

Grin and Grow Child Care Parent Handbook

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Welcome to Grin & Grow Child Care!

As our name implies, we are interested in providing a positive environment where your child can grow socially, intellectually, emotionally and physically. This handbook is designed to acquaint you with Grin & Grow's philosophy, policies and procedures.

Grin & Grow is a private, non-profit child care center founded in 1943 by the Junior League of Waterloo-Cedar Falls. Originally intended as a nursery for the children of women working in the local plants during World War II, it continued to provide child care services to working parents after the war under the Junior League until incorporating under the name of Grin & Grow Ltd as a self-standing child care agency.

Mission, Philosophy and Goals of Grin & Grow

The mission of Grin & Grow is to provide a safe, nurturing, quality early childhood education program to a diverse population regardless of income.

By providing high quality, affordable child care services, Grin & Grow is able to provide a valuable support service to parents, while at the same time helping your child acquire the developmental skills needed to be successful in school and later in life.

Grin & Grow seeks to help in your efforts to raise your child by acting as an extension of the family. Parents are always welcome; feel free to visit any time to see how your child's day is going or to evaluate our services.

At Grin & Grow we are committed to the following goals:

- To provide you with affordable infant through preschool-aged child care.
- To provide a safe, nurturing and supportive environment for your child.
- To promote your child's social, emotional, physical and intellectual growth and development.
- To provide your child with an educational environment that is developmentally appropriate to their age, addresses individual needs, and allows your child to develop at his/her own rate.
- To promote the elimination of racism, sexism, and child abuse.
- To provide your child with positive experiences that celebrates diversity.
- To provide opportunities for parents to enhance their individual parenting skills.
- To promote community education and outreach on child care, parenting skills, and other issues in early childhood education that affects both you and your child.

I. Program Information

Grin & Grow provides early childhood education and child care services at: 608 West 4th Street, Waterloo, Iowa.

Child Care Services Program

We provide full day, full year services for children between the ages of 6 weeks to Kindergarten. The program can also accommodate part-time and half-day enrollments upon space availability.

Children enrolled under our General Child Care Services Program are enrolled into classrooms based upon their age and developmental abilities. Preschool classrooms are led by teachers with degrees in Early Childhood Education, Child Development or related fields. All classrooms adhere to state regulations regarding the number of staff to children ratios. All classroom teachers are trained in First Aid and CPR, and are screened through the Iowa Department of Humans Services for child abuse or other convictions prohibiting their employment in a child care setting.

Classrooms are set up in the following structure:

Infant's Classroom	1 Teacher for 4 Children	Capacity for 5
Toddler's Classroom	1 Teacher for 4 Children	Capacity for 12
2's Classroom	1 Teacher for 6 Children	Capacity for 12
3's Classroom	1 Teacher for 8 Children	Capacity for 16

4/5's Classroom	1 Teacher for 12 Children	Capacity for 24
High Hope's Classroom	1 Teacher for 8 Children	Capacity for 23

Tuition fees are based upon the number of "units of care" your child receives in a day. A unit of care is a 5-hour block of time. Children will be charged 1 unit of care for the first 5 hours of service, and 2 units of care for anything over 5 hours.

Parents are expected to notify the center by 9:00 am on any day that your child is scheduled to attend but will be absent. Notification is needed so the center can adjust staffing patterns and food service for the day.

Child and Adult Food Program

Grin & Grow is a participating agency of the USDA's Child and Adult Food Program, which is administered by the Iowa Department of Education. As a participating agency in the Child and Adult Food Program, Grin & Grow abides by the following nondiscrimination policies:

- In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of civil rights, 1400 Independence Avenue. S.W., Washington D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TTY).
- It is the policy of this CNP provider not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, gender, disability, or religion in its programs, activities, or employment practices as required by the Iowa Code sections 216.7 and 216.9. If you have questions or grievances related to compliance with this policy by this CNP Provider, please contact the Iowa Civil Rights Commission, Grimes State Office Building, 400 E. 14th St., Des Moines, IA 50319-1004; phone number 515-281-4121, 800-457-4416; web site: [Http://www.state.ia.us/government/crc/index.html](http://www.state.ia.us/government/crc/index.html).
- For more information about other scholarship opportunities, please visit with the center office.

II. Enrollment Information

To enroll a child at Grin & Grow, the following materials must be completed at least one day prior to starting:

- Family Information form
- Emergency/Medical forms
- Current physical of child
- Current Immunization record
- Emergency Authorization form
- CCAFP application.
- Current Physical of Child
- Current Immunization Record of Child
- Dental Form
- Emergency/Medical Forms
- Enrollment Agreement Form
- Face Sheet
- Family Information Form
- Individual Authorized To Receive My Child Form
- Iowa Eligibility Application (for the Food Program)
- Tuition Agreement

This information is required by state Child Care Licensing regulations for all children enrolled in child care.

Immunization and Physical Requirements

State law requires that all children enrolled in child care have current immunization records on file with the center. State regulations also require that all children enrolled have an annual physical on file. Parents are asked to provide proof of immunizations and a current physical at the time of enrollment. Failure to provide the

required immunization or physical health data will result in the child's exclusion from child care services. Physical and immunization information are required to be updated annually.

Accommodations

Grin & Grow seeks to provide an early childhood environment that promotes every child's social, emotional, physical and intellectual development. If your child has a developmental condition, an assessment will be conducted to determine what program accommodations are required to provide the requested child care services. A parent meeting will be scheduled to discuss the plan for a more official evaluation from Central Rivers Area Education Agency. In cases where it is determined that such accommodation is beyond the scope and means of the agency to provide, assistance will be given in referring your child to an alternative early childhood service.

Dietary, religious, or cultural accommodations will be observed as part of your child's experience at Grin & Grow. Such requests for accommodations should be submitted in writing at the time of enrollment so appropriate accommodations can be made. Some dietary accommodations may require a physician's statement when in conflict with state requirements.

We also provide accommodations to parents and guardians. If you need assistance reading Grin & Grow documents or translation services, please let the office know. Grin & Grow is able to access other organizations to assist you with understanding our written and verbal communication.

Days and Hours of Operation

Grin & Grow is open Monday through Friday, 6:00 am to 6:00 pm on a year-round basis, but is closed for holidays, winter break, and inclement weather. Children cannot be received for care before 6:00 am due to licensing regulations. Parents must ensure that their child has been picked up from the center by the 6:00 pm closing time. Failure to do so will result in late fees and/or termination of your child's enrollment (please see III. Financial Information for more details).

Staff to Child Ratio

Grin & Grow complies with state licensing regulations regarding the number of staff present in each classroom.

- 1 staff person is present for every four infants and toddlers
- 1 staff person is present for every six 2 year-olds
- 1 staff person is present for every eight 3 year-olds
- 1 staff person is present for every twelve 4 or 5 year-olds

Snow Days – Severe Weather Closures

During severe weather, Grin & Grow will notify KWWL by 5:30 am about a closure of the centers. In cases of early dismissal, Grin & Grow will notify KWWL. Parents are urged to watch KWWL on television for updates or install the KWWL app on their cellular telephone.

Holiday Closure

Grin & Grow is closed on the following holidays:

- Memorial Day
- July 4th (Independence Day)
- Labor Day
- Thanksgiving (both Thursday and Friday)
- Christmas Day
- New Year's Day
- Martin Luther King, Jr. Day

Once or twice a year Grin & Grow will be closed for a Teacher In-Service day. Parents will be notified when this is scheduled.

Winter Break Closure

Grin & Grow is closed for the Winter Break period between Christmas day and New Year's Day.

Illness and Absence Policy:

If your child is running a fever of 100 degrees or more, is vomiting, has diarrhea, or has an infectious condition you are required to make alternate arrangements for your child's care until they are well. Ill children with these symptoms are highly contagious and can easily infect other children in the classroom. If your child is displaying these symptoms in the classroom, he or she will be sent home to reduce further risk of infection to the other children. Your child is not able to attend the next day if they are sent home. Your child must be symptom-free to return to the center. A certificate of health signed by a doctor may be required before a child may re-enter after any lengthy or serious communicable disease or illness.

If an illness or situation prevents the child from participating comfortably in activities or creates a greater need for care than staff are able to provide without compromising the health and safety of other children, or if a child's condition is suspected to be contagious and requires exclusion as identified by the above symptoms, the child is made comfortable in a quiet location where she or he can be separated from the general classroom activities but remain supervised by a familiar caregiver. If the child is suspected of having a contagious condition you will be notified to arrange alternative care. Parents are expected to pick their child up promptly within one hour if contacted to remove their child.

If your child has been diagnosed as having a contagious condition, please contact the center so that we can notify other parents of the exposure and alert them to watch for similar symptoms in their child. In cases where your child has been exposed to a contagious condition, medical notices will be posted in the center and alerts will be sent home describing the nature of exposure, symptoms to watch for, and action needed for treatment.

Grin & Grow maintains regular contact with the Black Hawk County Department of Health and with the Child Care Nurse Consultants for Child Care Resource and Referral Program. Health information regarding seasonal or other health outbreaks or updates in treatment or applicable immunization and health requirements for children will be shared with you.

Grin & Grow maintains a "No-Nit" policy with regards to head lice. Children with live head lice or with nit casings in their hair will be excluded from the center until the hair has been treated and is nit free.

Client Confidentiality

All information concerning your child or your family is confidential and will not be released outside of the agency without your signed consent of release.

III. Financial Information

Parent Fees/Payment Expectations

Grin & Grow will strive to provide a nurturing, educational experience that enables your child to acquire the developmental skills needed to be successful in school. In order to provide this environment, we depend upon regular payments for the care that we provide.

The following is a list of expectations regarding payment on your child's account.

- An enrollment fee of \$10 per child is due when returning the child's enrollment packet charged to help defray the administrative costs of enrollment. Payment is due by the starting day of your child's enrollment.
- You will be billed weekly for the previous week's charges. Payment is expected to keep the account current. Payment on your account is expected with each paycheck. When payment on your account is past due you

will need to meet with the center office to set up a payment plan. Failure to meet these payment requirements may result in suspension of the child.

- Our daily unit is equal to 5 hours of care. If your child is in attendance for more than 5 hours, you will be charged a second unit. If your child is in attendance for more than 10 hours, you will be charged a third unit. If your child participates in one of our Scholarship Programs or your child receives assistance through the state, the unit of service you are billed for will be determined by the rules of that funding source.
- Parents are expected to notify the center by 9 am on any day that your child is scheduled to attend but will be absent.
- **Your child must attend a minimum of 4 days a week.** Enrollment of a student can be terminated due to non-attendance, inconsistent attendance, or excessive tardiness. If your child does not meet the attendance requirement, you will be charged for the absences.
- If we send your child home due to illness, your child is not able to attend the next day. We will not charge you for the following day's absence.
- To assist you with tuition, parents will have 10 No Charge Days that can be used as sick days or vacation days every year. A year will begin on August 1 and end on July 31.
- Children not attending Grin & Grow during the summer will be billed \$75 per child, per month in order to hold the child's spot at the center.
- There will be a \$10 fee on all canceled checks.

Receipts and Tax Statements

Receipts for payment on your child care account will be given during the year as payments are received. An itemized statement of child care payments received during the calendar year is available upon request after January 1. Parents requiring an itemized statement are asked to submit their request at least one week in advance.

Late Pick Up Fee

It is a parent's responsibility to ensure that their child is picked up from the center by closing time. Parents are required to notify the center if they will be late.

In addition, if a child is not picked up by 6:00 pm, you will be charged a late fee.

- A late fee of \$15.00 for the first 15 minutes and \$20 for every 15 minutes after that will be charged to the family for any children remaining after closing time.

When no contact has been received from the parent and we are unable to make contact with any of the alternative or emergency contacts listed in your child's file, we will contact the appropriate authorities for assistance.

Fundraising Policy

Grin & Grow strives to keep child care costs at the lowest possible rate that we can offer. To do this, we depend upon periodic fundraising activities to raise additional dollars for the classroom. Through such events we are able to purchase classroom supplies or provide tuition scholarships without passing their costs on to you in the form of higher child care rates. Please help us in our efforts when you receive notices about fundraising events held at the center.

IV. Classroom Environment

Arrival and Departure – Your Child's Safety Is Our Priority

Parents are asked to deliver their child to the classroom teacher when arriving and to sign in their child on the daily attendance roster. This is necessary to protect your child's safety and prevent unattended children from wandering off into the building or parking lot.

Parents are asked to sign their child out when picking up their child at the end of the day, and to check their cubbies for artwork or messages going home.

Parents (or other adults picking up children) will be asked to show picture identification if not known to the staff person on duty. Other individuals picking up the child must be on the form in the child's folder, must show a picture ID, and be over the age of 14. No child will be released to an individual that is not listed on the child's authorization form.

Curriculum

The Creative Curriculum is the curriculum used for planning and implementing a developmentally appropriate program at Grin & Grow. Its effectiveness in helping children acquire social competence and the skills they need to succeed as learners is well documented in early childhood research. Through the use of *The Creative Curriculum* we seek to help your child develop skill levels needed to be successful in life.

The Creative Curriculum helps promote:

- Social/Emotional development: Your child's sense of self and how they relate to others.
- Language development: Your child's ability to speak and listen in a way that allows them to communicate and relate effectively with others and the world around them.
- Cognitive development: Your child's ability to learn, problem solve, and acquire logical thinking.
- Physical development: Your child's ability to demonstrate fine motor and gross motor development.

Through the use of *The Creative Curriculum*, your child's teacher is able to better understand how your child develops and learns, is able to look at the learning environment provided within the classroom, can examine the classroom teacher's role in the learning process, and can identify how you as the parent, can best work together with the classroom teacher to support your child's optimal development and learning so that when he or she moves on from preschool that they will be ready to succeed in school.

The Creative Curriculum recognizes the uniqueness of each child by providing a developmentally appropriate, child-directed learning environment in which the child can construct his/her own knowledge through teacher guided, hands-on experimentation and exploration in the areas of social, emotional, physical, and cognitive development.

Autonomy is the ability to govern one's self, taking into account all relevant factors. Giving children choices that are structured to their level of development encourages personal autonomy. This includes making a conscious decision about the learning center that they choose to visit and the activity that they choose to engage in. The children have the opportunity to find solutions to problems that are acceptable to everyone involved. This could include determining rules for a game that is being played, solving a social conflict between two children, deciding the best way to get their toys picked up, analyzing what type of silverware is needed for lunch, and hypothesizing and testing their conjectures for a science experiment.

The climate in the classroom is one of mutual respect with the teacher being a facilitator of learning rather than a dispenser of knowledge. Children are encouraged to respect others in the classroom, as they are themselves respected. In working towards the development of autonomy, the children are encouraged to become responsible for their own behavior and make decisions reflecting that responsibility. This guidance approach incorporates the use of encouragement and natural or logical consequences.

The Creative Curriculum also recognizes the importance of family in the development of each child and welcomes the involvement of parents and family members in the program.

Daily activities are designed to support a wide range of goals such as: Supporting transitions, indoor and outdoor experiences, teacher directed and child initiated learning opportunities, individual, small and large group experiences, and responsiveness to the child's needs for rest and nourishment.

Family Culture

Each family's culture and family dynamics are respected. The daily schedule and activities will focus on bringing family culture to the classroom by offering a variety of toys and materials. We encourage input from parents on how to incorporate your culture into the classroom.

Community resources are available to your family at little or no cost. Some services are available through referral only. For more information about community resources available to you contact the center office.

Communication Between Home and Center

Frequent communication between parents and the classroom teacher is essential to building a trusting relationship and for keeping you informed about the daily happenings in your child's life at the center. To this end, Grin and Grow will seek to keep you informed through classroom "happy notes", bulletin board displays, newsletters, and progress reports. Classroom teachers are available to you throughout the week. A good time to reach them by phone is between 1:00 pm - 2:30 pm. Face-to-face meetings are also available upon request.

Conflict Resolution

Where there are children together in a classroom, conflict is inevitable. When possible, classroom teachers will use redirection to avoid conflicts from occurring. When conflicts arise within the classrooms, teachers will facilitate conflict resolution between the parties involved. Instead of employing physical aggression, children will learn to use words to resolve their quarrels. When children can share their concerns with others involved, they are better able to solve their own problems.

We will also use logical consequences when a child behaves in a manner disruptive to the Classroom. For example, if a child made a mess while engaging in inappropriate behavior, they will be required to help clean up the mess. It is important that children learn that there are consequences to their actions so that they are able to acquire internal controls and learn problem solving skills that produce positive results.

Discipline strategies **not permitted** at Grin & Grow include: corporal punishment, punishment causing humiliation, fear, pain or physical discomfort, locking children alone in an area, leaving children alone, using mechanical restraints, associating punishment with concerns regarding illness, food or rest, or the use of verbal abuse, threats or disrespectful remarks about a child or her/his family.

Evaluation and Assessment

Evaluations and assessments will be completed on all children. Children who are age 3 or older will have a Parent/Teacher Conference and will receive a developmental assessment based upon *The Creative Curriculum* at three intervals during the program year. These assessments are conducted in the fall, winter and spring to give you an idea of where your child's developmental skill levels are at and to look at how their skill levels have progressed over the program year. Children under age 3 will also have a Parent/Teacher Conference at least once a year. Other assessment or screening tools may also be used in working with your child to develop their levels of developmental readiness and for individualizing the classroom curriculum to your child's developmental readiness. These assessments or progress reports will be shared with you during Parent/Teacher Conferences.

All individual information obtained through assessment and screening tools implemented within the classroom is confidential and will not be released without the expressed written consent of the parent. Group results not identifying individual children may be released for reporting purposes to the state of Iowa or approved funding sources for research purposes.

Conferences

Progress Conferences will generally be held 2-3 times during the year for 3-5 year olds and 1 time during the year for 6 weeks-2 year olds. Parents with children in the Voluntary Preschool Program may have a conference in their own home.

The purpose of Progress Conferences is:

- Acquaint you with your child's developmental skill levels and progress
- Involve you in the developmental planning for your child
- Identify and review specific goals that you have for your child's early childhood experience at the center
- Discuss ways in which you can support your child's learning experience at Grin & Grow

Your child's Teacher, Program Coordinator, or Executive Director will also be available for consultations throughout the program year to answer your questions or concerns, or to address specific developmental issues with your child.

Food Services and Nutrition

We serve Breakfast from 8:00 am - 8:30 am, Morning Snack from 10:00 am - 10:15 am, Lunch from 12:00 pm - 12:30 pm, and Afternoon Snack from 2:45 pm - 3:00 pm. Menus are posted on the parent board in the hallway by each classroom. Dietary restrictions and allergies are taken into account for individual children when necessary.

Birthday and Special Event Treats

As part of our participation in the Child and Adult Care Food Program, Grin & Grow has made a commitment to serve foods meeting USDA standards and to discourage the intake of "empty" caloric foods like candy. In addition, given the array of food allergies, no food birthday treats are allowed. Parents are given the option of purchasing an inexpensive package of age appropriate items for their child to share.

Children wishing to pass out birthday/party invitations at the Center must give an invitation to all children in the classroom or they are not permitted to be passed out at the Centers.

Administration of Medication

No medication can be given to a child without a signed release by the parent authorizing center staff to do so. This applies to both prescription and non-prescription medicines. When medication is required for your child, please fill out the appropriate form, available from the child's teacher. All medical information is kept confidential.

Medical Emergency

In the event of a medical emergency, Grin & Grow staff will administer first aid for minor cuts, scrapes or other injuries not requiring immediate medical attention. Parents must sign an accident report describing the injury and first aid given. Parents may request a copy for their own records.

In cases requiring emergency medical treatment, classroom teacher will administer emergency first aid until medical assistance arrives. Staff do not transport children to the hospital. In cases where emergency transport is needed, 911 will be called for assistance. When emergency medical care is needed, parents will be contacted regarding the injury and requested to meet their child at the hospital or clinic location.

In order to expedite any emergency medical treatment needed, parents are asked to keep information regarding their child's doctor, dentist and hospital preference current with the center office.

Infant Sleeping Requirements

To reduce the risk of Sudden Infant Death Syndrome (SIDS), infants, unless otherwise ordered by a physician, are placed on their backs to sleep on a firm surface manufactured for sale as infant sleeping equipment that meets the standards of the United States Consumer Product Safety Commission.

In addition:

- Quilts, blankets, stuffed toys, and other soft items are not allowed in cribs or rest equipment for infants younger than twelve months.
- After 12 months, children will use a cot and may use a blanket to cover up with. The blanket must not be covering their head.

After being placed down for sleep on their backs, infants may then be allowed to assume any comfortable sleep position when they can easily turn themselves from the back position.

Tobacco-free/Nicotine-free Policy

State regulations prohibit smoking or use of tobacco products within childcare programming areas. It is the policy of Grin and Grow Ltd. that smoking or use of tobacco products be prohibited within center facilities at all times. Grin and Grow will follow any licensing standards and procedures issued by the Iowa Department of Health and Services, (IDHS Licensing Standards and Procedures: 109.3.8). Employees should ask their supervisor as to location of a designated smoking area.

Advancement of Children

Children are advanced into the next classroom based upon both their age and their developmental readiness. We make an intentional effort of having classrooms join together for activities throughout the year, which allows children the opportunity to get to know all teachers in order to help with the transition to the next classroom.

Due to regulations, advancement of infants and toddlers will be different. Please visit with the center office if you have questions or concerns.

Field Trips

Classroom field trips occur throughout the year as part of our educational program for children between the ages of 2-5 years. Transportation for all field trips will be contracted with a licensed company. When a field trip is planned for your child's classroom, you will receive advance notice of the date and time of the field trip.

Exclusionary Policy

Grin & Grow strives to provide ongoing child care services to all families with children enrolled in our programs. There are times however, when these services may be temporarily suspended or terminated.

Reasons for temporary exclusion of a child can include:

- Contagious condition
- Disruptive or injurious behavior
- Outstanding tuition fee balance
- Lack of required immunization or physical records

Reasons for termination of services can include:

- Outstanding tuition fee balance
- Disruptive or injurious behaviors
- Failure to provide required immunization and physical records
- Service needs beyond the scope or ability of the agency to provide

Clothing and Personal Items

Grin & Grow is not responsible for lost or damaged articles of clothing, toys or other personal items. We ask that children refrain from bringing personal toys, pets or other personal items from home, as these can become lost or broken. Parents should clearly mark their child's belongings for identification purposes. If your child is missing clothing or other personal items, please contact the center office to report its loss. Classroom teachers will then look for the lost item and check to make sure it was not taken home by mistake by another child.

Outdoor Play

Outdoor play opportunities are provided to all aged children on a daily basis when weather, air quality and environmental safety conditions do not pose a health risk.

Parents should ensure that their child is properly protected against cold, heat, sun injury and insect-borne disease by:

- Dressing their child in clothing that is dry and layered for warmth in cold weather.
- Sending their child in warm winter coat, mittens and snow boots in winter weather.
- Dressing their child in light-weight, sun-protective clothing during warm weather.

Children have the opportunity to play in shade. When in the sun, they should wear sun-protective clothing, applied skin protection, or both. Parents are required to provide chapstick and sunscreen of SPF 15 or higher along with written permission for its application on their child. Sunscreen in aerosol cans are not allowed the centers.

When public health authorities recommend use of insect repellents due to a high risk of insect-borne disease, only repellents containing DEET are used, and these are applied only on children older than two months. Aerosol cans are not allowed. Insect repellent will only be applied with written parental permission and shall be applied no more than once a day.

Diapers, Wet or Soiled Clothing

Parents of infants and toddlers are required to provide diapers and pull-ups for their child. Only commercially available disposable diapers or pull-ups are used unless the child has a medical reason that does not permit their use. Documentation of medical need must be provided from your child's health professional. When such conditions occur, cloth diapers and an outer coverings made of waterproof material that contains feces and urine must be provided to meet the child's daily changing needs, as both the diaper and the outer covering are changed as a unit. You will be kept informed when your child's supply of diapers runs low and needs replacement.

Parents of preschool aged children should maintain a supply of spare underwear and clothing for their child at the center. Spare clothing is kept in the child's cubby for when accidents occur. Soiled or wet underwear or clothing will be contained in a disposable container and sent home for laundering. Please ensure that your child's cubby is checked nightly for soiled/wet clothing container.

Center Access Policy

As a licensed child care center in the state of Iowa, we are responsible for ensuring the safety of children at this center and preventing harm by being proactive and diligent in supervising not only the children, but other people present in the center.

As such,

- Unrestricted access is only available to employees of Grin & Grow, subcontracted staff. Unrestricted access means that a person has contact with a child alone or is directly responsible for child care.
- Individuals who have not had a record check are not allowed to assume child care responsibilities or to be alone with children.

- Persons who do not have unrestricted access will be under the direct supervision and monitoring of Grin & Grow employees at all times and will not be allowed to assume any child care responsibilities.
- Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason they will contact the Executive Director or Program Coordinator to get approval for the person to be on site. If it becomes a dangerous situation staff will follow the “Intruder in the Center” procedures. Non–agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by Grin & Grow employees and will not be allowed to interact with the children on premise.
- A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa Sex Offender Registry shall not operate, manage, be employed by, or act as a contractor or volunteer at the center; shall not be on the property of the center without written permission of the Executive Director or Program Coordinator, except for the time reasonably necessary to transport the offender’s own minor child or ward to and from the center. In such cases, the DHS Licensing Consultant will be consulted prior to any permission being given. Permission, if given, shall be in writing and shall include
 - The precise location in the center where the sex offender may be present.
 - The reason for the sex offender’s presence in the center.
 - The duration of the sex offender’s presence.
 - Description of how center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.

The written permission shall be signed and dated by the Executive Director and sex offender and kept on file for review by the DHS Licensing Consultant.

V. Parent Involvement Policies and Procedures

At Grin & Grow we value parent involvement. Parents are always welcome and have unlimited access to their child and the classroom.

Parent Involvement

Parental involvement is a major factor in determining the quality of services provided. As Grin & Grow seeks to provide the best possible environment for your child, your participation is crucial to the success of our mission. Parents are invited to become active participants both within their child’s classroom and in the decision making of the agency.

Parents may participate on the Program Review or Marketing and Fundraising Committees and are also welcome to serve on the Board of Directors.

- Program Review Committee: The mission of this committee is to ensure quality early childhood education by monitoring children via assessments, providing support to parents and staff through parent and staff surveys and education, and keeping the Board of Directors updated on Program Review.
- Fundraising/Marketing Committee: This committee promotes Grin & Grow and develops and implements fundraising events designed to raise funds for special classroom projects or equipment needs.
- Board of Directors: The board is the legal governing body of the agency, overseeing the general policies and fiscal operations of all agency services and programs.

Program Evaluation

Grin & Grow values parent involvement in the evaluation of our agency and program services. To this end, parents are asked to complete parent surveys distributed twice a year. Results of this survey will be tabulated and shared at both sites as to how parents in general view our services. We will also share with you plans being put in place to improve program services based upon the results of these annual parent evaluations. Please fill out and return your survey when you receive it in the fall and spring semesters.

VI. Legal Requirements and Grievance Procedures

Parent Grievance Procedure

Strong working relationships between the family and classroom teachers are key to a successful learning experience of the child. At times concerns or disagreements may arise between the family and the teachers regarding the care provided to the child, cultural or religious practices or other reasons. If this occurs, parents are encouraged to discuss the issue with the teachers and resolve the matter together. If a resolution is not reached, parents and/or teachers should contact the Program Coordinator to resolve the matter. If a resolution is still needed, the Executive Director should be contacted for additional assistance. If the Executive Director is unable to resolve the issue, parents may request that the grievance be forwarded to Grin & Grow's Board of Directors for review.

Parents are welcome to visit the child's classroom at any time to observe classroom practices and experiences provided to their child.

Center Responsibility in Mandatory Reporting

Chapter 232 of the Iowa Code requires us to report suspected cases of child abuse or neglect to the Department of Human Services. For more information, please visit with the center office.

Parent Appeals and Complaints

Any parent who feels that they have been denied services, or who believes that they have suffered an adverse action with regards to services being delivered by Grin & Grow, as the result of an unjust act, or as the result of discrimination based upon the individual's race, color, national origin, sex, age, religion, creed, physical or mental disabilities may file a complaint of appeal of such action by contacting:

Day Care Licensing Consultant
Iowa Department of Human Services
1407 Independence Ave.
Waterloo, Iowa 50703
319-291-2441

State licensing regulations require that a copy of the Iowa Department of Human Services' "Child Day Care Centers and Preschools Licensing Standards and Procedures" be made available to any parent.

VII. Orientation Process for Parents

When a prospective parent calls the center asking to enroll their child(ren), the Director of Education or the Program Coordinator will give a brief overview of our program, answer questions, then schedule a time for the prospective parent to tour the center, with a focus on the classroom their child will be placed in.

The tour of the center will consist of the following:

- Explanations of postings in the entryway; DHS statement, etc.
- Visit to the office, explaining what to do if the Program Coordinator or Director of Education is not present and explaining what the assigned roles are.
- Discussion of all classrooms and age groups while walking to the assigned classroom for their child.
- Sharing Information about Sick Policy, Medication Policy, meal Program, Attendance Policy, Billing Policy, what parents need to provide, etc.
- Introducing teachers when entering the assigned classroom, sharing the teachers experience and strengths, then describing the daily schedule, room arrangement, and any additional environment information.
- While walking back to the office, the parent will be asked more specific details, dietary needs, drop off/pick up time, funding source, etc. Parents will be informed about the

times meals are served and what meals their child will be in attendance for.

- Back at the entry, the parent will be thanked for considering Grin & Grow Child Care then asked if they would like to take some time to consider if we are the place for their family, if they want time to think it over, they will be thanked again. If they want to enroll, they will be given an enrollment packet, some informational pamphlets from area organizations, and then told their child can start 24 hours after they drop off the completed enrollment packet.

VIII. Thank You

By offering high quality, affordable child care services, Grin & Grow is able to provide a valuable support service to parents, while at the same time, helping your child to acquire the developmental skills needed to be successful in school, and later in life.

Thank you for entrusting us with your child.