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Information and Guidelines Packet

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HEARTLAND CHILD CARE MINISTRY INFORMATION & GUIDELINES

Purpose

The purpose of Heartland Child Care Ministry (HCCM) at Heartland Community Church is to glorify God by providing a Christ centered, safe and nurturing childcare environment for children ages 0-12 years in the Tippecanoe County area.

ENROLLMENT FEE

\$45.00 is due at the time of interview and acceptance of your child into Heartland Child Care Ministry (\$65.00 for 2 children, \$75.00 for three children). This non-refundable fee will be used to hold your child's place until his/her starting date, as well as to help cover expenses (cots, supplies, educational materials, etc.) and to process paperwork.

If you should desire to withdraw your child for more than four weeks consecutively, you will be charge one week's tuition to hold your child's place **before leaving** and we will guarantee enrollment when your child returns. Notice is required two weeks in advance of the withdrawal date along with the return date (This is available only two times per year).

PAYMENT AND TUITION RATES

All fees are to be paid **in advance and due the Monday of each week**. There are payment envelopes available next to the payment drop box in the foyer. All payments must be given to the Administrative Assistant or dropped in the payment box. Payments will not be accepted by child care staff. You may also use the SmartCare app in order to make payments. **Payment is expected weekly. A Twenty dollar (\$20) late fee will be charged for each late week up to two weeks. Any accounts more than 2 weeks past due, without *special arrangements, will result in the loss of placement in our child care. New enrollment fees will apply at the time of re-enrollment.**

****Unless other arrangements have been agreed upon, in writing, with the Administrative Assistant.***

Tuition Rates	Full-time (4-5 days/week)	Part-time (1-3 days/week)
Ages 6 wks – 1 (Nursery)	\$155.00	\$114.00
Ages 1 – 2 (Toddler 1/2)	\$145.00	\$114.00
Ages 3 – 5 (PS 3/4)	\$135.00	\$108.00
Pre-K (3 days)	\$135.00/month	MWF Program
Before and After School	\$60/week	No Part-time Offered

Discounts (Choice of 1):

Family: 2nd child (older of two children), less 10%, 3rd child (oldest of three children), less 20%.

Heartland Members (Active Status): 10% discount on tuition rates.

Please Note: There is no discount if your child is absent due to illness, bad weather, parents off work, etc. unless you qualify for the vacation rate described below. Normal weekly rates will apply. For HCCM closures/credits, please read the *Winter Weather/Closing policy* below.

MISCELLANEOUS FEES

All accounts must be kept current. (If a hardship arises, please bring it to the attention of the Administrative Assistant before letting your account lapse.)

- A fee of \$25.00 will be charged for each returned check.
- Your child must be picked up no later than 5:45 PM. If you are delayed for any reason, a phone call letting us know is expected. A late fee of \$3.00/minute for the first five minutes and \$5.00 for each additional minute after the first five will be charged for pickups after 5:45 p.m. (The accurate time to use when signing in and out is the time on the clock by the sign-in/out sheets.) Please call us immediately if you will be late, so we can make staffing arrangements. If we do not receive notification, the emergency contacts we have on file will be called

VACATIONS

Heartland Child Care office needs to be advised in writing at least one week prior to the dates your child will be gone (if absence is not due to illness). The **maximum number of vacation weeks allowed each calendar year (Jan. 1 – Dec. 31) is two weeks (or 10 days) per child at no charge.** (Please understand that we will be holding your child's place in his/her class, and we must continue to pay staff and facility expenses during their absence.) All other absences will be charged at full rate. If your child is absent all week, or is present only one day during the week, you may take one of your two available vacation weeks. **(Withdrawal for the summer requires the equivalent of one week's tuition to hold your child's place.)**

ARRIVAL & PICK-UP

Our hours are from 7:00 a.m. to 5:45 p.m. Monday through Friday. The maximum hours per child are ten hours per day.

In the event of an illness or emergency, it is vital to be able to get in touch with you, a relative, or friend by phone. If for some reason you will not be following your normal schedule, please notify the Child Care office about your schedule change.

SIGN-IN/OUT

Using the SmartCare app, a digital QR code is provided. A key tag can also be assigned when requested. It is **very important that parents** sign their children in and out of Heartland Child Care **daily**. We need this information in case of an emergency and for our record keeping. The Child Care is operating in a secure building. No one other than a pre-authorized adult may pick up a child. They must show proper identification.

WINTER WEATHER AND CLOSING

As winter weather occurs and if we are unable to open we will notify each family with a **text message to your mobile phone**. If this is not the number you wish to be contacted at, please make sure that the Director has the desired number on file.

If we need to close during the day because conditions are getting too serious due to drifting and/or ice hazards, we will notify by the following means. The Director or other staff member will place a call to you at the desired number on file, cell, home or work to notify you that we will be closing early. You will have one hour to pick your child

up. ***If the child care closes due to severe weather and your child was scheduled to be in attendance, your account will be issued a credit for that day.***

ILLNESS

Everything possible will be done to reduce the risk of illness at Heartland Child Care. If your child develops a fever, vomits once, has diarrhea twice, or has some other illness symptom, you will be called immediately. We cannot, however, be held responsible for your child becoming ill. Germs are everywhere and your child can be exposed at many places other than Heartland Child Care.

Please call if your child will not be attending Heartland Child Care because of illness. We ask you to use common sense when your child is sick. If your child has a fever of at least 100° or higher, has a yellow-green discharge from the nose, goopy eyes (signs of pink eye or conjunctivitis), vomits, or has diarrhea in the morning before coming to Heartland, please do not bring him/her to school and risk exposing the other children and staff. ***Your child should be free from fever, diarrhea and vomiting for 24 hours and/or be on an antibiotic for 24 hours before returning to Heartland Child Care.*** The only exception would be if your child has a doctor's note stating that the fever is due to a condition that is not contagious (ear infections, teething, etc.).

IMMUNIZATIONS

It is important that your child is up to date on his/her immunizations. The State of Indiana requires the following immunizations in order to be in compliance:

DTP (f dose series)

Hib (series of 4 unless your child has received the Comvax or Pedvax which is a 3 dose series)

Polio (3 dose series)

Measles, Mumps, Rubella (1 dose)

Varicella (1 dose or date of when your child has had chicken pox)

Pneumococcal (1 dose)

Heartland Child Care Ministry will not accept an unvaccinated child. Your child must be up to date with all State mandated immunizations prior to beginning care. Once enrolled, you have 30 days to comply with these immunizations and boosters. If immunizations are not up to date following that 30 day period, HCCM will dismiss your child from Heartland Childcare until they are compliant. If for any reason your child is behind schedule, please notify the Director or get a note from your child's physician.

MEDICINE

Any medicine administered to your child must be accompanied by a written permission slip furnished by Heartland Child Care. These pink slips are located in your child's classroom binder and include the medicine name, dosage, parent signature, date, and time of administration. **The medicine must be in its original container and should be labeled with your child's name.** Due to the threat of Reyes Syndrome, Heartland Child Care staff will administer no medication that contains aspirin. Please be sure to bring a medicine spoon/cup when you bring medicine for your child.

MEDICAL TREATMENT

Each parent must fill out a medical permission form and returned to the Child Care office on or before the first day your child is scheduled to start coming. This will enable your child to receive any necessary emergency care if you cannot be reached immediately or if care is needed without delay.

You must assume full financial responsibility for whatever treatment may be administered to your child.

HOLIDAYS

Heartland Child Care will be closed on the following holidays:

*Memorial Day

*Independence Day – July 4th

*Labor Day

*Thanksgiving Day and day following

December 24th through the first weekday following January 1st. **(No Child Care Fees will be charged for this week.)**

***Weekly rates will apply**

CHANGE OF CLOTHES

Each child, regardless of age, needs to have a complete change of clothes, including socks and underwear, diapers and pull ups. **Please be sure that the clothes you bring are labeled with your child's name in permanent marker.** These will be left at Heartland Child Care in a container labeled with your child's name. It is a good idea to have at least two outfits on hand for toddlers.

It is also helpful to label your child's coat/jacket (& blanket & pillow for nap) with his/her name in permanent marker. This especially helps identify clothing that belongs to children who are not old enough to tell us what belongs to them.

DIAPERS AND WIPES

Parents of children who are not completely toilet trained need to bring diapers/pull ups and wipes for their children. These will be labeled with your child's name and used exclusively for your child. The teachers will notify you when supplies are running low. In the event that HCCM must use backup supplies or purchase supplies for your child, you will be charged for reimbursement.

TOILET TRAINING

All children who are not completely toilet trained must wear a disposable diaper or a pull-up type training diaper. **We do not allow children to wear regular training pants or underwear until they are able to tell the staff when they have to go to the bathroom for both urination and bowel movements.** If your child is toilet training, please provide a clean change of pants/bottoms in case of accidents. Mark your child's clothing item with a permanent marker and we will keep it here to be used as needed.

MEALS & SNACKS

Each day we will have lunch between 11:30 a.m. and 12:30 p.m. Each child will carry a sack lunch from home. We will place the lunch in a bag and into the refrigerator until it is served at lunchtime. Send only what they will eat since we are not allowed to serve the uneaten balance later. Heartland Child Care Ministry will supply light snacks and drink for your child a.m. and/or p.m.

Heartland Child Care Ministry would like a complete list of food items that may cause an allergic reaction to your child.

NAPS

Naptime is normally from 12:30 to 3:00 p.m for toddlers and 1:00 to 3:00 p.m. for preschoolers. Please be sure to call the Child Care office ahead of time if you are planning to come and pick up your child early for some reason, especially if it is during nap time, so that other children will not be disturbed and wakened when you arrive. If we know you are coming, we will have your child up and ready to go so that the disturbance is minimal when you arrive.

Parents will need to supply a blanket and pillow for their child's naptime (except for the infants). **Please label all items with your child's name in permanent marker.** These items will be sent home each Friday for laundering.

SAFETY

Heartland Community Church and Heartland Child Care Ministry comply with all building and safety codes. The Child Care facility has been childproofed against accidents and hazards wherever possible.

The Child Care practices fire drills monthly and (during Tornado season) Tornado Drills. Maps of the exits and plan of action during an emergency are located in every classroom. In the case of an emergency, each parent will be notified as soon as possible.

The use of tobacco, unintended use of toxic substance, use and/or possession of alcohol or any illegal substance at the Child Care facility is prohibited.

STAFF

The staff at Heartland Child Care Ministry strives to provide a Christian environment. They endeavor to show loving concern through patience and encouragement to each child and their families. At least one staff is also trained in Infant and Child CPR, First Aid and Universal Precautions annually. Criminal History screens are done along with a drug test and TB test.

RATIOS

Child/staff ratios are as follows:

4:1	Infants
5:1	One year Old
5:1	Two years old
6:1	2 1/2 's not toilet trained
10:1	3 yr. olds
11:1	4 yr. olds
15:1	5 yr. olds
18:1	6 yr. & older

BEHAVIORAL EXPECTATIONS AND DISCIPLINARY POLICY

We understand that part of a child's learning and growth involves behavioral coaching, correction and guidance. Behaviors that impact others must be addressed from time to time in order to maintain a safe, orderly child care environment for everyone and to help each child learn to interact with others.

All Heartland Child Care Ministry staff will provide loving, controlled and respectful behavioral correction and guidance to help a child regain control of their behavior, and for staff to maintain safety and control of the overall classroom environment. In most cases, simple verbal reminders are all that are required to help a child learn and exercise good social behaviors. However, continued behavior problems

that routinely disrupt the classroom, including behavior that puts others at risk or causes injury (for example, a child who consistently bites other children) are the responsibility of the parent or legal guardian of each child to resolve, and could result in termination of child care. If a child bites another child and breaks skin more than three times, termination of child care may occur.

Heartland Child Care Ministry will maintain a zero tolerance policy for fighting of any kind with another child or caregiver. If a child (any age) starts or participates in a fight, this behavior will result in expulsion from the child care.

Bullying, abusive and or profane language is prohibited. If a child continues to use this type of language more than two times, the third time, termination of child care may occur.

DISCIPLINARY POLICY

Other than monitored "time out" sessions (see **Behavioral / Disciplinary Guidelines** below), we will not administer physical discipline. We believe disciplinary measures are to be left to parents or the legal guardian. Heartland Child Care Ministry adheres to and trains our staff on the following disciplinary guidelines and restrictions from Indiana state regulations when administering behavioral correction.

BEHAVIORAL / DISCIPLINARY GUIDELINES

Any person, while on Heartland Child Care Ministry premises, shall not engage in or direct any of the following actions toward children:

- (1) Inflict corporal punishment in any manner upon a child's body
- (2) Hit, spank, beat, shake, pinch or any other measure that produces physical discomfort
- (3) Cruel, harsh, unusual, humiliating, or frightening methods of discipline, including threatening the use of physical punishment
- (4) Placement in a locked or dark room
- (5) Public or private humiliation, yelling, or abusive or profane language
- (6) Caregiver shall not:
 - (a) associate disciplinary action or rewards with rest
 - (b) associate disciplinary action with food or use food as a reward
 - (c) associate disciplinary action or humiliate a child in regard to toileting
 - (d) use time out for any purpose other than to enable the child to regain control
 - (e) physically restrain children except:
 - (1) when it is necessary to ensure their own safety or that of others; and
 - (2) only for as long as is necessary for control of the situation
 - (f) use punishment to correct unacceptable behavior

As we care for a number of children from a variety of family settings, we have found that Heartland Child Care is not for everyone. We may discover that we are unable to meet your child's unique needs. In such an event, the Director will discuss your child's needs and provide two weeks notice for you to seek alternative child care.

WITHDRAWAL

When the time comes that you will no longer need Heartland Child Care Ministry to care for your child, we ask that you please inform us **two weeks prior** so we can fill the vacated position. (We appreciate notice of *more than* two weeks when possible.) Since it can take up to a month or longer to fill a vacated spot, informing us as far in advance as possible is greatly appreciated. **Even if your child is not attending Heartland Child**

