



Preschool & Childcare

Serving children ages 6 weeks – 5 years.

Puzzle Place Preschool & Childcare is dedicated to helping children reach their full potential through guidance, loving care, and support.

Parent Handbook

647 13th Ave E, West Fargo, ND

Email: info@puzzleplace.org

OR

djohnson@ndautismcenter.org

mnotch@ndautismcenter.org

(P) 701-281-3897 or 701-532-4574

Welcome to Puzzle Place Preschool & Childcare!

Puzzle Place Preschool & Childcare's goal is to provide your child(ren) with a clean, safe, comfortable environment where they can play and learn with guidance, loving care, and support.

This handbook has been developed to help the relationship between directors, teachers, and parents by providing you with specific information about Puzzle Place Preschool & Childcare and the programs offered. Please thoroughly read this handbook to fully understand our programs, policies, procedures, and parent expectations.

Parent involvement and interaction is key! As we spend a lot of time with your child(ren) we become partners in their growth and education. With your help we can create a successful learning environment.

If you have any questions or concerns after you have read our handbook, please feel free to contact the site Director at Puzzle Place Preschool & Childcare.

Hours of Operation and Holidays Closed

Puzzle Place Preschool & Childcare is open from **6:30am to 6:00pm Monday through Friday**. Full-time children have a maximum of 10 hours they are allowed to be in the center for one day. We will be closed the following holidays: **New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Friday following Thanksgiving Day, Christmas Eve, and Christmas Day**. In the event that a holiday falls on a weekend, the Center will close Friday and/or Monday.

Childcare Regulations

Early Childhood Services – Puzzle Place Preschool & Childcare is licensed by Cass County Human Services and the Human Services Board of the State of North Dakota. The purpose of these regulations is to establish minimum standards for licensed childcare centers and to assure that those standards are met. The Center is licensed by the North Dakota Department of Human Services. The Center follows state guidelines and policies to ensure it is sanitary and safe at all times. The Center's licensor is Leola Daul. She can be contacted via email DaulL@casscountynd.gov or via phone, (701) 241-5928.

Reporting Suspected Child Abuse or Neglect

Early childhood services program operators and employees are mandated by North Dakota Century Code to report suspected child abuse and/or neglect to the child protections division at the appropriate county social service office. All staff, including back-up staff/volunteers, are trained on the policy, procedure, and confidentiality in relation to child abuse/neglect.

Procedure:

1. The operator will report suspected abuse/neglect and document all concerns and have staff document their concerns.
2. If unsure whether to report the situation, the operator will contact county social services to discuss the situation and follow recommendations.
3. Staff, volunteers, and back-up staff will document concerns, discuss concerns with operator, and follow recommendations.
4. Staff, volunteers, and back-up staff will use their own judgment, document and report concerns to county social services when situation is warranted, and the operator is not available. If unsure whether to report the situation, one should contact county social services. The operator will be informed immediately upon return.

Cass County Social Services Board
1010 2nd Ave S
PO Box 2986
Fargo, ND 58108-2986
Phone: (701) 241-5761
Fax: (701) 239-6820
TTY: (701)239-6784

Reports of suspected child abuse or neglect may be made verbally or in writing. If requested by the county social service office, a verbal report must be followed by a written report. The state's reporting form, SFN 960, is available at county social service offices. NOTE: Staff must report to the county director within 24 hours of a death, serious accident, and/or serious illness requiring hospitalization.

Health

As a licensing regulation, a health inspection is done once a year. The inspection is done by North Dakota Health Services.

Fire

The center will have annual fire inspections completed by local or state fire authorities. Fire and tornado evacuations will be performed in accordance with state and local fire department's guidelines.

Confidentiality

Confidentiality of information provided by parent(s)/guardian(s) is of the utmost importance to us. Only authorized personnel and licensing authorities have access to children's records. We do have a 'Release of Information' waiver that will allow us to share information about you or your child to other agencies/schools/etc. if you chose so. Release of Information forms can be obtained from Office Staff.

Adult-Child Ratios – North Dakota

Puzzle Place Preschool & Childcare serves children ages 0 to 5 years of age. The Center meets or exceeds the adult/child ratios established by the Cass County Social Services. The ratios are:

Group	Ages	Staff to Children Ratio
Infant	6 Weeks – 18Months	1:04
Toddler	18 Months – 3 Years	1:05
Preschool	3 Year Olds	1:07
Preschool	4 Year Olds	1:10
Pre-K	5 Years Olds	1:12

Enrollment Procedures

Parents may enroll their child at Puzzle Place Preschool & Childcare's site. We are located at 647 13th Avenue East, in West Fargo, North Dakota. A \$50.00 per child (or \$70.00 per family) non-refundable registration fee, along with the first two weeks of care, in addition to the signed contract page will be due to hold your spot. If your child cannot be immediately enrolled, they will be placed on a waiting list. If we do not have a spot available and you find alternative care for your child we will refund the prepaid tuition. If you choose alternative care, decide to stay home, move, or for any other reason make the choice to not bring your child to Puzzle Place Preschool & Childcare you will not be refunded the prepaid tuition.

When you enroll your child at the Center, we will set up a meeting to learn about your child and his/her varying needs. At this time, we will explain the program in detail and provide additional information that parents may need. You will be asked to provide a statement of health, immunization records, and any other pertinent information that will enable us to provide the best atmosphere and care for your child.

Parents are required by the state of North Dakota to submit a copy of their child's birth certificate upon the child's enrollment.

Probationary Period/Termination Policy

The first two weeks of your child's enrollment will be considered as a probationary period. If you feel things are not working out, you may withdraw your child without penalty. We reserve the right to give notice for removal if we feel that we are unable to meet the needs of the child.

Waiting List

The Site Director will maintain an enrollment list. Priority on this list will be given as follows:

1. NDAC/Puzzle Place Preschool & Childcare Employees
2. Current families – siblings of children who are already in the program
3. Remaining families on the list by date

We are a small center so it is often difficult to project when we will have openings and we are unable to leave openings unfilled. When an opening occurs, we will refer to our waiting list to see if the next family on the list would like to take the spot. If your child is not yet ready to start, we will continue to contact families on the waitlist. If another family takes the spot you will be put back at the top of the list and will be contacted for the next opening; however, if you would like to ensure the spot is "held" for your child, you may start paying the regular weekly rate as if the child was already receiving care.

Note: Puzzle Place Preschool & Childcare does not discriminate on the basis of race, gender, color, religion, or national origin.

Weather/Emergency Closings

Circumstances such as extreme weather conditions, natural disasters, or accidents may result in the site to be closed. The decision to close Puzzle Place Preschool & Childcare will be made by Puzzle Place Preschool & Childcare Operations Manager or designee and an announcement will be made. This decision will be based, first on meeting our licensing requirements, the safety of children, travel conditions, and law enforcement advisories. In those cases of inclement weather, the Center may choose to remain closed, open late, close early, or encourage early pickup. Regardless of these announcements, whenever travel and weather conditions deteriorate, you may pick up your child at any time. Please use your best judgment for you and your family.

Parents should check WDAY www.wday.com and KVLV www.valleynewslive.com websites or our Facebook page for the status of closings. There will be a notice on the center's voicemail regarding closings.

If the heat in the center were to go out for any unforeseen reason during the cold winter months, parents would be notified via phone to come pick up their children once the temperature inside hits 65 ° F. In the warm summer months if we have no air conditioning, parents will be notified via phone to come pick up their children once the temperature inside hits 75° F. In the case the center were to lose electricity or running water, we would contact the appropriate people and the director will base the decision on whether to close the center or not, on the timeline given for services to return.

Curriculum

Puzzle Place Preschool & Childcare curriculum is developmentally appropriate for each classroom. Some focus areas of the curriculum are creativeness, sensory, cognitive, physical, language, social, and emotional development. There will be a new theme each week and activities planned around those weekly themes. We encourage parent involvement and feedback in all aspects of our center.

Daily Schedule

The daily schedule includes individual activities, small and large group activities, quiet and active time, indoor and outdoor time. Breakfast is served at 8:30 AM. Lunch is served at 11:30 AM. Snack is served at 2:30 PM. A schedule is posted in each classroom.

Parents Welcome

Puzzle Place Preschool & Childcare has an open-door policy which means parents are welcome to make an unannounced visit when their child is in attendance at the childcare. Please understand that we cannot guarantee full attention to you during your visit. We will need to conduct our day as if you were not there, for the children's sake. Please keep in mind that frequent visits could disrupt the children's day. If parents would like our full attention please schedule a visit, so we are able to have staff present for you. If visits become excessive, and/or disrupt the planned day, a meeting will be called to discuss the matter.

Parent Teacher Communication

Verbal communication with parents will be initiated by the staff members on a daily basis in an effort to keep the communication channels open and to enhance commitment for honest, friendly, and sincere communication. Parents are encouraged to communicate to the staff significant information on their child's day such as sleepless night, injury, or illness, etc. This will help the staff to better understand your child's mood and behavior.

Daily report sheets are completed each day for children in the infant and toddler rooms and as needed for the Preschoolers. Parents have the option to be given written daily sheets from their child's teacher. Information includes your child's activities, how they ate, special activities, rest time, and any other important information you may need.

Arrival and Departure

An adult must accompany all children into the Center. You must sign your child in and out at the Center. If your child will be late or absent for the day, please give the center a call to inform them of this. If your child is late or missing and we have not been notified by 9 AM, a courtesy call will be given to the parents/guardians. If parents/guardians do not answer, an email will be sent. If no contact has been made by noon, the child's emergency contact will be notified. If no contact has still been made, the authorities may be contacted in order to ensure the child's safety.

Children will not be sent home with other parents or adult friends unless they are appropriately listed on the sheets completed at enrollment or unless the staff has been notified in advance. At any time, any adult may be asked to show picture identification upon picking up a child. Names need to be updated on the authorization form. If a parent does not fulfill their responsibility regarding this matter, we will not release the child and the

parent will be responsible for any late fee. Childcare staff are responsible for your child until you physically make contact with your child upon entering the Center.

If the parent or other authorized person arrives to pick up a child and that person appears to be intoxicated or under the influence of drugs, all reasonable steps will be taken to prevent the person from leaving with the child, including offering to call a cab or another contact person. While Puzzle Place Preschool & Childcare cannot legally withhold a child from the legal guardian, staff will not hesitate to call the local authorities if staff feels the child is in danger.

Health Policy

We take every precaution to protect your child's health. In turn, it is your responsibility to help us protect the health of the other children.

A record of immunization must be on file at the time of admission to Puzzle Place Preschool & Childcare. The child will be withdrawn from the program, if the child's statement of health form is not on file within 30 days after your child's start date.

Each day, the teacher will assess the child's well-being if they feel it is out of the norm. The staff member will report to the Center's Director who will determine whether your child may stay at the Center after consulting the ND licensing regulations.

If a child becomes ill while at Puzzle Place Preschool & Childcare, the child will be isolated from the other children and the parent will be called to pick up the child within the hour. If the child's parent does not respond to our call, the emergency contacts will be called.

Should the children be exposed to a communicable disease, the Center will notify the parents of the possibility of exposure, symptoms, and period of incubation. This information will be posted in main viewing areas of the Center or affected rooms.

Illnesses/Medication/Communicable Disease

Keeping all the children who attend Puzzle Place Preschool & Childcare as healthy as possible is a top priority. Illnesses can be difficult and frustrating, and we appreciate all the cooperation and understanding when dealing with these issues. We are not able to provide the most comfortable care for your children if they are in discomfort. If your child is not feeling well for any reason, PLEASE keep them at home so they are comfortable. Children may NOT attend Puzzle Place Preschool & Childcare with symptoms of illness or a communicable disease. Our health policies are in place to protect the other children and staff. Please respect this. The illness policy stands even with a doctor's authorization for attendance. Even if your child is not still in a contagious period but is not well enough to participate in regular activities, we ask that you keep them out of the center until they are able to participate in normal activities (this includes outdoor activity). Below is a listing of possible signs of illness and communicable diseases and if your child shows one or more of the following the child will be sent home:

- Fever: no child will be admitted to or allowed to remain in the center with a temperature of 100.4 degrees or higher. If a fever begins while the child is at the center the parent will be called and expected to pick up the child within the hour. **A child must be fever free without fever reducing medications for 24 HOURS before returning to the center.**

- *Diarrhea: children with 3 or more abnormally loose stools since admission that day must be removed from care. The child needs to be diarrhea free for 24 HOURS before returning to the center.*
 - *When a child is teething, their stools may become looser, but diarrhea is not associated with teething.*
- *Vomiting: 1 or more episodes in the previous 24 hours (more than spit up) will need to be vomit free for 24 HOURS before returning to the center.*
- *Rash with fever or behavior change, until a health care professional determines that these symptoms do not indicate a communicable disease.*
- *Pink Eye (contagious conjunctivitis): discharging eyes or ears. The child cannot return to the center until 24-hours after first medication has been administered.*
- *Unspecified Respiratory Illness → Includes common cold, sore throat, croup, bronchitis, runny noses, or ear infection*
 - *The illness results in a need for more care than the staff can provide, which compromises the care and safety of the other children.*
 - *The illness prevents the child from participating comfortably in activities as determined by either the child's teacher or the Center Director.*
 - *Labored breathing such as wheezing or extreme congestion*
 - *Lethargic, non-functional behavior*
 - *Uncontrollable coughing*
 - *Pain (such as sore throat/ trouble swallowing, headache, stiff neck, leg pains, etc. that inhibits your child's ability to participate in activities).*
 - *Stitches, broken bones (not in walking cast, or major cuts and/or burns that need constant bandage changing).*
 - *If your child has a prolonged infection it must be bandaged at all times until infection is gone. If it is not covered or bandaged your child must stay home to prevent infection of others.*

Exclusion of a sick child

To keep other children safe from any infectious process, a child that develops an illness while at the center will be excluded from the regular classroom activities. For comfort, the child will be given a blanket and cot/mat.

It is our responsibility to protect all the children in our care. Please consider others when your child is ill. Pick up as soon as possible, keep your child home if any symptoms arise or continue. Ill children need to be picked up as soon as possible and no later than one hour after parents are notified. A parent of an ill child who still remains after one hour following parent contact will be billed \$25.00 per 15-minute increments until the child is picked up by the parent or an authorized substitute.

Parents will inform the childcare within 24 hours of a diagnosis of a serious illness or contagious disease of a communicable nature in the family. Failure to do so may result in termination of program services. We reserve the right to ask for a note from your family physician, depending on the illness/disease

Parents will be notified in writing of any exposure to an infection illness that has occurred at Puzzle Place Preschool & Childcare. Parents are required to inform Puzzle Place Preschool & Childcare immediately if their child is diagnosed as having a contagious reportable disease.

Please see the list of reportable communicable diseases from the ND Department of Health.
Puzzle Place Preschool & Childcare RESERVES THE RIGHT TO REFUSE THE CONTINUED CARE OF ANY CHILD WHO, IN OUR JUDGEMENT IS DEEMED ILL.

Communicable Disease
(List is not all inclusive)

Disease Minimum exclusion period

Chicken pox 5-7 days from onset of rash or until ALL lesions are scabbed over.

Impetigo 24 hours after antibiotic treatment has begun

Pink Eye 24 hours after treatment has begun.

Influenza 24 hours after fever and symptoms have ceased

Lice After first treatment has been completed.

Scabies After treatment has begun and determined to be non- communicable.

Hepatitis Physician's statement required for re-admission

*Strep Throat 24 hours after antibiotic treatment has begun and no longer has a fever.
& Scarlet Fever*

Tuberculosis Physician's statement required for re-admission

Measles 4 days after onset of rash

Rubella 6 days after onset of rash

Mumps 9 days after the onset of parotid gland swelling

*Pertussis 5 days of antibiotic treatment has been completed
(Whooping Cough)*

*Ringworm 24 hours after treatment has been started and lesions must be covered or
scabbed over.*

*Shingles If all sores can be covered by clothing or a dressing no exclusion necessary. If they
cannot be covered, exclusion until all sores are completely scabbed over.*

Medications

*A medication permission form must be filled out by a parent or guardian to administer all
medications. Medications will only be given to a child in care with the following conditions:*

- Any prescribed medication brought to the childcare MUST be in the prescription bottle
with the appropriate label (ex. name and dosage information). (Medication that is not*

brought in a prescription bottle with proper labeling will not be given to the child.) A note from the doctor is also required.

- Non-prescription medications will be administered as recommended on medicine bottle. **A written note giving consent from the child's doctor is a requirement for Child Care Centers** (Fargo Cass Public Health).

Medical Requirements

We comply with all state, county, and local regulations regarding immunization and health requirements. Children's immunization records must be kept current and on file. It is extremely important for parents to advise us if a child has a health problem or allergies. A child with serious health problem(s) must have an individual health plan, written by the nurse, in place before attending childcare (ex: diabetes, seizures, etc.).

Emergency Medical Information

Emergency Medical Information will be kept on file for each child. In case of illness or injury, this information is used to notify and advise parents/guardians of the child's status. It is extremely important that the information be kept current with correct phone numbers.

****If the following information should change at any time, please notify us so that we can better serve you and your child:**

- Phone numbers where you can be reached during the day
- Addresses at home or work
- Names of authorized person to contact in case of an illness or injury
- Names of all persons authorized to pick up your child

Emergency Procedures

Parents will be notified immediately of any emergency or injury involving their child. If parents cannot be reached the individuals, they have designated as emergency contacts will be notified.

Every precaution will be taken to ensure the safety of the children in our care. Puzzle Place Preschool & Childcare provides the required staff trained in First Aid and CPR. If necessary, they will be prepared to administer aid as trained whenever needed. Parents will be informed of any accidents, incidents, injuries, and all action taken. Accident reports will be filled out by teachers when any accident, incident, or injury occurs. A copy of that report will be kept in the child's file. If immediate care is not needed the parents will be contacted to transport the child to the hospital. If the parents cannot be reached the emergency contacts persons will be called to transport the child. If ambulance transport is indicated, 911 will be called. The child will be accompanied by a staff member until parents arrive. Emergency response procedures and phone numbers are located in each classroom within the center. Fire escape routes are located within each room and staff is trained in emergency procedures upon hire. Puzzle Place Preschool & Childcare performs fire and tornado drills. Should a disaster occur, and the center must be evacuated to the designated "safe place." Parents will be contacted as soon as possible.

Behavior Guidance

To ensure the safety of all children, we follow our behavior guidance plan in each classroom. We strive to use age-appropriate behavior guidance techniques that allow children to learn what is appropriate and what is not acceptable behavior. We believe that many challenging behaviors can be prevented by setting up a proactive environment with positive behavior supports. We will provide the child(ren) with a clear model of acceptable

behaviors. Each room will modify the plan according to the child's developmental level. Redirection will be used with children and groups to direct problems toward a more constructive activity and reduce conflict. Children will be taught acceptable alternatives to problem behavior to help reduce conflict. A child may need to be removed from the group. This will only happen if the above methods have not been successful or the child's behavior threatens the well-being of the child or other children. If a child is removed from the group, they will remain within a monitored area where a staff person can see and hear them at all times. A child between the ages of 6 weeks and 16 months will not be separated from the group as a means of behavior guidance. If classrooms are dealing with ongoing behavioral issues from a child, the staff will be provided with extra resources. Staff members will observe and record the behavior(s) and continue to monitor the situation. Any child who places himself/herself in danger of risking the health, safety, and welfare of others in attendance will have a parent notified to pick up the child. If a child has been sent home 3 times in one week, a meeting with the parents will be scheduled. If the child's behavior continues and the teachers are not able to decrease the problematic behaviors the parents will be notified and a meeting between the Lead Teacher and Director to discuss how to address the behaviors. If the child's behaviors continue after the parent meeting the child may be dismissed from the program.

**Infants: We believe that you cannot spoil infants. When an infant cries, the baby is immediately responded to. This establishes the stability of emotional security for later self-control. Behavior Guidance, or discipline, begins with consistently and responsively meeting infants' needs. This will build trust needed to help children listen and follow directions as they grow.*

**Toddlers: Providing structured daily routines and responding with flexibility allows toddlers to have more control over their environment. Learning self-control and appropriate behavior is a lifelong process. As staff, we model this behavior and help children begin to understand the way the world works.*

**Preschool: Helping children acknowledge their emotions and control their reactions is our goal when guiding behavior. We look for everyday "teachable moments" to practice these skills.*

**Kindergarten Readiness: As we continue to look for everyday "teachable moments" we start to allow Pre-Kindergartners to make as many decisions as possible within necessary limits.*

Biting and Hitting

Center staff will take every precaution when it comes to biting and hitting. We are aware that biting and hitting may occur in the rooms. We believe in trying to intervene and redirect and teach the child an appropriate replacement behavior. When your child is bitten or hit it can be scary and stressful for the child/parents/staff. We will continue to work with the children on appropriate ways to express their needs.

Here are the ways our center tries to prevent biting and how we respond when it does occur:

- We try to plan each day to avoid frustration, boredom and overstimulation.

- We work to model acceptable and appropriate behaviors for the children, helping them to learn words to express their feelings and helping them learn how to resolve conflict with their peers.
- If a bite occurs, we immediately help the child that was bitten. We examine the bite and clean area that was bitten. We provide comfort and reassurance to the child that was bitten.
- The child that was the “biter” will be told in a neutral voice “no biting” or “biting is wrong” and redirected or taught an alternative replacement behavior (depending on age).
- We notify both parents; however, we do not share names as this is a violation of confidentiality.
- If biting is ongoing, we will try to make changes to our environment or daily schedules as necessary.
- We encourage parents/guardians to keep the center informed if your child is biting at home. We would like to work together to reduce the behavior as soon as possible.

Property Damage

Parents will be responsible for damage done to center property by their child beyond normal wear and tear exceeding costs of \$50 to replace. If staff's personal property (clothing, glasses, cell phone, vehicle, etc.) is damaged by your child, it is also the responsibility of the family to take care or any costs or replace the item for the staff member.

Accident Procedures

Injuries at the center will be documented and kept on file. If your child is injured while at the center, you will receive a written report telling you what happened and what actions were taken by the staff. Parents must read and sign the reports. The report will be kept at the center in your child's file. If your child needs to be taken to the doctor or dentist due to an accident, the child's primary health insurance will be used. Puzzle Place Preschool & Childcare does not cover these medical expenses.

Physical Activity

Toddlers and preschool-age children shall play outdoors daily, weather permitting, for a minimum of 60 minutes. Daily outdoor play is healthy and allows a change of environment and large muscle activities (gross-motor development). Children of all ages enjoy and benefit from playing outdoors. Taking children outdoors, even in the winter, can be a healthy part of their schedule, and is safe when clothing is appropriate. Please dress your child according to the weather forecast and send along appropriate outside clothing. Toddlers and older will play outside daily for at least 30 minutes in the morning and also in the afternoon, when the weather conditions do not pose a significant risk. They are allowed to develop the enjoyment of outdoor physical activity and are able to explore their surroundings. Infants will have an opportunity for the outdoors during Spring, Summer, and Fall months. In inclement weather, active indoor play shall be substituted in safe play areas.

Children ages 12 months and older shall be scheduled to participate in at least 60 minutes of physical activity per day. For children age three and older, at least 30 to 60 minutes shall be structured and guided physical activity. Structured and guided physical activity shall be led by teachers and/or caregivers and shall promote moderate to vigorous physical activity, basic movement, creative moment, motor skills development, and general

coordination. Infants also participate in daily physical activity goals in their environment. Infants should have supervised "tummy time" every day when they are awake. Caregivers should interact with an awake infant on their tummy for short period of time (three to five minutes); increasing the amount of time as the infant shows he/she enjoys the activity. Time in restricted equipment such as seats, swings, or ExerSaucers is limited.

Staff members will engage with infants during tummy time and will encourage exploration and freedom of movement. Staff members are required to attend one training course per year that educates on children's physical activity, giving the staff new ideas to implement in their classroom. Physical activity will never be withheld from a child as a form of discipline.

The children will be supervised at all times. Your child's classroom teacher will ask you to bring in sunscreen and insect repellent for use in the summer. If you believe your child is not well enough for outdoor play, they are probably not well enough to be at the center. It is not possible for staff to stay inside with one child so we ask you to keep children home if they are not well enough to participate in all activities planned for the day.

Aquatic Policy

As per licensing requirements, written parental permission and a written description of a child's swimming ability is required before child(ren) participate in any aquatic activity.

The following types of water activities are provided at our childcare program: wading pool, sprinkler, and field trips to splash pads (Preschool).

Wading pools are emptied, cleaned, and disinfected daily. Only potable water is used to fill the wading pool. Wading pools are emptied when not in use.

Both preschoolers and school age children will have a 5:1 child-to-staff supervision ratio while visiting the splash pad. Infants and Toddlers will have a 4:1 ratio when using the wading pool. Ratios will be maintained at all times. Staff will not be involved in any activity other than directly supervising children during water activities. Staff is certified in CPR and first aid and will be present at all times during water activities.

A phone and first aid kit will be kept readily accessible at all times.

Children in diapers are required to wear diapers designed for swimming/water activities. Children with open sores or diarrhea will not be allowed to participate in water activities

Nap and Rest

Parents will be consulted at the time of enrollment and as needed about their child's napping habits. A two-hour period will be set aside every day depending on the age of the children to rest and take a break from the day's activities.

SIDS Prevention

In recognition of the license requirement for SID's prevention, we will only allow the infants to sleep on their backs. This is to prevent Sudden Infant Death Syndrome (SIDS). We also will not allow children to sleep in their car seats or any other chair.

Toileting

Center staff will assist in potty training children with the understanding that it will only be successful if we work together. Consistency is very important when teaching your child(ren) new things. Clothing should be easy to manage to encourage self-help skills and promote success. Two extra change of clothes is also necessary (including socks), for any accidents.

Animal Policy

Pets are wonderful to most children. During specific themes, animals may visit the center; however, pets must be immunized properly, well maintained, and approved in advance by management.

Field Trips

Field trips will be scheduled, and the appropriate authorizations will be completed upon the child being enrolled at the Center. Children must be in the Preschool or Kindergarten Readiness classroom to participate in fieldtrips. Parents/ Guardians will be informed of field trips in advance. The appropriate emergency numbers are taken along with staff on all off-site field trips. If an emergency occurs, the Center will be contacted, and necessary arrangements will be made.

Transportation

Safety is our first priority. Therefore, we will make every effort to ensure your child remains safe while in our care. Car seats and boosters will be provided by the center for transportation of older students. All seats will be assigned according to height and weight regulations provided by the state. A permission slip must be signed by the parent or guardian before the child participates in being transported. All drivers undergo safety training, and a driving history is reviewed to ensure safety.

Screen Time

We believe that active learning is a vital part of a child's development. Therefore, screen time is limited and must be approved by the site Director. For children two and older screen time will be used as a way to implement indoor physical activities, such as dancing, yoga, and other similar activities. We will also utilize screen time for educational shows and movies. No child will be forced to watch, an alternative activity will be offered for those who are not interested.

Clothing

Children should be dressed in "play" clothes suitable for art projects, climbing, outdoor play, and eating. We ask that children wear shoes suitable for walking, running, and exercise. All shoes and sandals MUST be closed toe. Always have clothing that is appropriate for the weather. All clothing should be clearly labeled with child's first and last name.

Play is children's work, so they need to wear washable and comfortable clothing. Each child should have the following items:

- Two changes of clothing. This includes underwear, shirts, pants/shorts, and socks.
- Winter outerwear for outside play including coat, hat, mittens, boots, and snow pants.
- Disposable diapers for children who are not toilet trained. Diapers will not be borrowed between children.

Other Supplies:

- Diapers
- Wipes
- Small blanket for naptime.
- Diaper creams as needed.
- Pacifier if used.
- Any medications (with doctor's note and prescription)

We will notify you when your supplies run low. If it becomes necessary for us to supply wipes or diapers for your child, reimbursement will be expected no later than your next payment date.

Puzzle Place Preschool & Childcare is not responsible for lost clothing or personal items brought to the center. All belongings should be marked with permanent marker. We cannot be responsible for items that aren't clearly marked.

Toys

Please do not have your child bring toys from home unless it is designated show and tell day. When a child brings a toy, it does create some problems with the other children. It might get lost or broken. We are not responsible for lost or broken toys if you choose to let your child bring these to daycare. Violent toys such as guns, knives, or swords are NOT allowed in the center at any time. We cannot be held responsible for lost or damaged personal items.

Food Handling and Preparation

Children are served a nutritious breakfast, lunch, and afternoon snack every day when in care. Breakfast is served at 8:30 am, lunch is served at 11:30 am, and afternoon snack at 2:30 pm. If a child is not present at the scheduled mealtime, it is the Parent's responsibility to see that the child is fed. Food allergies or special diets are handled on a case by case basis depending on the allergy. Please meet with the director for details. All food allergies and intolerances will be documented and made aware to all staff working with the child. Children will have meals brought to and served in their rooms. All meals are served family style using the proper utensils. Staff members encourage and model healthy eating practices.

At no time are children left unattended while eating. Infants are fed on demand and individually according to their developmental needs and feeding patterns.

Mixing formula:

- Formula will be mixed with tap water.
- Bottles will be heated using warm water in a small crock pot on low heat.
- Any formula left in excess after feeding will be discarded (maximum of one hour).

Puzzle Place Preschool & Childcare provides formula (Iron Fortified Parent's Choice), rice cereal, oatmeal, and Gerber baby food for infants. Any formula or baby food/cereal outside of these items will have to be provided by the parents of the child. Parents are responsible for supplying bottles. If your child is on a different formula than what the Center provides you may choose to supply your own formula. If you are a nursing mother and are able to take time from your job to feed your child, we welcome you to do so. Breast milk can be stored frozen or fresh, please label and date. If a staff member is nursing, they may nurse or express milk during their breaks.

Food from home will not be allowed to be served to other children in the center. We love to celebrate birthdays with store bought treats! If you have any questions, please see the director.

Meals offered comply with Child and Adult Care Food Program Guidelines. Breakfast and lunch will always be served with milk, and snack will always be served with water unless otherwise noted (juice is served twice a month). All families must complete a Food Program Application annually, regardless of whether or not you qualify for the food program. Financial information is not required if you do not qualify, but verification of child's enrollment is required.

Children will be encouraged to eat the food prepared but will not be expected to eat it all. They will also not be fed until the next scheduled meal. Children will have unlimited access to water breaks throughout the day. Menus are posted and are included on your daily report sheet for your review.

Food will never be offered to calm children or to encourage appropriate behavior. Food will also never be used as a form of discipline.

Smoke Free Policy

Smoking is prohibited in Puzzle Place Preschool & Childcare to protect the health of children and employees. Please refrain from smoking directly outside for the safety and health of the children.

Cleanliness

Childcare areas are cleaned regularly and kept free of hazards. All toys are cleaned on a regular schedule. Diaper changing area is cleaned after each diaper change. We require hand washing before eating, after bathroom visits, and at any other appropriate time.

Child Care Employees

All employees are hired according to the guidelines set forth by the North Dakota Department of Social Services. All staff complete twelve hours of training in Basic Child Care as required by the Department of Human Services. In addition, staff will complete CPR and First Aid training. Child Care Employees also have a background check done upon hire and annually according to the Department of Human Services requirements. The center will not hire any person that has been convicted of a felony.

The Center has experienced and well-trained staff that are committed to the goals of providing support to children and enriching the social, physical, creative, and intellectual experiences for children of all ages and needs. All employees at the Center will be supervised by and are responsible to the Director of Child Care Services. Training and orientation period are required for employees and volunteers.

Program Grievance Procedure for Parents

If at any time parents have a grievance relating to their child's program they should speak directly to their child's teacher or the Director. If you feel your grievance requires a different channel of communication, please contact the center's Director of Operations (Jessica Bivens).

Insurance

The Center carries liability insurance for children enrolled and for staff at the Center.

Custodial Dispute

Puzzle Place Preschool & Childcare remains neutral in the case of custodial disputes and will not get involved or take sides. Court orders regarding visitation schedules must be provided in the case of visitation or custodial rights or legal guardians. A child will be released to either parent unless a court document defines custodial rights.

Billing Procedures

Invoices will be posted every other Wednesday. Billing periods are for 2 weeks in advance. All families are responsible for pre-paying for the care and maintaining a \$0 balance on their child's account. Payment of each bill is due Friday by 6:00PM. Payments not received at that time will be assessed a \$10 per business day late fee (beginning Monday at 6:00PM). Puzzle Place Preschool & Childcare reserves the right to discontinue care until the child's account is at a \$0 balance.

Puzzle Place Preschool & Childcare will provide an itemized monthly statement or yearly statement for a family upon request. It is your responsibility to contact the center to request necessary statements.

If there is any length of time between enrollment and the start date it is the family's responsibility to review the fee schedule and handbook before the start date for any changes. Puzzle Place Preschool & Childcare is constantly improving its facility and resources. Families currently attending Puzzle Place Preschool & Childcare will be given at least 30-day notice of any changes in fees.

Fees are due by closing time on the last business day of every week (usually Fridays). If no fee is paid by the end of the next business day a late fee of \$10 per day will be applied. If payment has not been made by the following Friday, care will not be provided until payment has been received.

Beginning March 2018, the Puzzle Place Preschool & Childcare offers the convenience of automatic payment by checking or savings account. Fee payment will be withdrawn on the first Monday of each billing period. Payments scheduled for a holiday will be withdrawn the next business day. NSF (non-sufficient fund) fee of \$30 will be charged if any payment is returned due to non-sufficient funds (late fees may also apply). Puzzle Place Preschool & Childcare reserves the right to collect payment until the balance has been paid in full. In order to begin this service, an ACH Authorization form must be filled out and returned to the business office. To change or cancel an automatic payment, the Puzzle Place requires notification verbally or in writing at least five (5) business days in advance of the withdrawal date.

Childcare Assistance

Puzzle Place Preschool & Childcare accepts both Minnesota and North Dakota Childcare Assistance. Effective January 2017, each family is responsible to pay the center for the weekly childcare rate. The county will reimburse the family at the end of each month. All billing procedures apply to each family receiving care at our center.

NSF Checks or Declined ACH

A handling fee of \$30 will be charged for processing any check returned because of insufficient funds. After one returned check all future fees must be paid by cashier's check or money order.

Families receiving Child Care Assistance are responsible for notifying the Director of your need for the forms and submitting them back to the center. You must list on the enrollment information the name and county of your social worker.

Child Care Rates

Please refer to rate sheet. The Center is competitively priced in comparison with other centers within Fargo/Moorhead. The Child Care Center reviews rates at the end of every year and implements rate increases at the beginning of the following year.

Absences and Late Fees

Parents need to call the Center to notify the staff of your child's absence. Full tuition charges will be assessed when a child is absent from their regular scheduled day of attendance.

A late pickup fee of \$25.00 per 15 minutes per child will be assessed at 6:00 PM. At 6:00 PM, if your child is still at the Center, the staff may call your emergency contact person to pick up your child.

Accountability

If your child does not arrive at the expected time:

- Notify the center by 9 AM to let us know if your child will not be coming for the day or running late.
- If your child does not arrive as expected, the center may attempt to call you.
- If no answer, the center may attempt to contact your emergency contact(s) on file.
- If no answer, the police department may be contacted.

Fees

Fees are based on the room in which your child is enrolled in.

Illnesses à Sick children will pay full tuition for any illnesses unless approved by the center director.

Holiday Closing à Puzzle Place Preschool & Childcare will be closed on the following holiday days: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day. 100% of regular fee is due.

Other absences for parent illness, maternity leave, storm days, or funeral, 100% regular fee will still be charged.

A payment box is provided in the entry for your convenience. Each Parent or Guardian must complete a payment contract upon enrollment.

Unpaid charges are subject to Small Claims Court.

Activity/Supply Fee

An annual activity fee of \$50 per child enrolled in the Preschool & Kindergarten Readiness Room will be assessed each January. If your child starts in the middle of the year or transitions into that classroom after January, a yearly fee will be pro-rated. The activity fee is nonrefundable if you leave the center during the year. The activity fee helps covers the cost of art supplies, classroom supplies, and the cost of field trips and other special activities that are planned.

Withdrawal Procedures

Written notice of intent to withdraw a child from Puzzle Place Preschool & Childcare must be submitted to the Site Director three (3) weeks in advance of withdrawal. You will be still responsible for payment for three (3) weeks if a proper notice is not given.

Parents are responsible for tuition for three weeks after the notice is given, whether or not your child attends Puzzle Place Preschool & Childcare in that time. Re-admission will be on space available and a new registration fee must be paid prior to re-enrollment. All unpaid accounts will be turned over to a collection agency.

Puzzle Place Preschool & Childcare may terminate the agreement without giving notice if the parent/guardian fails to abide by the policies of the program or any for and of the following reasons (but not limited to): continual late payment, continual late pickup, dishonesty, knowingly bringing an ill child to the program, lack of compliance with outlined policies, failure to complete required forms, failure to get required immunizations or provide signed religious, philosophical, moral or religious belief exemption certificate, serious illness of child, failure to show up for 2 days in a row without any communication, and unacceptable behavior that interferes with the atmosphere of the program and/or is detrimental to the well-being of others*.

*We reserve the right to give written notice of immediate termination in these cases. Any payment received during the week of termination will be forfeited.

Licensor Contact:

Leola Daul, 701-241-5928 or email daull@casscountynynd.gov



Contract Signature Page

I have read and understand the policies set forth in the Parent Contract and Fee Schedule. I agree to abide by the policies and procedures outlined. I understand that I am responsible for the financial obligations throughout the service of this contract.

I have, in my possession, a copy of the contract and will refer to it with questions as they may arise.

Child's name: _____ Child's date of birth: _____

Address: _____

Parent Name: _____

Home: _____ Work: _____

Email Address: _____

Parent Name: _____

Home: _____ Work: _____

Email Address: _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Signature: _____ Date: _____