

HopeCare Parent Handbook



EFFECTIVE JANUARY, 2020



A MINISTRY OF HOPE LUTHERAN CHURCH

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"To play, to learn, to grow in the love of Jesus Christ"

Hope Care Children's Center is designed to provide a safe, encouraging, and enriching environment for children to learn and have fun each day. In addition, we aim to encourage children to pursue their interests and develop friendships, independence, and confidence. We are learning something new each day with hands on fun and developmentally appropriate activities to enrich our students and give them a solid foundation for their future educational years. When you join our Hope Care family, your child will grow leaps and bounds with us while they learn through play that God loves each and every one of us. Our teachers help children to grow in their faith so that they are empowered by their creativity.

Infant and Toddler Early Education and Childcare - Ages 4 weeks-2 years

Cognitive development is very important even at this very young age. Hope Care's Infant and Toddler programs provide a loving, nurturing environment for your child, as well as a variety of learning and developmental activities with even the youngest children we care for. Infants and Toddlers will learn through music, movement, fine motor, gross motor, and sign language, and much more. We also participate in Chapel Time each Thursday alongside our preschool friends.

Full Day Preschool and Pre-Kindergarten - Ages 3-5 years

Hope Care Preschool and Pre-Kindergarten programs provide supervised learning, play, and social opportunities with a Christian emphasis. We recognize that children share common developmental characteristics as they grow physically, intellectually, socially and spiritually. Each child is unique, expressing these characteristics on an individual time schedule. Our structure and activities respect this diversity. Activities demonstrate our belief that preschool children learn best through play. Preschool includes a mixture of large-group, small-group and individual activities, as well as vigorous and quiet activities, indoors and outdoors. Our curriculum includes daily devotions, language arts, social experiences, color awareness, number recognition, reading readiness, and arts and crafts, balanced by a variety of play activities.

School Age After-School and Summer Programs - Ages 6-12 years

Hope Care's School Age program offers a fun, safe, and enriching environment for children outside of school hours. Students are picked up from Eugene Field and Robert Frost Elementary schools during the school year. We also offer an all-day summer program during the summer months. Hope Care makes learning fun. Students enjoy learning experiences and clubs based on their individual interests. We offer a variety of learning activities, projects, games, field trips, and community service projects to expose students to new and existing interests.

Hope Care Operations

✦ Licensing

- Hope Care Children's Center is regulated and licensed through South Dakota Department of Social Services (DSS). We comply with licensing and Department of Health regulations to ensure the quality of our programming, health, and safety for all of our students and staff.
- Annual inspections are conducted by DSS and Department of Health to ensure regulations are met. Inspection Summary Reports are posted for families to review at any time.
- Our center reports to staff and families any changes of circumstances which may affect ability to comply with licensing rules.

✦ Ratios

- Hope Care is supervised by qualified educators following the state regulations as follows:
 - Children ages 4 weeks – 2 years: Ratio of 1 staff for every 5 children
 - Children ages 3 – 5 years: Ratio of 1 staff for every 10 children
 - Children ages 6 – 12 years (K-5): Ratio of 1 staff for every 15 children

✦ Hope Care Staff

- Our staff is made up of a group of trained teachers who promote respect and understanding for individual differences by maintaining a caring and challenging environment that allows freedom of choice and exposure to new experiences.
- All staff will maintain the appropriate level of education and/or experience for their position and continuously receive ongoing, high-quality training and educational experiences to equip them to educate students. Staff are required to successfully complete the following trainings and certifications within the first ninety days of employment.
 - *CPR and First Aid Certification*
 - *Child Development Orientation*
 - *Prevention & Control of Infectious Diseases*
 - *Safe Sleep Practices & Reducing the Risk of SIDS*
 - *Administration of Medications in Child Care*
 - *Prevention & Response to Food Emergencies & Allergic Reactions*
 - *Building and Premises Safety*
 - *Prevention of Abusive Head Trauma & Shaken Baby Syndrome*
 - *Emergency Preparedness & Planning for Child Care Programs*
 - *Safe Handling & Storage of Hazardous Materials in Child Care*
 - *Appropriate Precautions in Transporting Children*
- No staff member or volunteer has a substantiated report of child abuse or neglect. No staff member's name will appear on the Sex Offender Registry. No staff member or volunteer has a felony conviction on record within the last five years. No staff will have a sex offense, a crime of violence, or a crime against children. All primary staff will be at least 18 years of age. All secondary staff are at least 14 years old and are under the direct supervision of an adult staff person. Volunteers used to fill any staff member positions also meet the requirements for that position.
- Parents/guardians will be asked to provide any special training to staff to meet the unique needs of the child including, but not limited to, nebulizers, hearing aids, medical devices, medications or any other special care.

Hours of Operation

- ✿ **Hours:** Child care will be provided Monday - Friday between 6:30 a.m. – 6:00 p.m. for children ages 4 weeks to 5 years. The after school program will follow the school calendar operating Mondays through Fridays between the hours of 2:45 p.m. – 6:00 p.m., with additional hours offered on days that there is early dismissal, and school district breaks.
- ✿ **Holidays:** Hope Care will not be open the following holidays: New Year’s Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve Day, and Christmas Day. If the holiday lands on a Saturday the program will observe the holiday on the Friday before. If the holiday lands on a Sunday the program will observe the holiday on the Monday after. In addition, Hope Care will be closed two days annually for All-Staff training and notice given in advance. All other closings will be posted at least a month in advance.
- ✿ **Snow Days:** If school is cancelled due to the weather, Hope Care will remain open unless otherwise noted. The After School program will be open to care for children as long as staffing permits. Please contact us ahead of time to be sure the school aged care is staffed appropriately. If classes are cancelled early while school is in session we will continue to pickup and the After School program will remain in session.
- ✿ **Emergency Closings:** Any closings due to inclement weather will be announced through local media outlets.
- ✿ **Parent/Guardian Back-Up System:** All parents/guardians should insure they have an alternative caregiver for their child on days when he/she is ill or the program is closed (emergency closure, holidays, etc.).

Arrival and Departure

- ✿ Parents/guardians must authorize in writing, on their registration form, or by personal phone call any individuals picking up their child. Your child must be checked in and accompanied by an adult when arriving, and be checked out by an authorized person.
- ✿ Sign in/out sheets are required for safety purposes for the children and also for the center’s records.

Admissions

Registration

- ✿ The following items are needed and must be fully completed and signed for registration. All forms and documents must be kept current at all times while your child attends Hope Care. If we are missing any of these items we will not be able to allow your child to attend until we have received everything required for enrollment. Any changes to these forms must be approved by the child's legal guardian.
 - ✓ Registration Form
 - ✓ Parent Contract
 - ✓ Current Immunization Records
 - ✓ Registration Fee

- ✿ Families and Hope Care staff will work together to determine if the program is appropriate for the specific needs of an individual child. Hope Care will seek to consider reasonable accommodations and interventions to help make enrollment possible for all children within the structure of the program. Staff will provide parents/guardians with information such as staff-to-student ratio, classroom space and activities. Parents/guardians will share information about their child to allow the best possible care decisions to be made. If a child has any information from a physician, IEP, Section 504 Plan or Behavior Management plan, please provide a copy to the center. If enrollment is not possible, parents/guardians will be informed in a timely manner so that they can choose another option.

Waiting List

We accept registrations on a first come, first serve basis. In order to join Hope Care's waiting list, the \$20 registration fee must be paid and submitted with the completed registration form. Hope Lutheran Church members and staff members will receive priority preference on the waiting list. Families currently enrolled in the program are also given priority preference for siblings on the waiting list. When an opening in the center occurs, the first person on the waiting list is notified and must respond within 48 business hours, otherwise it is considered a decline. If accepted, payment will be required to begin for the spot within 10 business days. If the spot is declined, the next person on the list will be notified and so on. Each person is allowed two declines before moving to the bottom of the waiting list. A child may be removed from the waiting list at any time with verbal or written request.

Billing and Tuition (last updated 1/1/20)

Billing

- There are two options for the payment of all tuition and fees: scheduling automatic withdrawals from a personal checking or savings account, or personal check payments made in advance of services rendered. Any other payment methods must be approved by Hope Care Administration. Payments must be deposited in the drop box or brought to the office administrator. Teachers will NOT accept payment.
- All payments must be submitted by Tuesday at 6:00 p.m. for care that will be provided for the following week.
 - There will be a \$10.00 per day late fee for any payment received after this time.
 - If a child is going on vacation, tuition will be due the week prior to their absence. If there are any emergency situations or extenuating circumstances, please speak with the Hope Care Director to discuss options. Failure to make payment or other arrangements before Friday at 6:00 p.m. may result in the loss of your child's reservation in her/his classroom.
- There will be a \$35.00 cash fee for any returned check, plus the check amount in cash. Parents/guardians will be charged for all fees incurred by provider as the result of the returned check.
- Parents/guardians will be held to this contract unless exceptions are made and agreed upon in writing and signed by all parties.

Tuition (All tuition fees are subject to change with a 30-day notice.)

- Fees are assessed on a weekly basis – you pay for the space reserved, not time used.
- Classrooms without an activity fee may still go on paid field trips. The cost of the field trip will be added to your family's billing account.
- **Infant/Toddler Early Education and Childcare Programs**
 - **Infants** : Full Time (5 Days/Week) \$187.50
 - **Toddlers**: Full Time (5 Days/Week) \$182.50
 - **Twos**: Full Time (5 Days/Week) \$177.50
- **Preschool Education and Childcare Programs**
 - **Preschool (3-4yrs)**: Full Time (5 Days/Week) \$157.50
 - **Pre-Kindergarten (4-5yrs)**: Full Time (5 Days/Week) \$152.50
- **School Age Programs**
 - **After School Program**: Full Time (5 Days/Week) \$62.00
 - During school months, parents/guardians with children in the after school program MUST contact Hope Care by 2:00 p.m. if a child will not attend the program on a regularly scheduled day.
 - Children will be charged an additional \$20.00 per day on Sioux Falls Public School District's "No School" days.
 - Weekly fees do not change due to "no school days."
 - No vacation/free days will be issued to After School Program students during the school year.
 - **Summer Care**: Full Time (5 Days/Week) \$125.00
 - A non-refundable \$70.00 activity fee required by first day of summer which will cover all costs of field trips.
 - Each student will be responsible for providing a swim fob for entrance to the Sioux Falls Public Pools.
 - Summer care children will be issued 3 vacation days to be used at the parent's/guardian's discretion.

Discount

- There is a 10% discount for families with multiple children in attendance. The child with the highest weekly charge will pay the full amount.

Fees

- There is a non-refundable \$20.00 registration fee for each new family enrolling at Hope Care.
- Children ages 2 and up will be required to pay an activity fee for field trips and activities. Activity fees will be charged in the fall for the school year and again at the beginning of summer for the summer programs.
- A late fee will be charged if children are picked up after 6:00 p.m. A fee of \$10.00 will be charged to the parent/guardian for every ten minutes the child is at Hope Care after 6:00 p.m. Parents/guardians will be called at 6:00 p.m. if the child has not been picked up. Law enforcement/child services will be contacted if neither parents/guardians nor emergency contacts can be reached by 6:30 p.m.

Childcare Assistance

- Families that are eligible for South Dakota's Child Care Assistance program are charged according to government guidelines. According to the program's requirements, parents/guardians are responsible for all co-pays as well as any fees that may accrue based on coverage or under wage of hours.

Refunds/Credits

- Refunds and credits will be made when necessary to ensure accurate bookkeeping.

Vacation/FREE Days

- Children in the Nursery through Pre-Kindergarten programs will be given 10 vacation (FREE) days each year, and will not carry over to the next year. Vacation (FREE) days will be made available after the first ninety days of care and every one year thereafter, based on child's enrollment date.
- A request for use of a vacation day must be submitted using the Vacation Card provided by Hope Care Administration.

Communication between Staff and Parents

✦ Confidentiality

- All records and information relating to children and their families attending Hope Care will be kept in strict confidence at all times by staff.

✦ Parent Communication

- In order to maintain open and clear communication with parents/guardians, Hope Care will send out letters to parents/guardians and post notifications frequently. Parents/guardians will be encouraged to take note of all things posted and sent to them. Parents/guardians are welcome to visit with staff when matters of concern arise. Parents/guardians are also asked to let the staff know of any absences that may come up in their child's schedule.
- Staff will communicate both positive behavior and negative behavior to parents/guardians.
- Hope Care utilizes a childcare software application called Brightwheel. Families will be given information packets and registration instructions upon enrollment. The Brightwheel application allows parents/guardians to receive notifications on their smart phones throughout their child's day. Parents/guardians can see what their child is learning, pictures, records of bottles, meals, diapers. Parents/guardians can send messages directly to staff and access our center's calendar all from Brightwheel. Staff will only use their phones and personal devices for Brightwheel updates. During active supervision, staff will not be on phones or personal devices.

✦ Significant Incidents

- All significant incidents are reported to parents/guardians. Parents/guardians are asked to sign incident reports acknowledging being informed. We are required by law to immediately report any observed or suspected incidents of child abuse or neglect to law enforcement officials, and/or Child Protection.

✦ Change of Circumstance

- Hope Care will report changes of circumstance which may affect the ability to comply with licensing rules within 24 hours. Possible circumstances are: a change of location, any involvement with law enforcement or Child Protection Services, a change in ownership, or a change in Directors.

Discipline

- ✦ Hope Care identifies that adjusting to the center environment may be difficult for some children, and therefore will make every attempt to help the child adjust. In some cases, this may include a special meeting with the lead teacher, parent/guardian, and/or Hope Care director.

- ✦ The following guidelines will be applied consistently for all children enrolled at the center as it relates to behavior and discipline:

- Age-appropriate rules and limits will be consistently applied.
- Positive guidance will be used by staff to reinforce positive behavior.
- Corporal punishment is prohibited.
- Peers are not permitted to administer discipline.
- Children will not be subjected to discipline which is humiliating or frightening.
- Children will not be placed in environments that would be harmful or dangerous.
- Withholding food from a child will not be used as a form of punishment.

- ✦ For the wellbeing and safety of your child, and all others enrolled at Hope Care, we reserve the right to ask that other arrangements for childcare are made if a child is unable or refuses to change unacceptable behavior.

Mandated Reporting

- ✿ Hope Care is required by law to report any witnessed or suspected child abuse or neglect to the DSS or law enforcement. Staff members are required to read and sign a statement which defines child abuse and neglect and their responsibilities as outlined in SDCL 26-8A-8. Staff members are to report any witnessed or suspected incidents to Hope Care Administration, and also notify DSS or law enforcement immediately.
- ✿ If an incident should involve a staff member, Hope Care Administration will take the necessary steps to protect the children and follow state guidelines.

Dismissal

- ✿ The program reserves the right to dismiss any child if the Hope Care Administration determines that the program cannot meet the needs of the child.
- ✿ The following procedure will be followed:
 - Staff will follow a step-by-step discipline system that is positively reinforced. Incidents will be documented if inappropriate behavior persists.
 - If a child's behavior leads staff to come to the step of calling a parent/guardian, a meeting will be scheduled to discuss the situation and create a plan of action.
 - If a problem continues to arise with the child, upon approval by the Director, the child will be dismissed from the Hope Care program.
- ✿ Parents/guardians must give two weeks prior notification of withdrawal from Hope Care. Notification of this policy is included in the parent contract. If the child is withdrawn before a two-week notice, parents/guardians will still be billed for those two weeks.

Grievance Policy

- ✿ Hope Care is thrilled and extremely blessed to be able to partner with parents/guardians on their children's spiritual and educational journey. Your input regarding our programs, the care and educational experience your child receives is greatly valued and respected. A Parent Concern form is available for completion and can be found in each classroom by the student folders.
- ✿ Please feel free to talk to the Lead Teacher or supporting staff member in your child's class in person. You can also reach any member of our staff the following ways:
 - Phone: 605-367-1108
 - Brightwheel: Send an instant message to any staff member from your app
 - If you would like to speak directly to the office, or you feel the teachers are unable to address your concerns or answer a question you may have, please feel free to contact Hope Care Director, Matt Krohse.
 - Office Phone: 605-367-1108
 - Center Phone: 605-335-3873
 - Church Phone: 605-332-2531
 - Email: hopecaredirector@hopesiouxfalls.org
 - You are also welcome to contact Senior Pastor Lynnae Sorensen at:
 - Church Phone: 605-332-2531
 - Email: lsorensen@hopesiouxfall.org
 - Should you continue to feel that your issue has not been addressed, you may contact the Hope Care Board through the Director or Pastor to address the Board concerning your grievance.

Meals and Nutrition

Meals

- Parents/guardians of infants must supply their own formula, breast milk, and baby food.
- Children ages 1 through 5 will be served a cereal breakfast between 7:00 a.m. – 7:45 a.m., a morning snack between 9:00 a.m. – 9:30 a.m. and an afternoon snack between 3:00 p.m. - 3:30 p.m. Snacks will follow the food guide pyramid recommendations as required by the State. Children will be provided a balanced lunch between 11:15 a.m. – 11:45 a.m. Weekly menus for both snack and lunch will be posted for parents/guardians to view.
- Children attending the after school program will be served an afternoon snack between 3:00 p.m. - 3:30 p.m. On “no school days” Hope Care will provide a morning and afternoon snack. Parents/guardians are responsible to bring a sack cold lunch.
- Parents/guardians are allowed to provide their own snack or lunch if they choose to. All food items brought from home must be in a sealed container with the child’s name clearly indicated along with the contents of the food. Any food brought from home will be stored in the proper cupboard or refrigerator at Hope Care and separate from other items.
- Children who have special dietary needs will need to provide their own food with specific preparation instructions from the parents/guardians.
- Hope Care may need to ban certain foods from the premises in the event of a serious allergy. All parents will be notified and the appropriate information will be posted for awareness.
- **Parents/guardians must indicate any specific allergies on the registration form.**

Bottle Handling

- Parents/guardians are always welcome and invited to bottle or breast feed their child at the center.
- Our procedures for feeding infants are as follows:
 - Infants will be held while feeding until the child wants to hold the bottle themselves. Bottles of breast milk and formula will be labeled with the child’s full name and the date that it was brought in.
 - Bottles of formula are brought in daily and stored in the refrigerator upon arrival, if prepared.
 - Powdered formula will be mixed according to the label and for the amount that the child usually drinks. Any formula left in the bottle will be placed in the refrigerator immediately. This bottle may be warmed up once more and used for the next feeding. Any remaining formula that is not used on this second feeding will be discarded immediately.
 - Bottles of breast milk will be prepared for the amount the child usually drinks. Breast milk will not be placed back in the refrigerator after it has been warmed up. Breast milk may be stored up to 4 hours at room temperature and can be re-warmed a total of two times. Any breast milk that is not used after 4 hours will be discarded.
 - Bottles of breast milk and formula will be warmed in water and never in a microwave.
 - Bottles of breast milk and formula, if unused, will be sent home with parents/guardians upon departure.
 - Bottles will be rinsed and sent home with parents/guardians for sanitizing each evening.

Physical Activity and Sleep

Physical Activity

- Our program provides the children in our care safe, age appropriate physical activities that total to the recommended amount. Activities will be scheduled to include time spent in structured activities both indoors and outdoors working on both fine and gross motor skills, along with opportunities for free play both indoors and outdoors.

Infant Sleep and Play

- Infants are placed on their backs to sleep, unless otherwise instructed by the child's doctor and the safety of not sleeping on their back medically impedes the dangers of tummy sleeping and the risk of SIDS.
- Infants are placed on the safety-approved cribs with a fitted sheet to sleep. Sheets are changed between each child. Cribs are used only for sleeping and not as play areas.
- Infants are not allowed to sleep with blankets or stuffed animals. If parents/guardians wish, a sleep sack may be brought from home and will be used if it is cool in the classroom.
- The room is kept at a comfortable temperature and infants are dressed appropriately.
- Use of seats, infant swings, and jumpers is limited to 15 minutes per session. If a child falls asleep in a swing, bouncy seat, rock & play, stroller, etc., or arrives sleeping in their car seat, they will be quietly moved to the crib for the remainder of their nap. At parent/guardian request, the child will remain in the swing but it will be switched off and any blankets or toys will be removed while the child continues to sleep.
- Swings and jumpers are used only by infants that are awake and are at an age where use is developmentally appropriate.

Going Outside

- Children will go outside daily, weather permitting. Children will not go outside if weather conditions are below 0 degrees Fahrenheit with the wind chill or higher than 100 degrees Fahrenheit with the heat index. Time outside will be limited on days with extreme high or extreme low temperatures. Hope Care's director will determine when it's appropriate to take children to aquatic facilities on hot days.
- Proper apparel is very important for outdoor play times: hats, boots, gloves, snow pants or extra pants, scarves, etc. are necessary during winter months. Please remember to bring jackets and hats in the spring and fall. Flip flops or open-toed shoes are not to be worn to the center. Parents/guardians are required to supply their child's sunscreen and bug spray in the summer. Parents/guardians will also sign a medical authorization form in order for staff to apply those items. If your child is unable to go outside due to illness, a doctor's note will be required.

Transportation

- Transportation will be provided for field trips, under the parent's/guardian's consent. Children must abide by the laws South Dakota has in the use of child restraints systems for children in care. Also, all vehicles being used will comply with South Dakota's state laws at all times.
- Parents/guardians will be notified well in advance of all planned field trips. Each child must have a permission slip signed by his/her guardian in his records. This assures that parents/guardians understand our policy on the use of child restraints systems and that all vehicles being used will comply with South Dakota state laws at all times.
- Hope Care will transport children in the After School program to Hope Care on regular school days and on days school is called off early. Transportation will also be provided for field trips, under the parent's/guardian's consent.

Diapering and Toilet Training

✿ Diapering procedures are as follows:

- Parents/guardians are expected to keep their child supplied with diapers, wipes, ointment (optional), and two changes of clothes at all times. Staff will send home reminder notes when the supply is getting low.
- Diapers will be changed frequently to keep the children's skin healthy.
- Each infant/toddler child will have an area for their diapering items to be stored at the facility. Children are never left unattended on changing tables. One hand is on the child at all times.
- Diaper disposal containers are used and provided in each changing area. Staff wear gloves when changing diapers and change gloves with each child.
- Staff gather changing materials prior to diapering a child to allow diapering time to focus on interaction, singing and talking with the child while changing.
- Hands are washed before and after each diaper change. Children are also taught to wash hands after a diaper, when developmentally appropriate.
- Diaper changing areas will be disinfected following each use.

✿ Toilet training procedures are as follows:

- We ask parents/guardians to make the decision when it is the right time for us to start a partnership of working with the child for toilet training. It is most successful when the routine for this learning experience is the same at home as it is here at the center.
- Parents/guardians must be sure that their child always has two or more changes of clothing in their cubby, as accidents do happen. If a child soils their outfit, staff will put the clothing in a plastic bag and place it in the child's cubby.
- Parents/guardians are expected to check the cubby daily to see if items need to be brought home to be washed. When items are taken home to be washed, it is essential that clean clothing is brought in to replace the extra clothes the child was dressed in.
- We encourage parents/guardians to avoid the use of disposable training pants during the potty training process, except at nap times, as this often slows children's progress.

Personal Belongings

✿ Hope Care is a recreational program and children should dress appropriately for indoor and outdoor play. Hope Care will not be responsible for the loss of or damage to, toys or personal items brought from home. **It is recommended that children do not bring personal toys to Hope Care.**

Health

Immunization Records

- Current immunization records are required for admission and will be maintained on file at the center. A copy must be on file prior to services beginning and an updated record provided to Hope Care with each new administered immunization.

Health and Illnesses

- If a child should come down with any illness, a parent/guardian will be contacted immediately and be required to find appropriate care within one hour of notification. If he/she cannot be reached, the child's emergency contacts will be notified to come and get the sick child. The child will be separated from other children until parents or emergency contacts arrive to remove the child from the center.
- If your child has a known medical condition (asthma, diabetes, seizure disorder, etc) please inform the Director of what to do if a problem should occur while the child is at the program.
- **For the protection of all children and staff, do not bring any sick children to Hope Care. The Hope Care staff is mandated to report contagious diseases to the Department of Health. Children should be excluded from the program for the following illnesses:**
 - Illness that prevents the child from participating comfortably in program activities.
 - Illness that results in a greater need for care than the staff can provide without compromising the health and safety of the other children.
 - Fever, lethargy, irritability, persistent crying, difficulty breathing and/or other manifestations of possible severe illness. Parents/guardians will be contacted for a fever of 100.5 degrees Fahrenheit or greater.
 - Child will be sent home with a fever of 100.5 degrees Fahrenheit or if any other symptoms are present.
 - Child should be fever free before returning without the aid of fever lowering medications.
 - Persistent abdominal pain (continuous for more than two hours) or intermittent abdominal pain associated with fever, dehydration, or other systemic signs or symptoms.
 - Influenza and Influenza-like illness: exclude as long as fever ≥ 100 degrees Fahrenheit is present in an unmedicated state. Additional exclusions may be necessary for documented novel strain or pandemic influenza based on state or federal guidance.
 - Diarrhea: To include if stool not contained in diaper, fecal accidents occur in a child normally continent, stool frequency exceeds two or more stools above normal for that child, stools contain blood or mucus.
 - E. coli 0157:H7 or Shilgella infection: until diarrhea resolves and two stool cultures are negative.
 - Vomiting two or more times in the previous 24 hours, unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
 - Mouth Sores associated with drooling, unless a physician has determined it is not a communicable disease.
 - Rash with fever or behavior change, until a physician has determined it is not a communicable disease.
 - Pinkeye or purulent conjunctivitis (pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep and eye pain or redness of the eyelids or skin surrounding the eyes): until examined by a physician and approved for re-admission, with treatment.
 - Tuberculosis: until a physician, concurring with the SD Department of Health, states the child is not infectious.
 - Impetigo (streptococcal infection of the skin): until 24 hours of antibiotic treatment.
 - Strep Throat (streptococcal pharyngitis): until 24 hours of antibiotic treatment.

- Headlice (pediculosis): because head lice is highly contagious and students in our program often play and learn in close proximity to one another, our center maintains a “no nit” policy. Students found to have live or dead lice or nits will be sent home until all have been removed. Staff may inspect the infected child and other children that could have been exposed.
- Scabies: until after treatment has been completed.
- Chicken Pox (varicella): exclude until all lesions have dried and crusted or, in immunized children without crusts, until no new lesions appear within a 24-hour period.
- Whooping Cough (pertussis): exclude until completion of five days of recommended course of antibiotic treatment. If appropriate antibiotic treatment is not received, exclude until 21 days after onset of symptoms.
- Mumps: until five days after onset of the parotid gland swelling.
- Measles: until four days after the onset of rash.
- Hepatitis A: until one week after onset of illness.
- Meningitis: exclude until cleared to return by a health professional.
- Rubella: exclude until seven days after onset of rash.
- Methicillin-resistant Staphylococcus aureus (MRSA): generally child CANNOT attend. Children will not be allowed to return without a doctor’s note.

Food and allergic reactions

- Hope Care requires staff to be trained in the area of food and allergic reactions. We require all parents/guardians to complete a registration form and document if a child has an allergy. When a parent/guardian documents an allergy, they are required to complete a document that lists the allergy, what the allergy is related to (food, pets, etc.); what the signs and symptoms of distress are (in the event of an allergic reaction); and what the process for assisting the child in distress is. Each staff person who is associated with the child is provided with an overview of the situation, an overview of the allergy document and how to prevent a reaction, and instructions for handling a reaction.

Medications

- All medicine administered by staff must have a signed Medication Authorization form filled out by the parent/guardian of the child for **each** time a medication is brought to the center to be administered. Forms must be current and must indicate the date, dosage and time to administer the medication on the form. Forms that say “as needed” for the date and dosage will not be specific enough and we will not be able to administer the medication until we have the required information on the signed form.
- If your child must take medication on a daily basis we will ask you to fill out and update a new form each month.
- All prescribed medication must be in the original container, labeled with the child’s name, doctor’s name, and instructions. We will not accept medication that is not in the original container such as in a Ziploc bag, pill box, unlabeled medication bottle, or any other method of storage other than the original labeled container.
- All medications must be stored in an area which is inaccessible to children. Each site has a kitchen location and a refrigerated location where these medications are stored.

Medical Emergencies

- In case of a medical emergency, the staff will take the steps necessary to assure the safety and secure the medical care of the child. The staff may do, but not be limited to, the following procedures:
 - Attempt to call the parents/guardian
 - Attempt to contact the emergency contacts
 - Administer First AID or CPR
 - Call 911 for medical assistance

Shaken Baby Syndrome

- Shaken baby syndrome is caused by the brain moving back and forth inside the skull and being bumped, bruised or twisted. Hope Care requires every employee to be trained in recognizing what shaken baby syndrome is, how it is caused, what the symptoms are, and how to prevent it.

Disposal of Bio-Contaminants

- Hope Care requires all staff to be trained in the area of Universal/Standard precautions for Bio-Contaminants. These are guidelines issued to prevent disease transmission for people in all walks of life, which includes child care providers. The Universal/Standard precautions require persons to have a barrier between any infectious substance and the workers skin, eyes, nose and mouth. We require our employees to follow these guidelines in handling any fluid that might contain blood or other body fluids. Universal/Standard precautions require treating all blood or blood products as potentially infectious.

Emergency Evacuation Plan

-  All children and staff members are educated in fire safety and evacuation methods. Each room has posted a visual map of evacuation plans specific to that room. When evacuating the center, all children and staff will use the closest emergency exit. Escape routes are practiced during the quarterly fire drills and annual tornado drill. All staff and children participate in drills. The drills are recorded in the Fire and Safety Log.
-  Hope Care has an Emergency Preparedness Policies and Plan Manual that is given to all families upon enrollment and. This plan covers what families and staff should do in the event of any emergency. It is stored in an Emergency Supplies Bag to be accessible to all staff in an emergency situation.
-  The Emergency Preparedness Policies and Plan Manual will be reviewed and updated annually. Families and staff will be notified of any changes and updates in the plans.