



Parent handbook
6370 Debarr Road
Anchorage Alaska
99504

Phone 907- 333 -1231

Fax 907- 333- 1722

Website akcarouselchildcare.com

Mission statement:

Robertson Enterprises, Inc.'s DBA Carousel Childcare Center childcare programs are highly innovative programs designed to meet the needs of working parents who want to provide constructive supervised activities for the children. We offer a variety of outdoor activities as well as recreational activities for most ages. We strive to provide affordable Quality childcare and safe healthy environment.

Age groups and hours served at carousel are:

12 months through 11 years, children must be walking and off the bottle/ pacifier. We are currently licensed for 113.

The center is open Monday through Friday 6:30 AM until 7 PM.

Carousel Child Care is closed for the following recognized holidays:

New Year's Day

Memorial Day

Fourth of July

Labor Day

Thanksgiving day and the day after

Christmas day and the day after

Presidents' Day (in-service day)

Columbus Day (in-service day)

Fees and plan of payment:

Carousel has a printed rate sheet available for each parent and the rates are posted at the center. There is a nonrefundable \$50 registration fee due when you turn in your registration packet. A \$100 holding fee may be required if enrollment is high. This will be per family and will be credit on your account as soon as your children start. This will ensure your child's placement for two weeks. **All fees are payable in advance all payments are due on the first of each month.** Accounts not paid by the first of each month **Will be charged a late fee of \$50** and service will be suspended until the account is paid in full including the late fee. There will be a NSF charge of \$35 for returned checks. Checks will not be re-deposited and must be redeemed in cash. Credit card payments are accepted but there is a 2.75% fee in order to process the card. All accounts sent to collections will have a 45% collection fee added to the outstanding balance. **We do not give cash refunds.**

Drop in children must pay in cash prior to service.

Any children left at the center after closing hours will be charged \$5 per minute per child and this fee must be paid when child is picked up or before the child can return to daycare.

Parents will be given advance notice of changes to this policy.

Supervision of children:

Children are supervised at all times, Even when children are sleeping! Caregivers are in the same room or group area, in

close proximity, focusing on children and are able to directly see, hear, and quickly respond to children. Except a caregiver is not required to be in the restroom. MOA child to caregiver ratios are met at all times. Field trips may have additional caregivers for supervision. All classrooms are also equipped with video surveillance cameras.

Meals and snacks:

Breakfast, lunch, and afternoon snacks are served each day. All meals are well planned and nutritionally balanced. The USDA food program approves all menus. Menus are posted in the front office and are on seven-week cycle we will happily provide you with a copy if requested. Mealtimes are as follows

Breakfast 8 AM to 9 AM

Lunch 11:30 AM to 12 PM

Snack 2:45 PM to 4 PM

Sample menu

<u>Breakfast</u>	<u>lunch</u>	<u>snack</u>
Cereal	BBQ-chicken	Carrots
Milk	rice	Ranch
Orange juice	mixed veg Milk	
	Pineapple	
	Milk	

Parents may plan children's birthday cake and favors at the center for the group. Please advise staff in advance. No gum, candy, etc. Is to be brought from home. No other foods are to be brought to daycare, i.e. FAST FOOD.

Justice for all: USDA Non Discrimination:

In accordance with federal law and US Department of agriculture policy, this institution is pivoted from discriminating on the basis of race, color, national origin, sex, age, or disability.(Not all prohibited bases apply to all programs.)

To file a complaint of discrimination, right USDA, Director, Office of civil rights, room 326 – W, Whitten Building 1400 Independence Avenue, SW, Washington, DC 20250 – 9410 or call 202 720– 5964(voice and TDD). USDA is an equal opportunity provider and employer.

Special needs:

We accept children with special needs into our program on individual basis. Parent should contact the program manager to discuss the suitability of the program and its ability to provide appropriate services. Handicapped children are accepted if they needs can be served.

Children with religious exemptions:

Children who have religious intentions regarding certain foods organization can also be accommodated at our center. Prior to attending they must have a statement on file from the religious leader giving specific detail for the exemptions. Exemptions for immunizations have specific form, which you can receive, from office.

Television, computer and video viewing:

Movies rated G and some PG are permitted but please label them. Daycare is not responsible for any lost or stolen items brought from home. Children's movies are occasionally part of our program, one hour of screen time per day is permitted however most of our classrooms save their TV time for movie day Friday.

Parent visits:

Parents are welcome to visit any time. We encourage you to come. However please limit your visit to 15 minutes.

Smoking:

Carousel Childcare Center is a no smoking property. Smoking is prohibited in or around our facility. **Please no smoking in our parking lot.**

Animals:

The center may have small-contained pet animals. Animals may be on-site for special occasions only and should be arranged in advance. Children may handle animals with supervision.

Cold-weather and outdoor play:

The opportunity for outdoor play is required every day unless the temperature is lower than 10° above zero. All children must go outdoors. If your child is well enough to be in attendance there well enough to go outside. Other weather conditions may restrict children from going outside such as wind, ice etc.... children need to bring proper outdoor garments they will also need indoor and outdoor shoes. We love playing outside please be prepared for your children to get dirty and have fun. **Please label all of your children's clothing!**

Vacation/leave policy:

If your child will be on vacation or away from the center for any time from one day to two weeks rates remain the same if vacation is for one month only, the first two weeks will be charged. If the leave is extended for the summer, you will be expected to re-register your child on a space available basis.

Termination notice:

A two-week termination notice is required, or you will be expected to pay for that time. Lack of notice or payment will result in collection action.

Insurance:

The center and vehicles are licensed and insured according to MOA requirements.

Note: Carousel Child Care staff is not allowed to make arrangements to take care of children for customers outside of the center.

Health policies and procedures for Carousel Child Care

The following health policies and procedures will be followed per AMC 16.55.520:

Staff:

- 1) Staff will be excluded from the center when they exhibit the following symptoms/illness (per AMC 16.55.520.A.3.C)

- A) Gastrointestinal infections
- B) Skin infections
- C) Other communicable diseases
- D) Temperature greater than 101° Fahrenheit
- E) The following reportable communicable diseases which will be reported to the DHHS, child/adult care unit (per AMC 16.55.520.C):

Respiratory

gastrointestinal

Diphtheria

Giardiasis

German measles

Hepatitis A

Hemophilic Influenza Salmonellosis

Measles (rubella) Shigellosis

Mumps

Pertussis (whooping cough)

Tuberculosis

Meningococcal infection

- 2) Staff who have been diagnosed with any of the above reportable communicable diseases may return to center only with written documentation from a licensed physician states that he/she has been evaluated and presents no risk to children.
- 3) Staff shall wash their hands, and train children to wash their hands:
 - A) After handling children secretions:
 - B) After nose blowing:
 - C) After toileting:
 - D) After diaper changes:
 - E) Before food preparation, food service and feeding children.
- 4) Staff will be trained to recognize sites of illness and conditions requiring immediate medical care.

F) Skin rashes, excluding diaper rash, lasting more than one day;

Children:

1) Children will be excluded from the center with any of the following symptoms/ illnesses (per AMC 16.55.520.B)

A) Severe pain or discomfort particularly in joints, ears or abdomen.

B) Acute diarrhea, characterized as two times the child's usual frequency about movements with loose consistency within a period of 24 hours.

c) Two or more episodes of acute vomiting within 24 hours;

D) Severe coughing or sore throat;

E) Oral or axially temperature of 101.5°F or more;

G) Yellow skin or eyes;

H) Red eyes with discharge;

I) Infected, untreated skin patches or lesions;

J) Difficult for rapid breathing;

K) Severe itching of body or scalp;

L) Swollen joints;

- M) Visibly enlarged lymph nodes;
- N) Blood or pus from here, skin, urine, or stool;
- O) Unusual behavior for the child categorized by not playing, confused, persistent inconsolable crying;
- P) Loss of appetite categorized by refusing all solids or liquids;
- Q) Stiff neck
- R) Symptoms that indicate any of the following diseases Chickenpox, Impetigo, Lice, Scabies, Strep throat.
- S) Reportable communicable diseases (see staff i.e. above).

2) Children who have been diagnosed with any of the above reportable communicable diseases may return to the Center only when written documentation from a licensed physician states that they have been evaluated and present no risk to other children.

3) Children who have symptoms of illness may be admitted to or remain in the center only when there is written documentation from a licensed physician (or verbal with written follow-up), stating that the child has been diagnosed and poses no serious health risk to children or other children.

- 4) Center will notify parents of all currencies of, or exposure to, communicable diseases or conditions in the center.
- 5) The parents of children that become ill or injured while in childcare will be immediately notified of any illness / symptoms or any injury more serious than minor cuts or scratches. Parental instructions for action will be obtained.
- 6) In nonemergency situations, the administrator (or designee) will make prompt arrangements with the parents for medical evaluation or for the child to be picked up by parent if necessary.
- 7) The administrator (or designee) will obtain emergency medical treatment without specific parental instruction in those cases.
- 8) Until removal from the center, the child will be provided a place to rest quietly under supervision.

Health and safety:

Please keep your children at home if they have any of the following symptoms: fever, constant coughing, symptoms of a communicable disease.

Parents or guardian bringing the children to the center are required to accompany them into the center.

Each morning upon arrival of the children, one of the center staff will hold a health inspection of the children. If

a child appears ill, they will not be admitted to the center. If the child becomes mildly ill at the center, they will be placed on a cot away from the other children (but supervised by staff). If the child becomes very ill, they will be isolated from the other children and a parent will be contacted to make arrangements for taking the child home. If the parent is not able to pick up the child, it's the parents responsibility to identify to the center other person(s) who may pick up the child. **All ill children must be picked up within one hour of Notification.** O.C.S will be contacted if a child is not picked up in a reasonable amount of time.

All emergency cards need to be filled out completely front and back. Persons who are not listed to pick up your child may only do so without authorization via fax signed scanned e-mail or written note.

Please call the center if your child is going to be absent. If your child is been exposed to a contagious disease outside of the center please notify the center staff. The center will notify parents of the child is been exposed to communicable disease or other contagious conditions. The center will also notify the Department of Health and Human Services. **Medications will be given if it has been prescribed for the child and according to the label directions.** You will be asked to fill out and sign a **medication authorization form** for your child. This form must be completed for us to administer any type of medication to your child!

No medication should ever be placed in your child's belongings i.e. backpacks, diaper bags etc. All medication

should be turned into the front office along with medication authorization

The center will not apply or administer over-the-counter medication of any kind. This means diaper creams, bug spray, sunscreen etc. without a written note from a doctor.

Enrollment procedures:

Parent/guardian is required to complete your registration form and emergency medical consent form on each child. Children under the age of five must have physical examination prior to enrollment. At age 5 examinations are done at enrollment and then every other year. Exams must be done by a certified nurse practitioner, physician's assistant in addition to that currently allowed position. Regulations require a current shot record at the time of enrollment. Children's records will be kept out of view and will not be shared with persons outside of the center. Children will not be enrolled without a current shot record. Exempt forms must be filled out and signed to opt out of program.

Diapers and wipes are to be furnished by parents/guardians. A \$2 Fee will be added for use of house diapers.

One child size blanket is to be provided by the parent/guardian for each child for naptime. Emergencies

or doctors appointments are exceptions. Make sure you inform the office if this is the case.

Drop off times four children:

So that we can adequately staff and plan activities for the day drop off time for children is no later than 11 AM. With exception of children who are attending school.

Center not responsible for lost or broken items:

Space will be provided for your child to store their personal belongings. We request that your child does not bring any toys that they do not intend sharing. To enable quick and easy identification of these toys and other items please label clothing, books, mittens, hats etc. with your child's name. **At least one change of clothing is to be left at the center for emergencies.**

For children over the age of two please include a paint shirt.

Transportation agreements:

If your child is of school age, we offer before and after school care and furnish transportation to and from specific schools. Chester Valley elementary, Nunaka Valley elementary, and Ptarmigan elementary. Parents should check with the office staff for information. If your child is enrolled in the transportation program, our policy

is **if we did not take your child to school, they are not at school that day.** Please notify the daycare if your child will not be picked up or if other arrangements have been made. This will eliminate any confusion with our drivers or staff. Full-day services available for school-aged children on in-service days and holidays. Children will not be sent home in a taxi unless a parent/guardian or authorized person is in the taxi.

Three warnings will be given for no notification. Then bus service may be terminated.

Parents must have written permission on file for our drivers we'll take your children to and from the center.

In the event of an emergency in the vehicle, 911 will be called to transport the child.

We also have an open ended Field trip policy for parks within walking distance i.e. The park located across the street from us. All school age and preschool children are included in this.

Discipline and behavioral management:

We do not use corporal punishment as a method of discipline. Children are expected to follow the center rules. The staff will use encouragement and redirection, discussion and time to help the children control their behavior. If it disciplinary problem continues, two written notices will be given. The third notice is a suspension of up to three days depending on the severity inconsistency of the incident. If the problem persists, your child will be terminated from facility. **Parents are not allowed to use corporal punishment on a child while at the center.**

Children must be in verbal control at all times to attend center.

Current emergency cards need to have two local contact numbers. Children must be picked up within one hour of contact. Emergency cards need to be updated every six months any changes in your emergency card can only be done by parent/guardian i.e. change and number address etc.

Classroom management techniques to reduce the incidents of biting:

The first step in dealing with biting is to observe and problem solve. Once you observe the child and the severity of the biting issue it is time to implement a plan of action.

Plan for action is as follows

- **Offer activity choices that are the child's developmental level.**
- **Teach gentle touch.**
- **Stop activities that are exciting before the child bites.**
- **Make sure this child has plenty of room to work and play.**
- **Arrange a rest time when this child tires**
- **Spend time with the child one on one early in the day**
- **Keep this Child busy with adult directed activities.**
- **Offer calming activities.**

- Break the large group into smaller groups a few times each day.
- Separate this child from a child that he or she is biting as much as possible.
- Arrange for a teacher to supervise this child closely throughout the day.
- Praise positive behaviors routinely.
- Provide adequate structure, room arrangement and daily schedule to keep the children involved and busy.
- If biting continues and preventative measures are not successful, management may take the following actions
 - Contact the parent pick up the child for the remainder of the day.
 - Chronic Biting may require the child to be suspended for a period of time.
 - If the child returns to the center and biting continues, the child may be terminated from the program

Children who bite another child must have an incident report written and turned in for approval.

Children who have been bitten must have an accident report written and turned in for approval.

Children that bite three times within a week will be suspended and may only return on a probationary period.

Accident and incident reports:

Each child's health and safety is very important to our program which I was injured at our facility is important that it shall be comforted to report filled out immediately.

Accident reports are to be written as follows.

- If a child is hurt, but there is no Mark report to be written.
- If the child is hurt and there is a Mark a report is to be written with a drawing of where the mark is.
- Any time a child hurts, bumps, or falls on their head while at the center A separate Head injury form is to be filled out.
- If we notice a mark on the child, but do not know where it came from the report is to be written.

Incident reports are to be written as follows.

- If a child hurts himself or another child.
- If a child uses inappropriate languages or gestures.
- If a child hurts or hits a teacher (Child will automatically be suspended for three days)
- If the child exposes themselves or acts inappropriate sexually(Child will automatically be suspended for three days)
- Acts inappropriately in anyway and is out of verbal control (Child will be sent home for the day on the first incident)

Reports are to be filled out completely with all pertaining information documented.

Child abuse reporting:

Alaska state statutes and municipal childcare regulations require that all licensed childcare providers report all incidents of suspected or actually abuse and neglect of children. This center is obligated by law to report such incidents within 24 hours to the office of children's services child protection office, 269-4000. We also report such cases to the childcare center licensing unit, department of Health and Human Services, municipality of Anchorage, when an allegation is made that abuse or neglect happened while the center was responsible for the child.

Information about regulations and licensing:

The municipality of Anchorage, Department of Health and Human Services child/adult care Office Busy agency responsible for licensing childcare centers. This agency therefore supervises, Monitors and investigates complaints involving childcare centers serving nine or more children unrelated to the care provider. The child/adult care office is located at 825 L St., Third floor, 343-4758 or 343-6730. Childcare inspection certificate is posted in the front office with the most recent date of inspection and specialist carried out inspection.

Volunteers:

Volunteers may be used occasionally on field trips. It may also help in the classroom occasionally. In order

for volunteers to help they must go through all the background checks at a normal employee would have to do before they can help with children.

Inappropriate or abusive language

Please remember that this is a childcare facility, with young impressionable minds. Inappropriate language of any kind will not be tolerated and may result in expulsion from the center for you and your child.