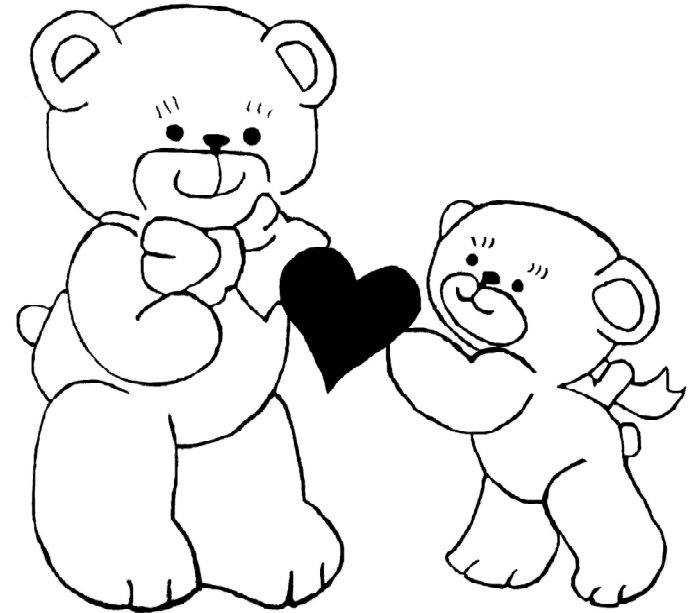


**WELCOME TO TED-  
DY BEAR CARE ON  
65, INC.**

**1438-215th Avenue NE  
East Bethel, MN 55011**

**(763)434-1980**



**Welcome to Teddy Bear Care on 65, Inc. The teachers and staff are looking forward to serving you and your child(ren). Please save this handbook and use it for reference.**

**MISSION STATEMENT** At Teddy Bear Care, our mission is to provide the best child care service possible at a reasonable price. We are dedicated to exceptionally high quality child care that's also flexible and convenient to serving the community.

**PROGRAM PURPOSE** The purpose of Teddy Bear Care on 65 is to provide quality & affordable child care. We provide a loving, caring, clean and warm environment. We strive to promote physical, intellectual, social and emotional development of each child. In doing so, the center provides:

**Physical Development**—through the use of arts and crafts, games and various educational/recreational activities.

**Intellectual Development**—by providing challenging activities in a supervised but informal setting.

**Social Development**—to develop a good, strong social growth by encouraging each child to be original yet interact with other children and staff.

**Emotional Development**—to provide an open and stable environment.

Teddy Bear Care on 65 accepts children of any race, color or religious affiliation.

**SERVICES** Teddy Bear Care on 65, Inc. is set up to serve the needs of children ages 6 weeks to 12 years old. We offer full time, part time, latch-key & drop-in care. The center is open from 5:45 AM until 6:00 PM, Monday through Friday. The center is currently li-

abuse or neglect and the nature and extent to the maltreatment or licensing violation. 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 to 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 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 person receiving services from programs licensed by the Department of Human Services and Department of Health, and unlicensed personal care provider organizations.

**DEPARTMENT OF HUMAN SERVICES** If you have any questions about State regulation, refer to the Minnesota Department of Human Services, Division of Licensing at (651)296-3971.

**REPORTING POLICY FOR PROGRAMS  
PROVIDING SERVICES TO CHILDREN**

**WHO SHOULD REPORT CHILD ABUSE AND NEGLECT** Any person may voluntarily report abuse of 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 facility. If you know or have reason to believe a child is being or has been neglected, physically or sexually abused within the preceding three years you must make a report within 24 hours to an outside agency.

**WHERE TO REPORT** If you know or suspect that a child is in immediate danger, call 911. 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 the local county social services agency at (763)783-4707 or local law enforcement at (763)427-1212. If your report does not involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Division of Licensing at (651)296-3971.

**WHAT TO REPORT** A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the

censed to accommodate \_\_\_infants, \_\_\_toddlers, \_\_\_preschoolers and \_\_\_school-agers. We coordinate with East Bethel & Cedar Creek Elementary, Headstart, Fours Program, etc. Notify us at time of enrollment.

**REGISTRATION** An enrollment conference must be conducted prior to enrolling a child at Teddy Bear Care on 65, Inc. At this time the center will discuss policies, fees, schedules and individual needs with the parents. All forms, including **Admission Forms, Authorization Form, Emergency Card, Health History and Immunization Record**, must be returned before your child(ren) can begin attending the center. A Health Care Summary or Physical must be returned within 30 days. For drop-in children this needs to be in the second time our services are used. Registration forms should be reviewed every six (6) months. A reminder when numbers change such as work, home or emergency contact, etc. please keep in mind it's very important you update your child's records. A non-refundable enrollment fee is to be paid at time of child's enrollment. This is to be paid for all programs, drop-in program will be charged enrollment fee after the 2nd drop-in time.

**PAYMENT** TUITION IS PRE-PAID & DUE on Thursday's or you will not receive the discounted rates. If an emergency arises—you must talk to the director (emergency situations only, please). Tuition is not refunded if your child is sick. Tuition will be charged for 7 days/year when the center is closed: New Years Day, Memorial Day, Independence Day, Inservice Day (3rd Friday in August), Labor Day, Thanksgiving, & Christmas Day. The center will also close at 3 PM on Christmas Eve. School-Age childcare (Latch-Key)—Regular weekly rates are charged during holiday weeks and when school is not in session. Additional rates will

apply during non-school days if our service is needed. A 2-week notice is required to ensure a spot.

**PAYMENT BY A 3RD PARTY** Before starting at Teddy Bear Care on 65, Inc. we must have a verbal or written verification from the 3rd party. Parents with co-payments must pay co-payment on the first of the month prior to the childcare services given. If the 3rd party source does not pay the parent/guardian is responsible for payment.

**FREE CHILD CARE** We appreciate our customers. We do know that word of mouth is our best advertisement. If you recommend someone to us & they enroll their child(ren) you can receive up to 5 days (or the number of days they enrolled) of child care at no charge (not to exceed your weekly charge). It can be used after the new customer is with us for 6 consecutive months.

**SPECIAL NEEDS CHILDREN** Children that have special need programs with the doctor or the school, such as an Individual Education Plan (IEP) we require documentation. Let the Director know at the time of enrollment anything that we may need to know or do to make it a pleasant experience here.

**RETURN CHECK FEE** There is a \$20.00 fee for all returned checks.

**REFUNDS** The fees for registration, special events, field trips and tuition are non-refundable.

**ARRIVING AND LEAVING** We ask that you sign your child in and out each day. Children CAN NOT leave the center unless accompanied by an adult.

**ATTENDANCE** Parents must sign the sign in/out roster when bringing children to the Center and when picking them up. The Center must be notified when

pate in quiet activities. Special nap time concerns may be discussed at registration.

**PETS** Pets from home are welcome to visit if prearranged with the child's teacher and the Director. Notice will be posted of such visits in advance so that any concerns regarding allergies or fears may be properly addressed.

**PARENT INVOLVEMENT** Parents are welcome to visit the center any time during operating hours. Parent-Teacher conferences will be offered every April and October. Additional conferences will be held upon request. Parents are always welcome to help chaperone field trips or special events, we appreciate it. Any donations of toys, paper, or other things you think might be useful to the center are always welcome to help keep the costs down. Parents are able to review the child care program plan by contacting the director.

**LATCH KEY PROGRAM** The school bus will transport children to/from school to the center. Please call us if your child will be absent from the center for any reason. You must call us if you pick your child up early from school. If your child attends afternoons only and is absent from school, let us know. This is very important because we are waiting and are expecting to see your child. Your child's safety concerns us.

**LINES OF COMMUNICATION** If there is a matter that needs to be addressed you may discuss it with your child's teacher. If you feel you need to address the matter further you can set up an appointment with the Director anytime between the hours of 6:00 a.m. to 6:00 p.m. If you have a grievance with the daycare please contact the Director, you will receive a response within 48 hours.

**PLAYGROUND FACILITIES** Teddy Bear Care has separate playgrounds for each age group. We may also use the park at the end of the block. All areas will be supervised with a qualified staff member of Teddy Bear Care.

**FIELD TRIPS** Teddy Bear Care will post a sign of the location of any field trip being taken. At time of enrollment parents are asked to sign a form to allow walking field trips at any time. When going on a transported field trip parents must give consent prior to going. Children under four sit in approved car seats, and all others wear seat belts.

**PERSONAL BELONGINGS** We ask that you bring a back pack for your child's personal belongings. Items brought to the Center must be labeled with the child's full name. The Center is not responsible for any broken or lost personal belongings. Infants, Toddlers & Preschoolers are requested to bring an extra set of clothing in their back pack. We ask that the parent bring a toothbrush with a cover to leave here so that the child(ren) may brush their teeth after each meal. A blanket and small pillow should be brought with you child for rest time. The blanket and small pillow should be sent home on Fridays for washing.

**PHOTOS** We will occasionally be taking photos of the children in their daily activities. Photos will be posted on walls. Parental permissions will be obtained for any photos to be used in Center publicity.

**NAP TIME OR "REST THE BONES TIME"** Children should bring a small blanket and small pillow to make nap/rest time a more comfortable experience. Children enrolled in our toddler & preschool program will be required to rest at least 30 minutes quietly on a cot. After that time, those that are awake may partici-

picking them up. The Center must be notified when your child will be absent or late for any reason. Please contact the center by 8:30 AM if your child(ren) will not be at the center. Tuition is still charged when a child is sick. Tuition will be charged for 7 days/year when the center is closed: New Years Day, Memorial Day, Independence Day, Inservice Day (3rd Friday in August), Labor Day, Thanksgiving, & Christmas Day. The center will also close at 3 PM on Christmas Eve. If a holiday falls on a weekend we will observe it on Friday or Monday.

**INSERVICE** We are committed to providing time and opportunities for our staff to grow professionally. The center will be closed for the Third Friday of August, and for which normal tuition applies. Each staff person is required by law to spend the equivalent of 2% of his/her scheduled working hours in appropriate inservice training. Some of these training opportunities are offered on-site in conjunction with our normal staff meetings. At other times our teachers may attend classes or workshops in the community to keep current on child-care education.

**VACATION/CHANGE IN SCHEDULE** A TWO WEEK WRITTEN NOTICE MUST BE GIVEN. Parents are entitled to 5 vacation days or equal number of days a child is enrolled/week for which no fee is charged if the child is not in attendance. It maybe used after 6 months of enrollment/re-enrollment.

**TERMINATION** A TWO WEEK WRITTEN NOTICE MUST BE GIVEN when no longer needing our service. If a two week notice is not given the parents are still responsible for the tuition. There is a \$10.00/week late fee if not paid until paid in full.

**LATE PICK UP** WE ARE OPEN 5:45 AM—6 PM.

The Department of Human Services governs our hours of operations. Any violation of these hours will result in a charge of \$5.00 per fifteen minutes for each child in our care before or after the center's hours of operation. This goes to the staff on duty. We understand that conditions are sometimes beyond control, such as weather, accidents, traffic, etc. If conditions arise, it is imperative that parents notify the Center staff as soon as possible. The late charge will still apply. THE CENTER DOES NOT PAY THE STAFF AFTER CLOSING.

**RELEASE OF CHILDREN** For the security and safety of the children we will ID all people we are not familiar with. Only you or the people you have authorized will be able to pick-up your child. We WILL NOT release children to persons who are not listed on the admission forms as "authorized to pick up child." You must let us know in advance if someone else will be picking up the child, the Centers' Director or Head Teacher MUST be notified.

**SICK CHILDREN** Sick children may not be brought to the center. If your child becomes ill with one of the following conditions while at the center we will attempt to contact you. The conditions are:

- A. A temperature above 100 degrees orally or 99 degrees axillary before fever reducing medication is given.
- B. A contagious disease or condition that has not had sufficient treatment to reduce the health risk to others.
- C. Chicken pox until the child is no longer infectious or until lesions are crusted over.
- D. An upset stomach, vomiting or diarrhea.
- E. Contagious conjunctivitis or pus draining from the eye.
- F. A bacterial infection such as strep throat or impetigo which has not completed 24 hours of medication.
- G. Contagious lice, ringworm or scabies.

**INFANTS & TODDLERS** Infants & toddlers need to bring an adequate supply of diapers & wipes. These items should be labeled with your child's name. We do potty train children when the parents & child are ready. Please be sure to send several extra sets of clothing for toddlers during this time. Children are moved into the next age group according to age and abilities. Toddlers must be near 3 and potty trained to move into the preschool room.

**DISCIPLINE** Children will be aware of and have understanding of Teddy Bear Care rules. A serious problem is considered when a child does bodily harm or emotional harm to other children or staff members. We at Teddy Bear Care will try and have their behavior redirected by removing them away from the situation. We will have eye contact and explain to the child(ren) why they must stop that kind of behavior. After that they may have time out according to the state regulation and be written in our log book. Time-out—the child will be placed away from the children, but in the same room. Time out is used for children aged toddlers up to 12 years old, using 1 minute per age, not to exceed five minutes. If it continues we will have a parent conference.

At no time will a child be subjected to either physical or mental abuse of any form by the Center Staff. Such behavior on the part of the staff will be ground for immediate dismissal.

**OUTSIDE TIME** All children are requested to get exercise either outside or inside. All children must go out if their group goes outside. Please don't bring your child to the center if they are too sick to go outside. We do not always have an extra staff to stay in with one child.

zation allowing medical personnel to take your child for emergency medical treatment in the event that we cannot reach you or the emergency contact. If the injury is serious enough to warrant calling 911, the child will be transported to the medical facility deemed necessary by the attending paramedics. You are responsible for the expenses of the medical emergency. You must sign a form to that effect when you enroll your child.

All Directors, Assistant Directors, Teachers and Assistant Teachers have First Aid Training and child CPR courses. Any medical expenses that occur as a result of an emergency situation will be the parents responsibility.

In case of poisoning, the Poison Control Center will be notified, before Syrup of Ipecac will be given. Prior written parental consent needs to be on site to allow this to be done.

**DISPENSING MEDICATION** We cannot give medication to any child without written authorization from you and specific instructions from a doctor on a prescription labeled bottle. We will dispense over-the-counter medications (such as Tylenol or cough syrup) only with a written permission from you. We will administer according to manufacturers label unless we have a written statement from doctor which indicates otherwise.

**MEALS** The center has available nutritionally balance breakfasts, lunches and snacks to all children. Breakfast will NOT be served after 7:45. To keep on a regular schedule we must NOT make any exceptions.

**BIRTHDAYS/SPECIAL EVENTS** A treat may be brought in to share with friends. It must be commercially prepared.

- H. Unexplained tiredness.
- I. An unidentified rash or a rash from a contagious condition.
- J. An inflamed throat or significant respiratory distress.
- K. Discomfort such that the child is not able to participate in the program activities.
- L. Requirements for more care that staff can reasonably provide.

If we can not contact you we will call the emergency contacts. If your child is contagious we will have your child rest on a cot away from the other children but within the sight and listening of a staff member until someone comes to pick up the child.

In the event that there is a confirmed case of a communicable disease among the children at the Center, all parents will be notified by a note on the door. Your child must be on medication for 24 hours and non-contagious before returning to the center.

**MEDICAL EMERGENCIES** In the event that your child receives a minor injury while under care at the center, we will notify you when you pick up your child. If the injury requires more than simple first aide, we will notify you immediately of your child's need to see a doctor. In the event we can not reach you we will make a decision to call emergency contacts or an ambulance to treat your child. In the event of a life-threatening injury, or when the child cannot be moved, we will call 911 and staff will provide the necessary first aid until emergency medical assistance arrives.

Because accidents and illnesses can happen to any child, you must supply a phone number where you can be reached during the day. You must supply an emergency name and number to call in the event that you cannot be reached. We must also have written authori-