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Our Mission

Memories & Milestones Academy will provide high quality consistent care to each individual child and family and will maintain a welcoming environment that gives families security while they are away from their child. Memories & Milestones Academy strives to provide meaningful employment to each employee.

Our Philosophy

Child care builds a child for a lifetime; Memories & Milestones Academy believes that each and every day we dedicate ourselves the environment will be positive, consistent and welcoming to each individual child.

Vision

We provide meaningful employment where everyone is acknowledged and appreciated each day. We advocate for our own children along with as many children as possible. We provide high quality early childhood education to the community. Moms/dads are no longer scared; they feel safe leaving their children with us. We are an influential role model to many children as we welcome, love, educate and have fun with them and their families each day. We support/educate families and work in partnerships with families to ensure their children are supported. We are an asset to the community by being involved and offering families opportunities to spend quality time together along with being the #1 choice for early childhood education!

Open Door Policy

Parents/guardians may visit the center at any time when their children are in attendance. We encourage families to call, write or talk with your child's teacher as well as management. Memories & Milestones Academy's also invites parents to take part in classroom activities and events throughout the year. If you are interested in participating in your child's class, we welcome your ideas as well.

Licensing Information

Department Human Services (DHS)-Division of Licensing has licensed New Prague Memories & Milestones Academy for **106** total children:

Infants (6 weeks-16 months) **16**

Toddlers (16 months-33 months) **31**

Preschool (33 months-September prior to Kindergarten) **38**

Pre-K/School-age (September prior to Kindergarten-School-age) **21**

Department Human Services (DHS)-Division of Licensing has licensed Belle Plaine Memories & Milestones Academy for **62** total children:

Infants (6 weeks-16 months) **8**

Toddlers (16 months-33 months) **14**

Preschool (33 months-September prior to Kindergarten) **20**

Pre-K/School-age (September prior to Kindergarten-School-age) **20**

If you feel your questions, concerns or complaints regarding your child's care are not resolved by center staff you may reach DHS-Licensing at 651-431-2000.

Operations

Memories & Milestones Academy is open Monday-Friday from 6:30 am-5:30 pm except for the holidays stated below. Saturday holidays will be observed on Friday, Sunday holidays will be observed on Monday, please follow our yearly posted holidays. The Center will be closed the following days: **Full tuition is due for holidays.**

New Years Day	1 MEA day-Friday (October)
President's Day	Thanksgiving
Good Friday	Friday after Thanksgiving
Memorial Day	Christmas Eve
Fourth of July	Christmas Day
Labor Day	1 training day per year

The academy offers flexible contracted schedules including:

- Full-time 5 days
- Part-time 2 or 3 days
- School-age Before & after school; Summer care

Curriculum

"Children will experience growth and learning in the following domains of development and learning: social-emotional, physical, language, cognitive, literacy, mathematics, science/technology, social studies, and the arts development," and "Families will feel supported and nurtured in their child rearing efforts, family home values, beliefs experiences and language". Our curriculum goals and objectives are aligned with each child's progress and we aligned the results of the assessment with our curriculum goals and objectives. Children will experience growth and learning in their social-emotional, physical, language, and cognitive development.

Infant (6weeks-16months)

Memories & Milestones Academy's educational curriculum offer numerous opportunities that encourage development of the whole child. Our infant curriculum (The Creative Curriculum) focuses on physical, cognitive, social and emotional development along with communication and language. Infant's basic needs are always priority! While our curriculum plans for children's experiences, it allows us to modify and adapt to all children. Daily digital reports are completed via LifeCubby (see Communication page 6) throughout the day by your child's teacher. Your child's food intake, diapering, sleeping pattern and general behavior are recorded for you on this daily sheet. Infants are placed on their backs to sleep. Table foods (according to our health nurse's suggested feeding schedule and foods to avoid) will be provided. Whole milk is provided at 12 months. Families will provide bottles, formula, cereal, baby food, diapers, and wipes for their infant.

Infant food brought to the Academy shall be in factory-sealed containers (e.g., ready-to-feed powder or concentrate formulas and baby food jars) prepared according to the manufacturer's instructions. Homemade baby food is acceptable when our policies are followed.

Teaching staff do not offer solid foods to infants younger than six months of age, unless that practice is recommended by the child's health care provider and approved by families.

When infants are ready for table foods, parents should introduce foods at home, five times prior to your infant eating the food at the Academy. The reason for this is to be sure your infant will tolerate the food and be sure your infant does not have an allergic reaction to the new food.

Toddlers (16months-33 to 36months)

Memories & Milestones Academy's educational curriculum offer numerous opportunities that encourage development of the whole child. Our toddler curriculum (Creative Curriculum/Frogstreet) focuses on physical, cognitive, social and emotional development along with communication and language. While our curriculum plans for children's experiences, it allows us to modify and adapt to all children. Children will have rest/nap time daily. Daily digital reports are completed via LifeCubby (see Communication on page 6) throughout the day by your child's teacher. Your child's food intake, diapering, sleeping pattern and general behavior are recorded for you. Table foods (according to our health nurse's suggested feeding schedule and foods to avoid) will be provided. Whole milk (until 2 years old) and 1% (2 years and older) is provided in our toddler classroom. Families will provide diapers and wipes for their toddler.

Preschool (33 to 36months-September prior to Kindergarten)

"Children will experience growth and learning in their social-emotional, physical, language, and cognitive development," and "Families will feel supported and nurtured in their child rearing efforts" Memories & Milestones Academy's educational curriculum offer numerous opportunities that encourage development of the whole child. Our preschool curriculum (Frogstreet/Creative Curriculum) focuses on physical, cognitive, social and emotional development along with communication and language. While our curriculum plans for children's experiences, it allows us to modify and adapt to all children. Children will have rest/nap time daily. Daily digital reports are completed via LifeCubby (see Communication on page 6) throughout the day by your child's teacher. Table foods (according to our health nurse's suggested feeding schedule and foods to avoid) will be provided. 1% or 2% milk is provided in our preschool classroom.

Pre-K/School-age (September prior to Kindergarten-school-age)

"Children will experience growth and learning in their social-emotional, physical, language, and cognitive development," and "Families will feel supported and nurtured in their child rearing efforts"

Memories & Milestones Academy's educational curriculum offers numerous opportunities that encourage development of the whole child. Our Pre-K curriculum (Frogstreet/High Reach Learning) focuses on physical, cognitive, social and emotional development along with communication and language. While our curriculum plans for children's experiences, it allows us to modify and adapt to all children. Children will have rest/nap time daily (no naps June-August). Daily digital reports are completed via LifeCubby (see Communication on page 6) throughout the day by your child's teacher. Table foods (according to our health nurse's suggested feeding schedule and foods to avoid) will be provided. 1% or 2% milk is provided in our Pre-K/School-age classroom.

Daily Schedules/Curriculum

Daily schedules may include but are not limited to the following:

Meals	Diapering/toileting
Self-help skills	Teacher directed activities
Child initiated activities	Language
Art/Craft	Sensory
History	Science/Cooking
Health/Manners	Geography
Math	Physical Activity
Technology	Dramatic Play

Please talk with your child's teacher for a current schedule for a typical day here at Memories & Milestones Academy.

Dress “code”

We ask that you send your child daily in tennis shoes. Our outdoor space has woodchips that can be harmful when little feet/heels are exposed.

We ask that you dress your child with the expectation that he/she may get “messy”. We allow children to explore with “messy” activities. We do our best to keep them mess-free, but we know from experience we are not 100% successful.

Meals & Snacks

The center will provide nutritious foods to infant, toddlers, preschoolers, pre-k and school-age children. Breakfast, lunch and afternoon snacks will be offered at scheduled times. Our meals and snacks are served according to our health nurse’s suggested feeding schedule. We do have and follow a list of foods to avoid and foods that are choking hazards. When table foods are offered, all nutritional guidelines must be met. If a parent is withholding certain foods a doctor’s note may be required (this includes infants). If meals are brought from home, it must be all meals and all meals must meet nutritional guidelines. Bringing meals from home must be approved, please speak with management if you feel your child needs to bring meals from home.

The Academy will provide nutritious table foods at the times stated below. We have strict mealtimes in order for us to follow our schedule. If your child arrives after the time stated, please feed their meal at home. We do not allow outside food in our classrooms. Parents may wait with their child in the hallway while they are finishing eating an item from home before dropping them off in the classroom.

Breakfast:	7:30 am-8:00 am
Lunch:	11:30 am-12 pm
Snack:	3-4pm (school-age children snack time will revolve around school bus schedules)

Rules & Expectations

Teacher’s coach and support children as they learn. Teachers manage behavior and implement rules and expectations in a manner that is consistent and predictable. Teachers work as a team to implement daily teaching and learning activities. They support children’s needs for physical movement, sensory stimulation, fresh air, and nourishment. They organize and select materials in all content and development areas to stimulate exploration, experimentation, discovery, and conceptual learning.

Enrollment Requirements

You will receive an online enrollment link to complete. We require the following prior to your child’s first day. Each year you are responsible to review, update, sign and date using your user name and password.

Admission agreement	Registration & 1 st week tuition paid	Emergency Information
Physicians Report (Doctor sign)	Immunization record (must be up to date)	Family Information
LifeCubby Authorization	Parent Authorization Form	Non-Prescription Medication
Prescription Medication Form	Copy of IEP and/or ICCP	Milk Substitute Form

***Required:** Forms may need to be updated each time your child moves classrooms (ex. Infant room to toddler room). Certain forms require updating every six months. Thank you for your cooperation which allows us to remain compliant and offer your child the best care possible.

We strive to complete a screening within three months of your child's entry date. The purpose of this screening is to determine where your child's development is currently, determine child's needs, interest, etc. to guide in curriculum planning and individual goals for your child. Ongoing assessment results will be used to make a referral to appropriate professionals when needed.

Please inform the Center immediately of changes in your child's needs (diet, allergy, etc) as well as changes in parent's information (employment, address, phone, authorized contacts, custody, etc). Please submit these changes in writing.

Drop-off & Pick-up Procedures

Parents/guardians shall not leave their vehicle running or leave children unattended in the vehicle. Enter the building and bring their child to her/his classroom and make eye contact/conversation with a teacher.

Teachers shall greet each family upon arrival and departure, sign the child in/out on the daily sign in/out sheets as well as LifeCubby, and encourage a smooth transition.

Parents can address special circumstances for pick-up time (grandma is picking up, leaving early, etc.) at arrival time. Parents are encouraged to follow a routine to allow drop-off and pick-up to be as smooth as possible. We welcome to spend time with their child and encouraged to ask for assistance when needed. If your child has special needs on a particular day, please communicate with us to determine the best procedure for arrival and departure times.

Please understand while you are dropping off and picking up that we limited the interactions you have with other children for everyone's safety.

Parents are encouraged to view LifeCubby daily reports and/or whiteboards/calendars and ask any questions at pick-up time. If you feel we do not have the time required, please communicate that with us. We will ensure the teacher has the time required to meet your need.

Parents/guardians will always supervise the child/children while you they are present (including in the parking lot). Parents/Guardians will follow car seat laws.

Only parents and individuals authorized by parents can pick up your child. Our employees will ask for identification anytime they are not familiar with an individual picking up.

Attendance

If your child will be absent/late please let us know. You can leave a phone message, LifeCubby message or email us.

Transportation

Memories & Milestones Academy does not transport children. In the event of an emergency (medical, bus issue, etc.) management will transport a child. Pre-K and school-age children are

transported to school or field trip (if applicable) on the local bus system. If a child misses the bus and the bus system is unable to return for the child, we will contact you.

Celebrations

Your child may bring in a special item to celebrate his/her birthday/holiday etc. You may bring little trinkets or food treats. If you bring a trinket, please be sure it is age appropriate. Any food item must be commercially packed (purchased from a store). **NO PEANUTS.** No homemade items will be allowed, sorry.

Peanut-FREE

Our classrooms are peanut-free. Please know that some children suffer severe life-threatening reactions from peanut items.

Items from Home

We will have share days, book days etc. Items from home are welcome on these special days. If your child leaves the house with an extra toy, blanket etc. please have them keep it in the car.

We do not allow any outside food into our classrooms. Please have your child finish any snack/breakfast/lunch items prior to entering the Academy or their classroom.

Volunteers

We encourage and invite you to volunteer. We invite your family interests and skills to be part of our curriculum. We do invite volunteers throughout each year, but you are welcome to talk with your child's teacher any time you have an opportunity to join our classroom. Thanks.

Communication

We strive to communicate in various ways each day/week/month/year. We welcome and appreciate any/all questions and concerns. Some forms of communication we utilize: LifeCubby daily sheets/whiteboard, face to face, phone, email, transition letters, monthly newsletters, conferences, posting information, etc.

We utilize a digital communication tool; LifeCubby. Our teachers use LifeCubby to provide you with journaling about your child's day. You can see your child's daily sheet in "real time" with updates throughout the day. We want you to be engaged! LifeCubby allows us to share photos and videos, meal tracking, curriculum and more. You must sign our LifeCubby document to participate. Written reports are available. If you choose written reports your family will not have a LifeCubby account. It is each parents responsibility to read notifications daily.

Please be respectful always when communicating to our employees. Our employees have a tough career, and they strive to meet the numerous communications, parenting styles, requests, etc. of each family while caring for each individual child. Please keep in mind that some parents like style A, some style B and so on, they are truly trying to accommodate all your needs. If at any time you feel they are not meeting your expectations, we encourage you to talk with them. Our employees are our number one asset, without them we are not in business. Our employees are caring, sensitive individuals, making a huge difference in our now and future. Please RESPECT and APPRECIATE them. If you feel you are unable to be respectful, please talk with management. We reserve the right to terminate care to any individual who is disrespectful to any of our employees.

Upon requests and when available translation services will be provided.

Conferences/Assessment

Formal conferences will be offered twice a year (May & November) providing a written assessment of the observed. Assessments obtain information on all areas of children's development and learning: cognitive skills, language, social-emotional development, approaches to learning, health and physical development, including self-help skills.

Informal conferences are verbally as needed/requested (April & October).

Assessment is the process of finding out what the children know, both individually and as a group. Assessments involve looking at information from multiple sources gathered over time, avoiding drawing conclusions about a young child's development and learning. Classroom Teachers complete training on how to assess and how to interpret the results (using ECIP's, CDC research, Curriculum and/or outside sources). We do not know ALL, when we feel unsure we refer you to your physician or an agency with expertise in the area required.

Assessments are kept confidential by keeping files out of sight of others and when not in use stored in child's file. Parental permission is granted prior to sharing information with others.

We are required by the State of MN to; "As a child care provider, we continually monitor the development of all children in our care through ongoing observation and recording. We want the best outcomes for all children. Childcare providers are considered a primary referral source for early intervention under federal IDEA special education law. **We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral as soon as possible, but in no case more than seven days after the identification.** While this is a mandate, we want to keep open communication with parents and caregivers about their child and will share any concerns we have before a referral is made. We can assist the parent with the referral or partner with them in the referral process".

How to make a referral? <http://helpmegrowmn.org/HMG/Refer/index.html>
or call 1.866.693.4769 or call your local early intervention/ECSE office

Why we assess?

1. To monitor child's development and learning: child's skill of letter recognition, typical physical development, social skills (sharing, using words, etc.) This helps us identify and anticipate children's strengths, interests and needs. Teachers can describe the developmental progress and learning of each child.
2. To guide our planning and decision making we decide what books to read, what materials to provide, program improvement needed, guide in curriculum planning, set goals for children, etc. Example: if we find "Joey" cannot play without constant conflict we figure things to do to help him learn to get along.
3. To identify children who might benefit from special services: Early childhood years are often when hearing, vision, speech, language, emotional disturbance, physical disabilities, developmental disabilities, and other conditions are observed. If a potential concern is detected the next step would be a referral to receive additional insight. Example: Joey was not talking at all in the classroom, so his teacher referred him to a specialist to receive additional insight (this referral should be presented to the director).

4. To report and communicate with others: families, community, specialists, educators (including developmental screening), etc. We utilize assessment for program evaluation and for accountability. We welcome outside evaluators with parental permission.

Assess What?

1. Assessments obtain information on all areas of children's development and learning: cognitive skills, language, social-emotional development, approaches to learning, health and physical development, including self-help skills.

Assess When?

1. Upon enrollment (Families complete with enrollment paperwork)
2. Within three months of program entry (Teachers assess as they get to know the child)
3. Academy conferences (April & October)
4. Verbally- pointing out success & goals as needed (February & August)

Memories & Milestones Academy uses various methods for observation/assessment. If at any time you would like more information about our screening and assessment methods, please talk with us.

Pet Policy

Indoor pets (fish, chicks, etc.) may be part of your child's classroom. Staff supervision is required when children handle any pets.

Permission slips

Permission slips will need to be signed in advance if children will attend any field trips. Parents will be asked to sign a permission slip for trips within walking distance (community pool, library, parks, etc.). Field trips are all local and are scheduled in our pre-K room each summer.

We will need parental permission before any research, or public relations activity.

If you would like to contact another family within the Academy, please speak with your child's teacher. Our teachers will take your contact information and give it to the family you would like to contact. This way the family can call you. For your privacy as well as others, we are unable to hand out other peoples contact information.

Cameras/Photographs/Videos

You are welcome to snap a photo of your child anytime. Please **DO NOT** photograph/video any child other than your own. This is for the privacy of all our families. Thank you.

Outside Child Care

We discourage our employees from babysitting our client's children. We are not responsible for care that is outside of the Academy.

Child Care Program Plan

Memories & Milestones Academy has a copy of our child care program plan, as defined by the State of Minnesota-DHS, Division of Licensing, available for your review at the center. We welcome parents to provide us with your feedback at any time.

Confidentiality

Memories & Milestones Academy makes sure that information about your child is kept confidential in our office. Your child's file is only viewed by you, Memories & Milestones Academy employees,

Governing authorities (for licensing inspections or investigations) and child's family. We will obtain written consent from you prior to sharing any information regarding your family.

We use your child's screening and assessment information as a guide to planning and implementing our curriculum as well as a tool to determine the need for additional education needed. In the event we feel your child would benefit from further education, we have great resources to refer you to. We would communicate with you first and follow your directions to proceed.

Teachers are not allowed to use names (illness, incidents, injuries); they will say another child for instance. Please respect their role in confidentiality.

Health Policy

You must notify Memories & Milestones Academy staff if your child receives over the counter medication prior to arrival at the Center. (Ex. Tylenol, cold medication, etc.)

If a child becomes ill at the Academy we will make arrangements with the parent to pick up the ill child. If your child's diagnosis is a contagious disease or illness you must inform the center within 24 hours. We will post a diagnosed contagious disease when you report it to us. We will notify the Health Department of any reportable disease or illness.

Immunizations

Children must have up to date immunizations to attend. Exception to this exclusion; if your child has begun but not completed vaccinations that require more than one dose, known as a series. Children in our program have 18 months to complete a series to be compliant with the law. For example, if a child gets their first DTaP just before they begin child care, they have 18 months to complete the series. We do not accept waivers.

Medication Policy

Prescribed medication, as well as over-the-counter medication can only be given when the following three criteria are met:

1. Written order from licensed physician (specific orders are required-dose, specific reason, how often, length of time to administer, etc.);
2. Written authorization form is completed by parent;
3. Over the counter medication is in its original container, prescription medication is in the original container appropriately labeled by the pharmacist or physician (medications cannot be used if expired);
4. The medication is required during the child care hours (if a medication is once or twice a day, parents are expected to administer at home) (if medication is 3-4 times a day, parents shall administer in the morning, after child care and prior to bed, we would administer mid-day)

The Teacher who administers the medication will dictate the dosage, time administered, initial the form and file it in the child's file. If your child needs multiple medications to make it through the day, they should not attend school. If a physician writes a note that your child can attend school and we determine for the best interest of the child and group he/she should be home, we will send your child home.

Medication must be given to the teacher. Medication should never be left in the child's backpack or within reach of any child.

Exclusionary Policy

A child with the following symptoms or behaviors may be excluded from the Academy: (a child with any of these symptoms at home is a sick child and should not attend child care)

1. Child with chicken pox, until the lesions are crusted over
2. Child who has had 3 loose stools since admissions that day
3. Child who has vomited since admission that day
4. Any bacterial infection that has not completed 24 hours of antimicrobial therapy (antibiotics).
5. Child who has ringworm or scabies that is not treated.
6. Child who has lice that has not been treated or any nits remain in the hair.
7. Child who has a 100 degree temperature or higher (taken under arm).
8. Child who has an undiagnosed rash or sore, discharging ears or eyes, or discharging lesions on their body.
9. Severe Persistent cough
10. Upset stomach with flushed cheeks, headache-without temperature
11. Severe sore throat (potential Strep), with temperature
12. Open wounds
13. Recurring headaches
14. Possible medication reaction
15. Known allergies and reactions to triggers
16. Bee sting allergies
17. Diabetic reactions
18. Seizures
19. Child who is unable to participate in normal daily activities or requires one on one care.
20. Other situations on a per child basis

Children must be **symptom free for 24 hours before they return** to the Academy. When your child visits a doctor, please have the doctor write a note stating the diagnosis and when your child can return to school. Sick children will always be removed from the group when possible and supervised.

Nap Policy

A child who has completed a nap or rested quietly for 30 minutes is not required to remain on a cot or in a crib. Cribs and cots must be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of each piece of napping and resting equipment. Cribs and cots must be placed directly on the floor and must not be stacked when in use.

Separate bedding must be provided for each child in care. Bedding must be washed weekly and when soiled or wet. Blankets must be washed or dry cleaned weekly and when soiled or wet. A crib will be provided for each infant for whom the center is licensed to provide care. The equipment must be of safe and sturdy construction that conforms to the Code of Federal Regulations. Also see Minnesota Statutes, section 245A.146, for additional crib safety standards including routine crib inspection requirements. Staff will not place pillows, quilts, comforters, sheepskin, pillow-like stuffed toys, or other soft products in the crib with an infant, and must place each infant in a crib with a firm mattress. (Minnesota Statutes, section 245A.1435)

Pursuant to Minnesota Statutes, section 245A.1435, all staff must place each infant on the infant's back, unless we have documentation from the infant's parent and child's physician directing an alternative sleeping position for the infant.

Emergency/Accident

Teachers and Assistant Teachers in our Academy are trained in CPR & First Aid and are in the Academy during operating hours. In the event of an accident, the staff will evaluate the situation, conclude the appropriate course of action and assist the child.

1. Minor accidents: (scraps knees, bumped heads, etc) Wash area with soap & water; apply ice (when needed) and TLC.
2. Major accidents: (broken bone, concussion, etc) Notify parent, contact emergency services, call "911" if required. The staff will use their learning's from training to aid the child until additional help arrives. In a "911" incident we **will call "911" prior to contacting parents.**

Accident reports will be filled out any time a child has an accident (minor or major). Reports will be signed by parent at the end of each day.

Memories & Milestones Academy's source for emergence medical care is 911, and we choose one of the following hospitals or the one recommended by the paramedic: **St. Francis Reginal Medical Center in Shakopee**, Minnesota or **Mayo Clinic Hospital in New Prague**, Minnesota.

3. Fire: Each month we complete a fire drill to ensure we are prepared in the event we experience a fire.

If our Academy experiences a real fire/emergency, we will evacuate to **Belle Plaine Public Works building** or **Walgreens in New Prague** and call parents to come pick-up their children.

4. Severe Weather/Tornado: Each month (April-October) we complete a tornado drill to ensure we are prepared in the event we experience severe weather.

If our Academy experiences severe weather that causes damage requiring us to evacuate our building, we will have a **designated employee** to remain on site to direct you to our location (if phones are accessible we will inform you via phone as well). Please note during emergencies we may not be able to accept phone calls.

Behavior Guidance

We encourage and stress good behavioral habits. Disrespectful or disruptive activity is handled in a positive and caring manner. Continual positive reinforcement will be used to encourage acceptable behavior. Positive techniques include but are not limited to the following:

1. Develop rules that are understandable to the children. Children will be included in the discussion of these rules.
2. Clarify the consequences prior to the rule being broken.
3. All expectations will be age appropriate.
4. Children will have time to learn the rules and learn acceptable behavior to reduce conflict.
5. Reinforce proper behavior by praising or rewarding the child.
6. Provide immediate and related consequences for a child's unacceptable behavior.
7. Model positive behavior to all children.
8. Redirect children.
9. Short breaks (must be noted and logged)
10. Protect the safety of children and staff persons.

Employee Guidelines-when unacceptable behavior is observed

1. Approach children involved (Never talk/yell across the room)
2. Discuss the behavior at the children's level
3. Teach appropriate/expected behavior
4. Help children problem solve when necessary

5. Keep an eye on the children and complete above steps again when necessary
6. Acknowledge and praise when acceptable/expected behavior is observed
7. Ask for help from co-workers, management and parents when needed
8. Management will meet with parents when behavior plans are required

When a child is unable to behave appropriately or continues to be disrespectful or disruptive the child may need to be picked up immediately (e.g. child needs restraint, child requires increased staff time & guidance, inappropriate language/talk, hitting/kicking/biting a teacher etc.).

When a parent is called to pick a child up, a written procedure for dealing with the persistent unacceptable behavior will be developed. Please refer to our behavior guidance policy.

Memories & Milestones Academy never uses physical punishment such as shaking or hitting and we do not engage in psychological abuse or coercion. We never use threats or derogatory remarks and neither withholds nor threatens to withhold food as a form of discipline.

For children with persistent, serious, challenging behavior, teachers, families, and other professionals work as a team to develop and implement an individualized plan that supports the child's inclusion and success.

A copy of the centers behavior guidance policy as defined by the State of Minnesota-DHS, Division of Licensing, is available at the Academy. The policy defines the general requirements of behavior guidance, procedures for persistent unacceptable behavior and actions that are prohibited by either staff or children.

Smoking

Our Academy, our parking lot and our outdoor play areas are entirely smoke free. No smoking is permitted in the presence of children.

Pesticides & herbicides

If used, they are applied according to the manufacturer's instructions when children are not at the Academy and in a manner that prevents skin contact, inhalation, and other exposure to children.

Grievance Procedures

Please communicate any concerns, questions, or complaints to your child's teacher as soon as they arise. If your matter is not resolved in a timely manner please communicate your concern, question, or complaint to the center director. If your concerns are not resolved in a reasonable time you may contact Chantel, Owner at 612-290-4943 and/or DHS-Licensing at 651-431-6500.

Substance Abuse Policy

Abusing prescription medication or being in any manner under the influence of a chemical that impairs an individual's ability to provide services or care is prohibited by any person responsible for persons served by the program.

Financial Policies and Procedures

Registration fee and first week tuition must be paid to guarantee enrollment. Tuition is paid Monday for the following week via ACH. ACH declined will result in increased weekly tuition. ACH decline can/will result in termination of contract, tuition fees are still owed and expected to be paid.

Your tuition covers 10 hours per day.

Registration fee is \$125 per family at enrollment and charged each March thereafter, \$75 per family. Registration covers our supplemental activity costs (For example, LifeCubby, supplies, in-house field trips, magicians, storytellers, bouncy house, etc.). Registration fee is automated through your ACH contract.

Tuition increases annually (typically 5-7%). You will be notified at least 30 days in advance.

The Academy operates from 6:30 a.m. to 5:30 p.m. Fees before 6:30 a.m. or after 5:30 p.m. are \$5 per minute.

In the event of a Closure beyond our control (act of nature, pandemic, etc.)

If we are highly recommended/mandated to close, the following payment schedule will be followed:

1. Closed for 24 business hours=no discount
2. Closed 1 week=20% tuition discount
3. Closed 2 weeks=50% tuition discount
4. Closed 3 or more weeks=opt to pick one of our enrollment options below.
 - a. Make no change to your child's enrollment/schedule. Scholarship/Military/CCAP families your copays will remain due during this time, if you choose this option. Copays are not determined by Memories & Milestones Academy.
 - b. Put your child's schedule on hold by paying 50% of your current weekly tuition each Monday. This will ensure that your child's schedule will be available with no additional registration/enrollment fees when you return. Scholarship/Military/CCAP families you will not pay your co-pay during this time. You will need additional absent days. Please contact your worker and request an increase in your child's absent day allowance.
 - c. Unenroll your child. IF we have the available schedule to meet your needs, you will pay all applicable registration/enrollment/deposit fees and the current tuition rate upon re-enrollment.

Accounts must be current or brought current to receive any tuition discount. Discounts cannot be combined with any other discounts. This closure does not change tuition that is currently on hold.

Program Termination

If for any reason you need to terminate childcare a written notification must be received **three weeks** or more in advance (longer notice is great). If there is no notification, an ACH will be initiated for three weeks of tuition. If an ACH is denied, you are responsible for the tuition due.

In rare circumstances we reserve the right to terminate services for inappropriate behavior, determined by Memories & Milestones Academy, by you, your child, or an associate of yours to our employees, children, or other customers.

Other Policies & Procedures

As needed Memories & Milestones Academy will communicate new policies and procedures that are not included in our handbook. All policies and procedures must be followed if you choose to keep your child enrolled at the Academy. If you do not agree with the policy or procedure and would like to terminate care, please read our program termination section above. Of course, talk with management as we are always willing to discuss circumstances and or work with families when possible.

Mandated Reporting

Maltreatment of Minors Mandated Reporting Policy for DHS Licensed Programs

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 911
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be 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 in a family or the community should be made to the local county social services agency at **952.445.7751** or local law enforcement at **952.758.2791**.
- 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 **651.431.6500**.

What to Report

- Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (MN Statutes, section 626.556) and should be attached to this policy.
- A report to any of the above agencies should contain enough information to identify the child involved, and 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.

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 reoccurring 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.

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 was 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

Internal Review

- When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review and take corrective action, if necessary, to protect the health and safety of the children in care. The internal review must include an evaluation of whether:
 - (i) related policies and procedures were followed;
 - (ii) the policies and procedures were adequate;
 - (iii) there is a need for additional staff training;
 - (iv) the reported event is similar to past events with the children or the services involved; and
 - (v) there is a need for corrective action by the license holder to protect the health and safety of the children in care.

Primary and Secondary Person or Position to Ensure internal Reviews are Completed

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

Documentation of the Internal Review

- The facility must document completion of the 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, the license holder must develop, document and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or license holder if any.

Staff Training

- The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (MN Statutes, section 626.556). The license holder must 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 MN Statutes, section 245A.04, subdivision 14.