



Parent Information & Policies

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651-439-0799
LVictories.com

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**FLEXIBLE CHILD CENTER
& PRESCHOOL**

5595 Memorial Avenue
Oak Park Heights, MN 55082
Phone (651) 439-0799

Little Victories Child Care and its staff are honored to have your child enroll with us. This Handbook contains useful information regarding the daily operation of our center. If additional questions arise, please contact the Director, Melissa Smith or the Owner, Ann Whitcomb. If at any time you wish to contact the Department of Human Services, division of licensing, you may do so at (651) 296-3971.

Mission Statement

The mission of Little Victories is to provide full time and flexible child care and preschool options for children ages 6 weeks to 12 years old while providing an encouraging, safe, educational environment allowing for growth physically, emotionally, intellectually and socially.

Creed

Because we at Little Victories take such pride in the vast culture of our community, no Child or Family will be discriminated against on the bases of race, religion, sex, creed, national origin, or financial status.

Age categories served

Little Victories is Licensed for 110 children

12 Infants: 6 weeks to 15 months

28 Toddlers: 16 Months to 33 Months

50 Preschool: 3 ½ yrs - 5

20 School age: 6 yrs. to 12 yrs. old

**These age categories are guidelines set up by the Minnesota Division of Licensing. Because each child develops at their own pace, Little Victories along with parents will make determinations as to the appropriate age category for each child.

Hours of Operation

Little Victories is open Monday through Friday 6:00 a.m. to 6:30 p.m. Little Victories does require a 4 hour minimum reservation for infants. Additionally, children will not be accepted into Little Victories one hour before closing.

Holiday Closures

Little Victories is closed on the following Holidays: New Years Day, Labor Day, Memorial Day, Thanksgiving, the day after Thanksgiving, Independence Day and Christmas Day. If the holiday falls on a weekend, Little Victories will be closed on the adjoining weekday.

Smoke-Free Workplace Policy

Little Victories prides itself on a high quality safe environment for children. As part of those qualities we are implementing a smoke free workplace. In order to comply with the Minnesota Clean Indoor Air Act

(MCIAA) and in the interest of providing a safe and healthy environment for employees, visitors and children, smoking restrictions have been established. Little Victories is a smoke free property without exception. There will not be any tobacco smoking on the property or within 50 feet of the property lines.

Tuition Payments

The preferred method of payment at Little Victories is Tuition Express. All clients will be billed on Mondays for the previous week. Clients who are unable to use Tuition Express must pre-pay for all services before their child is left for the day. Little Victories accepts cash, checks, Visa, MC and Discover. A \$10 service charge will be assessed to all returned checks.

Reservations

Reservations for 3 or more hours may be submitted anytime in advance and may be set up to reoccur weekly. Reservations for less than 3 hours may be submitted 1 day in advance and are subject to availability. Families will be billed for the entire time of the reservation plus any additional time their child spends in the center. Reserved time may be cancelled or changed up to 6:30am the day of the service to avoid being charged. (A voice mail may be left the night before). Reservations that are not cancelled or changed in this manner will be billed to the client. If a child goes home early due to illness, families are billed for the entire time of the reservation. Little Victories reserves the right to terminate a weekly reoccurring reservation that totals less than 8 hours/week in order to accommodate a 2-5 day reoccurring reservation.

Late Pick Up

Late pick up fees will be assessed when a child is picked up after 6:30pm. Families' first occurrence will be billed at \$1/ minute. Any additional occurrences will be \$1.00 per minute for the first 5 minutes and then \$5.00 per minute for each additional minute. This is paid directly to the staff person required to stay with the child. If the child is not picked up by one hour after closing, and every effort has been made to contact the parents and alternate persons, Little Victories will be required to call the Oak Park Heights Police Department for assistance.

Diapers

Parents are asked to provide their own diapers and wipes. In the event a child needs a diaper and it is not supplied by the parent, there is a charge of \$1 per diaper. Procedures for diapering are approved by our program's health consultant and are posted in the diaper changing area. Diapering may only be done in designated areas.

Potty Training

Children that are not fully and completely potty trained will remain in the Toddler room until they have achieved this developmental milestone. Once the child is potty trained they are transitioned into the Preschool Classroom. When children are in the process of potty training our staff will make every effort to duplicate the training process that is being followed at home. The teacher, director and parent will decide when a child is considered fully and completely potty trained which includes when a child no longer needs the use of diapers/pull-ups and can go the restroom a majority of the time unassisted.

Insurance

Little Victories carries \$1,000,000 general liability coverage.

Educational Methods for Teaching

Little Victories uses Developmentally Appropriate Practices set by the National Association for the Education of Young Children (NAEYC) in developing their theme based curriculum. Our Lead Teachers ensure that your child will be given the opportunity to learn and grow using all of their five developmental areas: Physical, Emotional, Cognitive, Social and Creative. A lesson plan is posted in each classroom weekly for parents to be able to see what their child will be able to explore on a daily basis. We encourage our parents to take this information home and talk with your child about their day. A daily schedule is in place for the children to form a sense of “routine”, however when given the opportunity to go with a “teachable moment,” our staff will change events to accommodate the needs of the classroom. Little Victories also understands that not all children develop in the exact same way; we will adapt our curriculum on a daily basis to meet the needs of all children in the classroom.

Methods of Discipline

Little Victories Child Care uses positive reinforcement and redirection as their primary discipline methods. When it warrants a child may be offered a “time away” period and then talked to about the choices that were made. Little Victories does not use or condone any form of corporal punishment.

Rest Periods

Quiet time is scheduled from 12:30p.m. -2 p.m. daily for all children. **No drop off or pick ups are allowed during this time for the toddlers and preschool classrooms.** Your child is welcome to bring a labeled blanket to use during this time. Clients who leave the blankets in the center will need to take them home on their last day of attendance in a week to be laundered.

Nutrition

If a child in attendance at Little Victories for more than 5 hours, they must have one meal. If a child is present for 10+ hours they must have two meals. Little Victories will serve breakfast at 8:30 a.m. and lunch at 12:00 p.m.

There are two options for meals:

- The parent can provide a meal for their child. (see below for meal requirements)
- Meals may be purchased from Little Victories:
 - Breakfast, \$2 and warm lunch is \$4
 - Lunch must be ordered by 9:30 a.m.

****Children attending a full day will receive meals free of charge.**

Meal Requirements: Per FDA requirements a meal **must** consist of the following food groups:

1 serving fluid Milk	1 serving of protein
2 servings of vegetable and or fruit	1 serving grain / bread

- **Food chart with serving portions is posted at the center.**

****Little Victories prohibits the serving of peanut products, we CANNOT, however, guarantee that peanut is not in our facility. Snack will be provided for all children in attendance at 3:00 p.m. and 5:30 p.m. There is no additional charge for this service. Since we are not licensed by the health department as a full service kitchen, we cannot allow shared food and snacks to be brought in the center.**

Outdoor Activities, Winter Clothing & Sunscreen

In accordance with licensing regulations, outdoor play activities will be scheduled daily, weather permitting. Children **need** to be dressed appropriately to play outside. During the colder months we enjoy exploring outside and enjoying all that the snow has to offer! In the winter temperature guidelines will be in effect: Children may go outside when the temperature **and wind chill combined** are over 0°F for the Preschool age children, over 10° for the Older Toddlers and over 20°F for the Young Toddlers. Please make sure to bring boots, snow pants, mittens (not knit as they get wet) and hats. Because many children have similar clothing, we ask that you **PLEASE LABEL ALL OUTDOOR CLOTHING**. In the summer months, staff may only apply sunscreen that families provide in accordance with our medication policies.

Open Door Policy

Little Victories has an open door policy and we strongly encourage parents to stop by and visit whenever possible.

Babysitting

Often parents will use Little Victories staff for “babysitting” services outside of Little Victories. Little Victories claims no responsibility for staff or their actions while they are not “on the clock” at Little Victories. Parents are to use their own judgment and discretion while choosing babysitters. Little Victories will not share opinions nor do we share information concerning the employee with families that is not for the sole purpose of our staff’s employment at Little Victories.

Conferences

The physical, emotional, social and intellectual progress of each child will be documented in each child’s record and will be communicated to parents during conferences which will be offered in November and April. All families enrolled will have the opportunity to a conference with their child’s teacher. Open communication is the key to a successful program. You are always welcome and encouraged to talk with the staff regarding your child’s progress.

Field Trips

Little Victories offers field trips to children ages 33 months and older and potty trained. Additional costs may be charged to parents to cover the costs. Parents must fill sign a permission slip for their child to attend a field trip. Once the permission slip is signed the family will be charged for the field trip even if a child is unable to attend. We will take 1-2 field trips a month in the summer and 1 time per month during the school year. Transportation for most of the field trips is provided by the Stillwater School District. Little Victories has their own transportation which may be used for smaller groups.

Health Record

Due to licensing requirements, parents are required to provide current immunization records by their child’s first visit to Little Victories. It is also parent’s responsibility to make sure that immunization records are updated as needed. Parents who object on the grounds of their beliefs must complete the summary form and sign and notarize the appropriate statement. Within 30 days of enrollment, parents must provide a *Health Care Summary* form signed by a physician. Failure to supply this documentation will be cause for exclusion from Little Victories. Because it is required that these forms be kept up to date, a new medical examination or an updated immunization record may be necessary. **Parents have the responsibility to inform Little Victories when their child has a special medical condition, need or allergy.**

Pandemic Planning

Little Victories will cooperate with state and local government disaster planning agencies working to prepare for or react to emergencies presented by a pandemic outbreak.

Illness

In an effort to protect children from the spread of illness, sick children will be excluded from Little Victories for a minimum of 24 hours following the last occurrence of fever or symptoms. Children with any infectious or contagious illness or any of the following symptoms are considered a sick child and must be excluded from Little Victories.

- A reportable illness or condition determined to be contagious until a physician determines otherwise.
- Vomited two or more times after admission on any given day.
- Two or more abnormally loose uncontained stools after admission on any given day.
- Contagious conjunctivitis or pus draining from the eye.
- Bacterial infection such as strep or impetigo and has not completed effective antibiotic therapy.
- Unexplained lethargy.
- Lice, ringworm, or scabies that is contagious to others.
- An axillary temperature of 100 degrees Fahrenheit or higher of undiagnosed origin before fever reducing medication is given.
- An undiagnosed rash or a rash attributed to a contagious illness or condition.
- Significant respiratory distress.
- Unreasonable discomfort in participating in the childcare program activities.
- A need for more care than the staff can provide without compromising the health and safety of other children.

A parent must inform Little Victories Child Center if any of the above occur.

Should a child become ill while at the center, the following steps will be taken:

- The child will be isolated in a comfortable, supervised location
- A parent or alternative person specified on the enrollment form will be notified. The sick child must be picked up within an hour after notification.
- A child's doctor or emergency personnel will be contacted and treatment sought if deemed necessary.

A contingency plan should be in place before enrollment so parents are prepared should this occur. When an enrolled child develops an infectious or contagious illness, parents must notify Little Victories. Notices will then be posted to inform parents of the illness, symptoms, incubation period, and treatment.

Injury

In the event a child is injured at Little Victories, staff will administer first aid or CPR as necessary. If emergency treatment is indicated, staff will call 9-1-1 and a parent or other authorized adult listed on the emergency form and explain the situation. If a child needs to be transported they will likely be brought to Lakeview Hospital in Stillwater and it will be at the parent's expense. Staff will accompany the child and will remain with the child until a parent arrives. The child's health and consent forms will be sent with him/her.

Medications

On occasion medication will be needed. Little Victories will only administer medication with a parent's written permission. The medication must be in its original container with complete instruction. The label must have directions for dispensing, name of the medication, doctor's name, date of prescription (must be current), and the child's name..

Non-prescription medications such as sunscreen, creams, fever reducers, cough syrup, etc. may be administered to a child with a parent's written permission according to manufacturer's directions unless written directions are provided by a physician. ***If the child is under the age of 2 and the label states "ask a physician" for dosage, parents are required to call their clinic prior to bringing their child to the center and have the clinic fax a note to Little Victories stating authorization along with the dosage amount.***

Inclement Weather

Little Victories Child Care will follow the Stillwater School District with regards to snow day closures. If the school district closes due to cold temperatures, Little Victories will remain open. The director will post on the web site and change our phone message to reflect this. If Little Victories must close when in operation due to severe weather, parents or other contacts as indicated on the Emergency Card will be contacted so that all children get picked up. In the event of impassible roads, the center will close. Staff will stay at the center until all children have been picked up. All children will be well cared for until arrangements are made for the children to return home.

Mandated Reporting and Grievance Policy

Who Should Report Child Abuse and Neglect

- Any person may voluntarily report abuse or neglect.
- If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

- If you know or suspect that a child is in immediate danger, call 9-1-1.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake Line at (651) 297-4123.
- Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to Washington County Social Services at (651) 430-6457 or Washington County non emergency line (651) 439-9381.

- If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at (651) 296-3971

What to Report

- Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The entire statute is available for review at the center.
- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
- An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Retaliation Prohibited

An Employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

Non-Maltreatment Mistake

If during an investigation of an individual with regards to maltreatment the following is determined, the DHS licenser may determine that a mistake was made by the individual rather than determining a substantiated maltreatment has occurred.

1. The individual was performing duties identified in the center's child care program plan required under Minnesota Rules, part 9503.0045
2. The individual has not been determined responsible for a similar incident that resulted in a finding of maltreatment for at least seven years
3. The individual has not been determined to have committed a similar non-maltreatment mistake under this paragraph for at least four years
4. Any injury to a child resulting from the incident, if treated, is treated only with remedies that are available over the counter, whether ordered by a medical professional or not
5. Except for the period when the incident occurred, the facility and the individual providing services were both in compliance with all licensing requirements relevant to the incident.

Grievance Procedure for Parents

In the event of a grievance, we encourage you to take immediate action in an effort to resolve it in a timely manner. The proper steps to follow are as follows.

- If at any point you have a grievance that you feel is in violation of our license, you are encouraged to contact the Department of Human Services, Division of Licensing at (651) 296-3971
- If your grievance is with a staff member, you are encouraged to start there. Our employees are expected to act in a professional manner and should be willing to work out differences.
- If after confronting that person, things are not resolved, or if you are uncomfortable confronting them, you should bring your grievance to the Director or Assistant Director. Your grievance will be dealt with in a very timely manner, and you will be notified of the resolution.

Internal Review

An internal review is conducted when an employee is concerned with actions of another employee concerning children.

The internal review must include an evaluation of the following:

- Related policies and procedures were followed
- The policy 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
- There is a need for corrective action by Little Victories to protect the health and safety of children in care

Primary and Secondary to Ensure Internal Reviews are Completed

The internal review will be completed by Director. If this individual is involved in the alleged or suspected maltreatment, the owner, Ann Whitcomb, will be responsible for completing the internal review.

Documentation of Internal Review

The facility must document completion of internal review and provide documentation of the review to the commissioner upon the commissioner's request.

Corrective Action Plan

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

- If any maltreatment is suspected, the employee will be immediately suspended without pay or benefits.
- If maltreatment is proven, the employee will be immediately terminated.

Staff Training

Little Victories will provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act. Little Victories will 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 245.04, subdivision 14.

Infant Guidelines

Formula Guidelines

Parents: Protect your infant from illness, diarrhea and disease through clean formula and food preparation.

Formula, Breast Milk & Food Preparation:

Formula Preparation

1. **Always wash hands** carefully before preparing food.
2. Use hot soapy water, bottle brush and brush that go into the nipple. Wash bottle and ring at the same time. Squirt water through nipple to clean holes. Rinse well with hot water. Cap bottle when dry so it does not remain exposed to dust and germs in the air. Wash container and items for making formula.
3. Clean top of formula container with a clean cloth wrung out in hot detergent water before opening.
4. Fill bottles with the amount baby drinks at one feeding of formula or milk and date bottles, time of preparation, and name of infant. **Refrigerate immediately.**
5. Put bottles into an insulated bag to carry to Little Victories. Do not allow bottles to become warm in the car or by carrying in coat pocket.
6. Be sure bottles are refrigerated as soon as you get to Little Victories. **All bottle parts must be labeled with the child's full first and last name.**
7. Take bottles home at the end of the day. Bottles may have been rinsed, but **must be washed** as in #2 above at home.
8. Please bring as many prepared bottles as your child usually drinks within the time period reserved. You may bring in a container of premeasured powder, labeled with the number of ounces, and an empty bottle instead of an extra prepared bottle in the event that more formula than expected is needed.

Breast Milk Preparation

1. **Wash hands, breast, and breast pump.** Express Milk.
2. Use a clean bottle or storage bag
3. Fresh breast milk, if kept refrigerated, may be used up to 48 hours.
4. Thaw frozen breast milk in the refrigerator overnight. Fill each bottle with the appropriate amount of milk for one feeding. (Once a feeding begins, a bottle is only usable for one hour.) **Label with child's full first and last name and the date.**
5. Bring bottles to Little Victories in an **insulated container.**
6. Bottles are refrigerated as soon as you get to Little Victories.
7. Please take all bottles home at the end of the day. Bottles will not be rinsed, but returned to parents for sanitation.

8. Unused breast milk bottles will be sent home with the parent.
9. Please bring as many prepared bottles as your child usually drinks within the time period reserved. You may bring in a frozen bag of breast milk and an empty bottle instead of an extra prepared bottle in the event that more milk than expected is needed.

Food Preparation

1. Only commercially prepared, unopened containers infant food may be brought.
2. Containers must be labeled with child's full first and last name.
3. Little Victories will return only unopened containers. Outdated and opened food will be discarded.

Forgotten Items

Little Victories does have extra bottles, sippy cups and food on hand. Please note that you will be charged for these items. Bottles are \$5.00, Sippy Cups \$2.00 and a vegetables or fruit are \$1.00/per jar.

Sudden Infant Death Syndrome (SIDS) and Shaken Baby Syndrome (SBS)

Little Victories follows the Sudden Infant Death Syndrome (SIDS) risk reduction practices recommended by the American Academy of Pediatrics and the Back to Sleep Program. All staff are trained in SIDS risk reduction and Shaken Baby Syndrome prevention required by licensing.

In accordance with licensing requirements, stuffed animals and thick blankets are not allowed in infant cribs. Only a thin, single layer blanket is permitted.

Before and After School Program – Before and after school care is offered to children attending school in the Stillwater School District. Little Victories provides transportation to the following elementary schools: Lake Elmo, Lily Lake, Stonebridge, Rutherford and Oak Park Heights. Families that wish to have their child participate are asked to fill out a Transportation Form with Little Victories. It is the parent's responsibility to inform their school when Little Victories is scheduled to transport their child. Care is also provided to students that attend any of the charter or private schools in the district. The school district will need to be contacted by the parents to arrange the bus to drop and/or pick up their child at Little Victories.

Additional Information

Research, experimental procedures, or public relations activities with any child will not be allowed without parent's written permission.

Little Victories will not host pets with respect to common allergies. We may have fish or reptiles at some time. On occasion, we will be learning about pets and animals. We may have pets visit the center. You will be notified in advance. Please inform staff if you do not wish for your child to participate in this activity.

All Little Victories staff is required by Minnesota law to report any suspected incidents of child abuse or neglect to authorities. See Mandated Reporting Policy.

Little Victories Child Care Program plan is available for your review. Please see the Director for a copy.