each room and is not guaranteed unless expressly written by the LLCCC director or staff. The center reserves the right to turn away care if the center director or staff do not approve of your child's attendance 24 hours prior to arrival.

Visiting

Families of enrolled children are welcome to visit or call at any time during our hours of operation. If you ever have concerns or questions about something related to our program, we encourage you to discuss it with us.

Key Fobs

Key Fobs are used to enter our secured building. Each keyfob has a unique number so we can monitor when families come and go. Each key fob is charged a \$25 deposit. If your family loses a key fob, you will be charged \$25 for a replacement. This charge is refundable upon return of the replacement if you find your original key fob. Little Lakers can deactivate key fobs at any time if necessary (such as situations where an authorized pick up is no longer authorized).

Waitlist Management

Childcare is in high demand across the county. We are here to help! We do our absolute best to accommodate as many families as we can to make the biggest impact possible. Our waitlist management system is an important tool in ensuring a fair and accurate process when determining who to give open spots to. Current families of Little Lakers will get priority over incoming families. Full time families receive priority over part time families. Families with siblings get next priority. Priority then goes to the family who has contracted more days per week.

Meals & Snacks

We provide nutritional breakfasts, and afternoon snacks. We also provide lunches that are catered in from either the Lake Crystal high school or Wooden Spoon on days that school does not provide lunches. Little Lakers may ask parents to provide their children a lunch from home in emergency situations.

Little Lakers Child Care Center is partially reimbursed for food by the Child and Adult Care Food Program (CACFP). You will be asked to fill out CACFP forms upon enrollment and once per year thereafter. This information is kept confidential.

If at any time you would like to bring in treats for your child's class- for birthdays, holidays, or otherwise- they must be store-bought and nut free.

Nap & Rest

All children participate in rest time but are not required to nap. This follows lunch and varies in length depending on individual needs. Each toddler and preschooler is provided with their own cot and will be expected to remain quietly on it during rest time for at least 30 minutes. Peaceful music is played, and staff gently give back rubs when needed. After 30 minutes, if the child is still awake, state law requires that the child be allowed to get up and participate in an alternative quiet activity. The children not asleep after 30 minutes will be moved to a separate area so that they do not disturb sleeping children. All bedding is washed on a weekly basis or when soiled or wet.

Every effort is made to coordinate infant schedules according to their individual needs and their caregivers' wishes. Infants are assigned their own crib with a tightly fitted sheet. Blankets are not allowed in cribs and pacifiers must be taken off clips. Peaceful music is played in each crib room. If an infant falls asleep anywhere aside from their assigned crib, they will be moved to the crib immediately. Each infant will be placed on their back for safe sleep unless a doctor's note designates an alternative sleeping position necessary. We do not swaddle infants unless the proper documentation is given to us by a physician.

Procure App

It is our goal to keep families and caregivers informed of their child's day. Your child's teacher may not always be available at pick up or drop off - Procure remedies this by allowing meaningful communication between you and your child's teacher throughout the day! The staff's top priority is

being with the children before checking Procare messaging or inputting activities, so feel free to email the administrative staff or call the center if you need an immediate response. The Procare app is also used to track meals and bottles, diapering and toileting, developmental activities, and so much more.

You are responsible for checking your child IN and OUT each day through the Procare app!!

Photographs

We occasionally participate in research, university education projects, or public relation activities. These may include general observations or photos and videos of the children and our activities. Little Lakers Child Care Center requires a signature from caregivers upon enrollment for each child to be included or observed.

Volunteers

Volunteers may be in the classrooms with the children. They will always be under the supervision of a qualified staff member as well as having a completed background check. They will not make any bottles or help any child in the bathroom with either diapering or toileting.

Car Seats & Field Trips

Staff are not professionally trained in car seat safety through their employment with Little Lakers and therefore are not permitted to place your child in their car seat or strap them in.

You will receive advanced notice of any field trips the class is planning on taking. A field trip consent form will be provided for each field trip and families must return the written permission form for the child to attend the field trip.

Pets

We will occasionally have pets and animals visiting the center. You will be notified prior to each visit.

Art & Sensory Materials

Five double easels are shared between classrooms on a rotating basis. In the morning, the two toddler rooms have access to four easels while the young preschool room has access to one easel. In the afternoon, middle preschool has access to two easels, while the oldest preschool room has access to three.

To keep activities fresh and interesting, we share sensory materials between all of our classrooms. There is an adequate amount of sensory materials in each infant, toddler, and the oldest preschool room at all times. The younger two preschool rooms rotate sensory materials throughout the day with the largest preschool classroom.

To ensure every child's safety, Little Lakers prohibits the use of water beads in any classroom.

Packing List

Infant

- All enrollment paperwork
- Diapers
- Diaper cream
- Wipes
- Pacifier
- Rest time items
- Outdoor gear
- Medications
- Extra clothes (at least three full outfits)
- Bottles (preferably at least three)
- Breast milk or formula

Toddler/Preschool

- All enrollment paperwork
- Diapers
- Diaper cream
- Wipes
- Pacifier
- Rest time items
- Outdoor gear
- Medications
- Extra clothes (at least two full outfits)

******* All items listed must be labeled with the child's first and last name*******

Potty Training

Little Lakers will follow any plans your family has to help your child succeed with potty training. If you'd like suggestions or guidance in the process, we would love to support your child and your family during this new and exciting stage.

Water Bottles

You can provide your child a water bottle which must be labeled with their first and last name. Water bottles are stored in a manner that allows children access to their own bottle, but limits the ability for water bottles to become mixed or switched. Depending on the classroom, this means water bottles are either stored out of reach of children but visible to them, or placed in the children's cubbies. Every water bottle is stored so the mouth pieces cannot touch and the bottles are upright. All water bottles are washed and sanitized by Little Lakers staff at the end of each day.

Release of Children

At the time of enrollment, families will provide Little Lakers Child Care Center with the names and telephone numbers of persons authorized to drop off and pick up their child. It is the family's responsibility to notify the program of any changes related to these authorizations. If someone other than an authorized person is to pick up the child, written notification or a BrightWheel message must be on record. We will release children to authorized persons only. The authorized person must show a picture form of identification for the staff to release the child. LLCCC reserves the right to deny release if they feel the child may be placed in an unsafe situation.

Health

All children must have an updated immunization record and healthcare summary on file. An immunization record is due at the time of enrollment. **The healthcare summary is due within 30**

days of enrollment. Little Lakers Child Care Center works with a health consultant who reviews all of the children's health records for accuracy, ensures their health forms are current, and assists the center in developing individual healthcare plans when necessary. **If a child's healthcare summary or immunization records are not up to date, the child may not be allowed to return until the necessary paperwork is received.**

Medicine Administration

In order for Little Lakers to administer medicine, a medication administration form must be completed. On the medication administration form, administration of medicine is recorded with the child's name, name of the medicine, date, time, dosage, and the name and signature of the person who dispensed the medicine. Little Lakers will not administer medicine, whether over the counter or prescription, without a completed medication administration form and a doctor's note when applicable (for prescriptions). All medicine is provided by the family. All medication is kept out of the reach of any children in your child's classroom.

Accident Reports

Little Lakers ensures that all necessary precautions are in place to keep every child safe while they are in our care. In the case of a hard day of playing and having fun, children sometimes get injured. If this occurs and the injury requires medical attention, a staff member will call you immediately. Staff will complete an accident report detailing any injuries that occur on site. These reports explain what happened, where it happened, and how the injury was treated. These incident reports will be recorded via BrightWheel. You are always welcome to follow up with questions and concerns with staff or the director at any time.

Illness

LLCCC follows the State of Minnesota's licensing guidelines (Rule 3) regarding attendance of children who are sick. If your child exhibits any of the following symptoms, you will be called immediately to pick them up. The child may be separated from the group in a cozy area until a caregiver arrives. Children with the following symptoms or illnesses are not allowed to be at the center due to the risk of infection to staff and other children.

- Chicken pox
- Vomiting two or more times in one day
- Three or more loose stools in one day
- Pus draining from the eye
- Bacterial infection such as strep or impetigo
- Unexplained tiredness
- Ringworm or scabies
- A 100-degree Fahrenheit axillary (under the armpit) or higher temperature before fever reducing medication is given

*Unless proper medical documentation from the child's medical provider shows the fever is due to a non-contagious condition

- Undiagnosed rash
 - Significant respiratory distress
 - Appears uncomfortable and cannot participate in programming
- HFM: child may return once blisters are all popped and scabbed over and are fever free for 24 hours without fever reducing medications, if new blisters appear they will be sent home.
 - RSV: child may return 3 days after diagnosis/start of symptoms as long as breathing is back to normal and the child can do regular class activities with normal breathing. They must also be fever free for 24 hours without fever reducing medications
 - Pink eye: child may return in 24 hours after being on eye drops or antibiotics and eye drainage has stopped. If you choose not to get eye drops, then the child may return in 48 hours if eye drainage has stopped OR if there is a doctor's note stating that it is not pink eye/contagious.
 - Lice: child WILL be sent home if live nits/lice is present. The child may return once they have been treated for lice.

Your child will be allowed to attend again once LLCCC has received a doctor's note that he or she has been treated and is permitted to be in the center (for contagious illnesses) and/or the symptoms (such as fever or diarrhea) have been gone for at least 24 hours without the use of fever-reducing medication. If your child has been diagnosed with a contagious disease, please alert us as soon as possible. If your child is exposed to a contagious illness while at the center, a sign will be posted alerting you. Please note: If your child is too sick to play outside, please keep your child home.

First Aid, Emergency & Safety

If your child ever requires medical attention or first aid, you will be notified immediately by phone and/or a written accident report. In an emergency, staff will call 911 and notify you immediately.

A first aid kit is available in each classroom backpack which accompanies each group outdoors or off-site. Each first aid kit contains sterile bandages, band-aids, sterile compresses, scissors, ice packs, a thermometer, adhesive tape, and a first aid manual. Battery operated flashlights and portable radios are also available in case of emergency. To prevent injuries, classroom environments will be checked daily.

Little Lakers Child Care Center has written policies governing emergencies, accidents, and injuries. Written records are kept about incidents, emergencies, accidents, and injuries that have occurred. All staff have CPR and first aid training, initial training on site for our specific emergency procedures, and in-service training surrounding health and safety topics periodically throughout the year.

Inclement Weather Policy

Safety is our priority

Little Lakers understands how closings, delayed openings, and early releases can inconvenience our families. We understand that children thrive on a consistent schedule and any time we're closed it is not an easy adjustment for them. Being a rural center, we have families and staff that commute from surrounding counties. This presents more challenges during severe weather. The safety of our families and our staff are our top priority.

This process to make weather related decisions is difficult and we will try our best when making these calls. As we know, weather can change quickly and predictions might not match the outcome. We will try our best to ensure that accurate decisions are being made but we realize there is no perfect one. If you feel safety is an issue on these days, use your best judgment and keep your child home if necessary.

Policy

Primarily, Little Lakers will close in the event that a "travel not advised" warning is posted for Blue Earth County. Every effort will be made to remain open; however, we could close for the day if we felt it was unsafe for families or staff to travel to or from the center based on the factors below. If you are staying home due to the weather, please let us know by 7 am or as soon as you know so we can make staffing adjustments and provide the caterer accurate meal counts.

Deciding factors

- an active ice storm warning or blizzard warning is in effect
- the surrounding highways are closed or announcing closure
- evaluation of road conditions and visibility retrieved from the 511 app
- amount of snow and/or ice accumulation and if accumulation will increase
- storm timing, trajectory, and projection based on radar evaluations

Announcing closures

Any announcement for closing will be done as soon as possible. We will try to make all decisions by 4:30 am. Weather related announcements will be done through BrightWheel's text messaging and alert options.

Effective January 5th 2026, LLCCC will no longer be reimbursing for days we are closed due to weather.

Withdrawal & Termination of Care

You must provide at least 14 days' signed, written notice to the director to withdraw your child from Little Lakers. Tuition will be collected during this 14 day notice period. If your child has not attended for 10 business days and no communication has been received, we will assume the enrollment spot is abandoned. This 10th day of absence will count as the day of notice. This will begin the 14-day notice period in which you will remain responsible for tuition payments.

Behavior Guidance

Little Lakers provides nurturing, stimulating care to every child and family we serve. To meet this goal, we have instituted the following general behavior guidance policies and procedures for the safety and prosperity of our students and staff.

- LLCCC ensures every child is provided with a positive model of acceptable behavior.
- Behavior expectations and guidance are tailored to the developmental level of the children LLCCC is licensed to serve.
- To reduce conflict, children and groups of children are redirected away from problems towards constructive activity.
- LLCCC teaches children to use acceptable alternatives to replace challenging or problem behaviors and reduce conflict.
- Behavior guidance techniques always protect the safety of children and staff involved.
- Techniques used by LLCCC provide immediate and directly related consequences for a child's challenging or unacceptable behaviors.

Specific methods for behavior guidance includes: positive redirection, using appropriate language, separating physical altercations and talking them through, encouraging participation in group activities, embracing teachable moments, encouraging self-reliance, cultivating positive child-teacher interactions, having and following through with plans, offering realistic choices, giving specific encouragements, taking every opportunity to sing or read, allowing transition times and giving warnings before schedule changes, controlling your reactions, allowing children to feel and identify their emotions, modeling appropriate and positive behaviors.

Disallowed methods for behavior guidance includes: asking children why they did something unacceptable; forcing a child to say sorry; asking children "would you want me to bite/hit/hurt you" as a way to make them feel badly for their actions.

Persistent Unacceptable Behavior

No one plan will work for every child in every situation. Staff are sensitive to the circumstances of each challenging behavior (ie. the child's temperament, their family situation, if the child may be sick, tired, hungry, teething, etc) and brainstorm an appropriate and individually tailored response to that specific situation. We make every attempt to keep a child in care and redirect unacceptable behaviors however if a child bites or physically harms another child 3 times in one day or if a bite breaks the skin, the child will be sent home. To address continually persistent unacceptable behaviors, LLCCC utilizes the following steps:

- 1) Increase the amount of individual time, attention, and guidance devoted to the child.
- 2) Staff record observations on a form that is accessible for all staff and kept in a confidential location. Observations must include the child's behavior and the staff member's response.
- 3) A meeting is held with the child's family and LLCCC classroom and administrative staff. Other professionals are invited if appropriate. This meeting is to plan behavior guidance strategies that are more individualized and reciprocated between both home and LLCCC. Observations and current interventions are shared with all in attendance and reflected on. The group will brainstorm more possible solutions and create an Individualized Child Care Program Plan

(ICCPP) for the child. The ICCPP will be shared with and signed off on by all staff who work with the child, then kept in a confidential location in the child's primary classroom.

- 4) A referral may be made with the family's permission if necessary.
- 5) If all other options have been exhausted and the Director and board of directors feels that Little Lakers is not the right fit for a child, they reserve the right to terminate care.

Persistent Unacceptable Behavior in the School Age Program

In the School Age Program if your child is displaying unacceptable behaviors the first incident we will send a message to parents to let them know about the behaviors and brainstorm how to make it better. In the second incident, the child will be asked to take a one day break. In the third incident, care for the child will be terminated.

Prohibited Actions

LLCCC prohibits all of the following actions:

- Subjecting a child to corporal punishment, which includes, but is not limited to: rough handling, kicking, shoving, biting, spanking, slapping, hair pulling, hitting, ear pulling, shaking, pinching
- Subjecting a child to emotional stress, which includes, but is not limited to: name calling, ostracism, shaming, making derogatory remarks about a child or the child's family, or using language that threatens, humiliates, or frightens the child
- Separating a child from the group as a means of behavior guidance, except within rule requirements.
- Punishing a child for lapses in toilet training.
- Withholding food, light, warmth, clothing, or medical care as a punishment for unacceptable behavior.
- Using physical restraint, other than to physically hold a child where containment is necessary to protect a child or others from harm.
- Using mechanical restraints, such as tying.

Separation From the Group

A child shall never be separated from the group as a form of discipline except within rule requirements. Children between the ages of six weeks and 16 months will never be separated from the group as a means of behavior guidance. Separation of a child will only occur if the child's behavior threatens the well-being of the child or other children or individuals in the program. Less intrusive methods of behavior guidance must be tried and deemed ineffective prior to any instances of separation.

A child who requires separation from the group must remain within an unenclosed part of the classroom where the child can be continuously seen and heard by LLCCC staff. The child must be returned to the group upon the contingency that the child has stopped or brought the behavior that precipitated the separation under control. The child is returned to the group as soon as the behavior that precipitated the separation abates or stops.

Separation Report

All separation from the group must be noted on a daily log including; the child's name, the staff person's name, the time of separation, the date of separation, information indicating what less intrusive methods were used to guide the child's behavior before the separation occurred, and how the child's behavior continued to threaten the well-being of the child, other children, or other individuals in care. If continued separation occurs, LLCCC must make the following responses:

- 1) If a child is separated from the group three or more times in one day, the child's parent shall be notified and the parent notification shall be indicated on the daily log.
- 2) If a child is separated five or more times in one week or eight or more times in two weeks, the procedures from Persistent Unacceptable Behavior must be followed.

Program Grievance Procedure

Persons served by Little Lakers Child Care Center and their authorized representatives have the right to bring a grievance to the highest level of authority at LLCCC.

- i. If a parent/caregiver has a grievance, they should first attempt to address the issue informally with the child's teacher.
- ii. If the teacher does not address the issue satisfactorily to the parent, or if the parent does not feel comfortable discussing it with the teacher, the parent should address the issue with the assistant director.
- iii. If the assistant director does not address the issue satisfactorily to the parent, or if the parent does not feel comfortable discussing it with them, the parent should address the issue with the director.
- iv. If the director does not address the issue satisfactorily to the parent, or if the parent does not feel comfortable discussing it with them, the parent should address the issue with the Board Chair.
- v. If a parent/caregiver ever feels abuse took place at Little Lakers Child Care Center, they have the right to report it directly to the State Child Care Licensing Department 651-431-6500.

Civil Rights Statement

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

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us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845- 6136 (Spanish).

USDA is an equal opportunity provider and employer.

Maltreatment of Minors Mandated Reporting

This form may be used by any provider licensed by the Minnesota Department of Human Services, except family child care.

What to Report

- Maltreatment includes egregious harm, neglect, physical abuse, sexual abuse, substantial child endangerment, threatened injury, and mental injury. For definitions refer to Minnesota Statutes, section 260E.03, and pages 3-6 of this document. Maltreatment must be reported if you have witnessed or have reason to believe that a child is being or has been maltreated within the last three years.

Who Must Report

- If you work in a licensed facility, you are a “mandated reporter” and are legally required (mandated) to report maltreatment. You cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.
- In addition, people who are not mandated reporters may voluntarily report maltreatment.

Where to Report

- If you know or suspect that a child is in immediate danger, call 9-1-1.
- Reports concerning suspected maltreatment of children, or other violations of Minnesota Statutes or Rules, in facilities licensed by the Minnesota Department of Human Services, should be made to the Licensing Division’s Central Intake line at 651-431-6600.
- Incidents of suspected maltreatment of children occurring within a family, in the community, at a family child care program, or in a child foster care home, should be reported to the local county social services at 507-304-4222 or local law enforcement at 507-726-2056.

When to Report

- Mandated reporters must make a report to one of the agencies listed above immediately (as soon as possible but no longer than 24 hours).

Information to Report

- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the maltreatment (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected maltreatment occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.

Failure to Report

- A mandated reporter who knows or has reason to believe a child is or has been maltreated and fails to report is guilty of a misdemeanor.
- In addition, a mandated reporter who fails to report serious or recurring maltreatment may be disqualified from a position allowing direct contact with, or access to, persons receiving services from programs, organizations, and/or agencies that are required to have individuals complete a background study by the Department of Human Services as listed in Minnesota Statutes, section 245C.03.

Retaliation Prohibited

- An employer of any mandated reporter is prohibited from retaliating against (getting back at):
 - an employee for making a report in good faith; or
 - a child who is the subject of the report.
- If an employer retaliates against an employee, the employer may be liable for damages and/or penalties.

Staff Training

The license holder must train all mandated reporters on their reporting responsibilities, according to the training requirements in the statutes and rules governing the licensed program. The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14.

Provide Policy to Parents

For licensed child care centers, the mandated reporting policy must be provided to parents of all children at the time of enrollment and must be available upon request.

Internal Review

- When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care.
- The internal review must include an evaluation of whether:
 - related policies and procedures were followed;
 - the policies and procedures were adequate;
 - there is a need for additional staff training;
 - the reported event is similar to past events with the children or the services involved; and
 - there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and Secondary Person or Position to Ensure Reviews Completed

The internal review will be completed by the program director. If this individual is involved in the alleged or suspected maltreatment, the board of directors will be responsible for completing the internal review.

Documentation of Internal Review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan to correct any current lapses and prevent future lapses in performance by individuals or the license holder.