



PARENT INFORMATION GOALS OF OUR PROGRAM

MISSION STATEMENT

Cross View Early Childhood Center is *growing loving followers of Christ through early care and education.*

PURPOSE

Cross View Early Childhood Center, a ministry of Cross View Lutheran Church, exists to provide children a place where their faith can be nurtured. In this safe and secure environment, we provide the children with a wide variety of age-appropriate learning experiences. The children are free to explore their environment while receiving guidance in activities which allows each child to experience success. All this is done as we reach out into the community to meet the needs of families and offer them support. Just as Jesus “took the children in his arms, put his hands on them and blessed them,” we too accept all children into an atmosphere of caring Christian love.

PHILOSOPHY

We believe...

- Children are important to Christ. Jesus said, “Let the little children come to me and forbid them not, for such is the kingdom of God.”

- Each child is a unique creation of God and we strive to help each child attain a healthy self-concept and individuality.

- Children learn best about God’s world through active experimentation and exploration.

- Play is a vehicle for learning and enables each child to progress through each developmental stage.

- Children should be provided a warm and loving environment which maximizes growth potential in the intellectual, physical, emotional, social and spiritual areas.

- Early childhood education is a ministry to children and their families.

LICENSING

Cross View Early Childhood Center (CVECC) is licensed by the Human Services Department of the State of Minnesota. The Dept. of Human Services, Division of Licensing telephone number is 651-296-3971.

ACCREDITATION

An accredited early childhood program is one that meets the nationally recognized criteria for high quality. Such a program meets the needs of and promotes the physical, social, emotional, and cognitive development of the children and adults involved. Cross View is accredited by the National Lutheran School Accreditation (NLSA).

SPONSORSHIP/OWNERSHIP

This organization is a nonprofit, Lutheran early childhood program operated by Cross View Lutheran Church of Edina, Minnesota. A Board established by the congregation manages the Center.

Cross View Early Childhood Center (CVECC) is an integral part of the church's mission and ministry. In partnership with the church, CVECC opens the church doors to children and their parents. Enrollment is open to all members of the community.

PROGRAM

A full day care program is operated year-round for children 6 weeks through 5 years. The Center is licensed for 92 children; 12 infants, 20 toddlers and 60 preschool-age children. Children who are "graduating" to Kindergarten may attend through the summer and up to the Friday before Labor Day. Cross View offers a school-age summer camp for children ages Kindergarten through 4th grade. We take 28 children in this program.

A child care program plan is available upon request.

CLASSROOM VISITATION

We have an open door policy at our program; all parents of enrolled children are welcome to visit and participate at their convenience. Visitors (other than enrolled parents) must check in at the office immediately upon entering the facility.

DATA PRIVACY

Records concerning your child: enrollment forms, health records, observation records and written parent-teacher conference reports and all other information about your child is confidential information and will only be accessible to you, the director, your child's teacher, a person designated by the state licensing department to review our records for licensing purposes and the validators for accreditation.

It is the parents' responsibility to keep all information current. This is especially important for contacting parents during an emergency.

ENROLLMENT/PROGRAM

ENROLLMENT

Children from 6 weeks through 5 years of age are eligible for enrollment in the full day child care program. At the time of enrollment, a conference with a parent, the child, and the director/asst. director is required. This conference will acquaint the parent and the child with the program and provides the director/asst. director the opportunity of meeting the child. Parents will receive a registration packet which includes a Health Care Summary, which must be received before the first day of attendance. Children Kindergarten through 4th grade are eligible for our summer school-age camp.

Cross View Early Childhood Center accepts children of any race, color, national and ethnic origin to all the rights, privileges, programs and activities generally accorded or made available to the children at the Center. It does not discriminate on the basis of race, color, religion, national and ethnic origin in the administration of its education policies, admission policies, and school-administered programs.

HOURS AND HOLIDAYS

The Center is generally open Monday through Friday from 7:00 am to 6:00 pm; (Fridays from 7:00 am to **5:30 pm**). The Center closes for major holidays, staff workshop days, and discretionary days as needed.

The ECC School Calendar lists the specific dates for the year for Center closings. The calendar is published annually.

SCHOOL CLOSING/SNOW DAYS

If Cross View Early Childhood Center should need to be closed for the day, our staff will make every effort to contact you at home. If poor weather conditions prevail, we will contact you when we decide to close. If weather turns bad during the day, phone calls and e-mails will be sent out to the parents. When any of these situations occur, there is no adjustment in fees or tuition.

Every effort is made to staff the center each and every weekday except for the most extreme situations. Parents should always have a **back-up care plan** in place for these kinds of emergencies.

CHILDREN WITH SPECIAL NEEDS

Children with special needs will be accepted after an evaluation is made to determine whether or not the Center can be beneficial to the child's development. The Center will have a written program plan based on the determination of a qualified consultant. Progress of the child will be regularly evaluated by the resource consultant and the Center.

ENROLLMENT/PROGRAM (continued)

SAFETY

To offer a safe and secure environment for your child, there may be times when particular clothing or materials are deemed to be unsafe in our situation. We will ask that the item not be brought/worn to school. A Zero Tolerance Rule applies to items or toys that appear as weapons and medicine/drugs. These items will be taken from the child and returned to the parent. Continued use of the items will lead to dismissal from the Center.

The Center has a wide variety of health and safety policies which provide direction for an emergency. All staff receive training in these practices which include SIDS and Shaken Baby Syndrome and all are reviewed annually. The Center has periodic fire, tornado and lock down drills. All policies are reviewed and updated annually by the administration and health representative.

The Center is in a secured building. All parents are issued access cards to the Center which enable them to gain entrance during Center hours. Any lost or stolen cards should be reported immediately to the Center.

DISMISSAL OF CHILD

Cross View Early Childhood Center makes every effort to provide a program that meets the needs of each child. However, at some times it may be impossible to meet the needs of a child and family. If after working with the child and family, we do not believe it is in the child's best interest to remain at the Center, we will ask the family to make other arrangements for care.

The Director may require a parent to take his/her child out of the program if the parent refuses to follow the policies as described in this handbook.

INSURANCE

Insurance is provided through Lutheran Trust Insurance Company. The medical payments coverage is written on an excess basis which means that we ask parents to submit all routine medical bills to their own insurance carrier first.

PERMISSION FORMS/FIELD TRIPS

Written parental permission will be obtained before each field trip, public relations activity, and research or experimental procedures involving the child. First hand experiences are an important part of the program. Field trips are planned throughout the year for children in the Preschool program. Advance notice outlining trips will be given and written parental permission is required along with payment. No child will be taken on a field trip without written permission from parent or guardian. Transportation for such trips will be done by school bus. All safety rules will be followed on the trips. Every child is required to wear their ECC t-shirt on the field trip. Since field trips are part of our program, if you do not wish your child to attend, you must find alternate arrangements for care during this time.

PARENT POLICIES

MEALS AND SNACKS

Meals are provided which meet the state nutritional requirements for the ages of the children served. Breakfast, lunch and snacks are served daily. Menus are posted monthly. Meals are prepared on-site by our cook who plans the menu according to the Child and Adult Care Food Program. Importance is placed on children's nutritional needs along with diversity of foods. One type of formula for infants is provided by the Center.

“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, age, sex or disability. To file a complaint, write USDA, Director, Office of Adjudication, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disability may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136(Spanish). USDA is an equal opportunity provider and employer.”

Bag lunches will be inspected by the staff. Children should have a nutritious and well-balanced meal. Lunches can be stored in the refrigerator. Milk is provided for all meals.

Children play hard and need enough fluid to stay well hydrated. Children are encouraged to drink water throughout the day; preschool classes have the option to bring in a water bottle.

Children with special dietary needs must have a special diet order from their physicians. The Center, parents and health care provider will construct a plan to meet the special diet requirements.

BIRTHDAY CELEBRATIONS

Birthdays are a special time for each child and we have a simple birthday celebration on or near each child's birthday. On the day of the celebration your child may bring or donate their favorite children's book to the Center. The teachers will read this book in honor of your child's birthday. If you desire, you may bring a simple treat for the daily snack time. Please keep in mind that these must be a healthy snack. A suggested list is on the birthday letter. These treats must be bought from a store and cannot be made in the home (a requirement of the Department of Health). Please make necessary arrangements with your child's teacher prior to bringing any treats to the Center. Please note that due to the risk of choking and allergies, we cannot serve peanuts, popcorn or carrots to children less than 3 years of age.

PHONE CALLS

If no one is in the office, please leave a message on the general voice mail. Staff will return your messages at naptime. Please remember that the staff will also call you if there are any problems with which they need your help.

PARENT POLICIES (continued)

CHILDREN'S BELONGINGS

The classrooms are well supplied with toys and materials. Therefore children do not need to bring additional items to school unless for special days (i.e. show n' tell). It is difficult to monitor individual children's toys and objects of value due to the number of children in each room. If an item is brought in, your child will be asked to store this item in their cubby. Lost and found items can be found on the shelf by the office. Lost articles which are not claimed are given away.

A complete set of play clothes (including socks) is to be left at the Center and replaced as they become soiled. Disposable diapers for the children requiring them must be provided by the parents. All items and belongings should be labeled with the child's name.

Children should wear clothing to school that is comfortable and appropriate for floor activities and messy experiences. Unless the temperature is below zero or it is raining, the children will spend some time outside every day, and should be properly dressed for the weather (i.e. hats and mittens and warm coats when it is cold and boots in wet or snowy weather.)

Remember, the clothing your child wears to the Center will get dirty from play. Please keep that in mind when dressing your child for the day.

RELEASE OF CHILDREN (daily/emergency)

If someone other than the parent/ legal guardian is to pick up your child, notification must be in writing to the program. We will release children only to the individual authorized by the parents/guardian. The authorized person must show a picture form of identification in order for the staff to release the child. No child will be released from the program without notification from the parent/guardian.

At the time of enrollment, parents will provide us with the names and telephone numbers of persons authorized for emergency pick-up for the child. It is the parent or guardian's responsibility to notify the program of any changes in this authorization.

REST TIME

All children in the program, after a busy morning, participate in a time of rest or sleeping. Each child is assigned a cot and will be expected to remain quietly on it during rest time. Restful music is played during this time and a staff member will give back rubs to the resting children. Each child may bring a small blanket, small pillow and/or a stuffed toy for the rest time. These items are stored on your child's cot and are sent home for laundering on Friday of each week. Rest time follows a noon lunch and varies in length with the individual needs of each child. Infants nap on their own schedules.

PARENT POLICIES (continued)

COMMUNICATION/PARENT CONFERENCES

In addition to the required pre-admission conference, parent conferences will be offered in the fall and spring of the year for all children enrolled. We encourage parents to contact the teacher or director with any concerns throughout the year.

Daily written reports are given to the parent of each child in the child care program. These describe the child's food intake, sleeping patterns, and general behavior.

Parents are kept informed of activities through:

- monthly newsletters which highlight recent activities and upcoming plans;
- daily classroom notes which are displayed on the parent board and highlights the day's events; and
- lesson plans which are posted in each classroom.

E-mail is used to send many of our communications. We ask that all parents provide us with their most current e-mail address.

Parental involvement is necessary in the continuing success of the program. Parents are encouraged to share time and talents, go on field trips and visit the program. We welcome your suggestions and participation in events and activities. Feedback from parents is very important to us, and will be sought on a regular basis. If you have a concern or a complaint, we ask that you contact the director or your child's teacher immediately to solve the problem to everyone's mutual satisfaction. If you feel your concern has not been addressed properly, you can bring it to the ECC board and they will issue a response following their next meeting, (which are held usually the first week of each month.)

LOST AND FOUND

Lost and found items can be found on the shelf in the hallway. Please let us know immediately when your child has lost an item at school. If items are not claimed within a few months, we give them away to charitable organizations. We encourage the children to be responsible for their own belongings and ask that you support us in this effort.

DISCIPLINE

Methods of discipline used will center on communication, stressing positive behavior, verbalization, redirection, or possible removal from a negative situation. Physical punishment will not be used. No child will be shamed or humiliated; left unsupervised, shouted at or denied food for inappropriate behavior. No child will be punished for lapses in toilet training. A complete Behavior/Guidance Plan is available for the parent's review.

PARENT POLICIES (continued)

CHILDREN'S ARRIVAL AND DEPARTURE

We ask that parents accompany their child into the program at arrival and departure times to be greeted by the teacher. (This procedure is for your child's protection.) Parents must sign time-in and time-out on the posted attendance sheet. We ask that you make every attempt to write down information so the staff throughout the day are kept informed.

If you are going to be away from your place of work for the day, be sure to leave a phone number where you can be reached in case you are needed for a medical emergency. Please call the program by 9:00 am if your child will not be attending that day.

OUTDOOR/INDOOR ACTIVE PLAY

Outdoor and indoor large motor play spaces are provided for the children daily. We provide a schedule which allows for plenty of movement time, incorporates moving activities into classroom times, and limits seat time and TV use. Our physical education teacher instructs the children in basic motor skills to combine fitness with fun.

Outdoor play is an important part of your child's day. The fresh air and movement is something that each child needs daily for general well-being and healthy development. In winter, we will go out as long as the temperature or wind-chill are 0 degrees Fahrenheit or above. The time outside is not only to promote healthy bodies but it is also an outdoor learning time and we encourage all children to participate unless they have a written excuse from their physician.

You can help your child enjoy this time outdoors by being sure that he/she is dressed for the existing weather conditions. In winter this includes boots, hats, mittens, and snowsuit or snow pants with coats. In the summer, cool tops, shorts and closed toe shoes are appropriate attire. For indoor physical education time, all preschool children need a pair of athletic shoes at school for their safety and fun.

DAILY CLOSING TIME POLICY

Our program closes at 6:00 pm (5:30 pm, Fridays). We prepare all children to be picked up by that time. A late fee is charged after closing time. If an emergency delays you and you are going to be late picking up your child, please call the program before the closing time. (We suggest that you carry the program phone numbers with you at all times.)

In the event that your child is still at the program after closing and we have not heard from you, we will take the following steps (in order):

1. Attempt to reach you at home, work or school.
2. Call the people listed on the Emergency Authorization Card.
3. Call the authorities after 30 minutes.

HEALTH AND MEDICAL INFORMATION

HEALTH CONCERNS

All children are required to have a Health Care Summary signed by the child's source of medical care. Up-to-date immunizations are required and the form must be in by the first day of enrollment. **An additional Health Care Summary and immunization update is required when your child moves into the next age group.** It is the parents' responsibility to inform the Center of any special medical conditions, needs, or allergies for their child. Immunizations records must be updated with each vaccination.

Staff is trained in First Aide and CPR. When needed, first aide will be provided to an injured child. In case of an emergency, every effort will be made to contact the parent or designated adult responsible for the child. If neither can be contacted, transportation may need to be provided by the local emergency resource with a staff person accompanying the child to the hospital. In case of an emergency, Fairview - Southdale Hospital will be used.

In order to protect your child and all children in the Center, we request that parents have a back-up care plan for their child if symptoms of illness are present. If a child develops one or more of the following symptoms while at the Center, he/she will be separated from others, but remain under adult supervision. Your child must be picked up within the hour as we want to maintain a healthy environment for all children. The symptoms include:

1. Fever of more than 100 degrees F. (oral)
2. Vomiting, nausea, diarrhea, or sore throat
3. Discharge from any body opening
4. Any undiagnosed or contagious rash

Parents of any child who does not seem well enough to participate in the Center activities will be called. Children who are sent home must be symptom free for 24 hours before returning to the center.

Parents will be notified in writing if their child has been exposed to any communicable disease. Parents are responsible for notifying the Center when their child has a communicable disease.

UNIVERSAL PRECAUTIONS

Universal/Standard Precautions are enforced at this child care program:

All body fluids will be treated as if they are known to be contaminated with an infectious disease.

All staff must always use disposable gloves when handling body fluids.

Staff and children must wash their hands often and at the appropriate times.

Strict guidelines are followed regarding toileting, diapering, and cleaning & sanitizing of contaminated surfaces.

HEALTH AND MEDICAL INFORMATION (continued)

MEDICATION

The Center must have written permission from the parent and physician before administering medications. The medications will only be administered according to the pharmacy label. All medication must be in its' original container and have a current pharmacy label issued to the child with the prescribed dosage, time to be administered, and the current date. All medications will be stored in the office. Medication permission slips are available at the Center.

Diapering products, sunscreen lotions and insect repellents require only a parent signature.

HEALTH SOURCE

The Center uses the consultation services of the Public Health Services of Bloomington, Edina, and Richfield. The telephone number is 952-563-8900.

PULL-UP POLICY

CVECC does not allow pull-up diapers to be used while in the center. This policy was developed to enhance the success of toilet training and because of sanitary concerns. This policy was developed in consultation with the public health nurse. The following summarizes our philosophy on pull-ups:

- Pull-ups whisk moisture away from the child's bottom and reduces/eliminates the uncomfortable feeling of wetness. This is a major motivation in toilet training and if the child does not feel wet, they have no reason to use the toilet.
- Wearing "underpants" should be reserved as a motivation for successful toilet training.
- Changing a pull-up is a difficult task as all of the child's clothes need to be removed. Children have a tendency to sit on the floor to accomplish this self-help task and this creates an unsanitary situation.

Please talk with your child's teacher when you begin working on toilet training in order to ensure everyone is working together. CVECC has several books available for parents to assist and support them in the toilet training process.

INFANT INFORMATION

INFANT FEEDING

Infant diets are determined by their parents or their primary health care provider. Breast milk, formula, or milk and solid foods, including vitamin and iron supplements, will be fed by the teachers in prescribed quantities and at specified time intervals. Infants over 1 year are required to be served whole milk unless otherwise instructed by their doctor (American Academy of Pediatrics.) Written diet instructions are to be provided by the parents for the infants.

INFANT NAP POLICY

Naps and rest periods are provided. Parents are consulted at the time of enrollment regarding their child's sleeping pattern and behavior. A record of the child's sleeping pattern will be maintained on a daily basis by the program. Any difficulties or changes in sleeping patterns will be reported to parents. Each child will have their own crib to sleep in within the nap room. We follow the "Back To Sleep" policy which states that all infants will be laid down to sleep on their backs.

INFANT DIAPERING

Changing diapers in a sanitary way may be the most important thing teachers can do to prevent the spread of infectious organisms. Germs present in the stool can be spread by the hands of staff, or through contaminated food, objects or surfaces. Many diseases can be spread by contact with stools. These include infections caused by bacteria, parasites and viruses. To help prevent illnesses, the staff follows specific diapering procedures each time a child is changed. (Diapering procedure is distributed to parents.)

INFANT SUPPLIES & EQUIPMENT:

As a parent of an infant, you will need to bring:

- Disposable Diapers
- Infant formula or breast milk (optional)
- Bottles
- Pacifier
- Change of clothing
- Diaper rash ointment
- Sleep sack

The Center will provide:

- Baby wipes
- Baby cereal & food
- Infant formula (Enfamil plus iron)
- Bibs
- Blankets

TUITION POLICY

TUITION POLICY

In order for our center to provide a high quality environment appropriate for our children, we must remain financially viable. The program is a nonprofit organization which operates primarily on the tuition fee from each child. Therefore, it is essential that your fees be paid promptly and regularly.

REGISTRATION

An application fee of \$35 places your child on our waiting list. This fee is non-refundable and does not apply toward tuition. One application fee per child is charged.

An application fee is assessed each time your child is enrolled. Application fees must be received in order to enroll your child.

WITHDRAWAL

We require a two weeks written notice for any withdrawal from the program or a change in your child's schedule. Please use a parent request form, located on the bulletin board by the office.

TUITION

Tuition is based on the days your child is registered to attend. If your child is absent, the fees are still due in full. We cannot refund or credit tuition. Tuition will remain the same during periods that contain closings for holidays, bad weather and staff workshop days.

The tuition is charged by the week and includes meals and snacks.

A current schedule of rates is available from the office. For additional children in the same family, the tuition is reduced by \$5.00 per week. The tuition for children of Cross View members is reduced by \$10.00 per week. (Only one deduction is allowed per family.)

Payments are to be received at the Center Monday noon for the week

AUTO PAYMENT PLAN

A direct deposit program is available for families who have children enrolled in the Center. This service allows your tuition payments to be automatically withdrawn from your selected account and paid to the Center. This service is run by Vanco Services. There is an annual fee of \$12.00 for each family participating in the plan. Additional information is available in the office.

TUITION POLICY (continued)

LATE TUITION FEES/DELINQUENT ACCOUNTS

It is vital to the fiscal well being of our program that all families remain current on their childcare bill.

☐ If payment is not received by the deadline; a \$10.00 late fee will be assessed. As long as your account remains delinquent, a late fee will be charged to your account and reflected on your weekly statement.

☐ Delinquent accounts of more than 14 days will be reviewed by the Center Director and Board for suspension of childcare until the balance is paid or possible student dismissal.

An exception to these timelines may occur at the discretion of the center director and ECC board, (to be granted on a case-by-case basis.)

We aim to minimize the costs of administration, in particular with the collection of fees, while ensuring families know what is expected of them. We ask that all families appreciate the importance of our procedures and follow the policies.

WEEKLY STATEMENTS

Weekly tuition statements for all past due accounts will be issued Wednesday of each week. Statements will reflect all payments received through the Monday deadline and any late fees charged to the account.

Receipts will be issued to all parents that request them. Weekly receipts are issued by Wednesday for the week.

Parents with tuition reimbursement claim forms should submit the forms with their tuition payments. The signed forms will be returned on Wednesday.

VACATION

Every child enrolled at the Center is granted two weeks of vacation for each year, January thru December. After your child has been enrolled in our Center for 3 months, you may take two vacation weeks. A vacation week must run for five consecutive days and not as individual days. A parent request form (found by the office) should be filled out two weeks in advance when you will be taking your child out of the Center for a vacation week. By giving this notice, your child's space will be held in the program and you will not be charged for tuition for that week. Vacations are figured by the calendar year.

TUITION POLICY (continued)

ADDITIONAL FEES

A late fee will be charged for any parent arriving at the Center after 6:00 pm (5:30 pm, Fridays). The fee is \$25.00 for every 5 minutes or fraction thereof after 6:00 pm (5:30 pm, Fridays). This fee is added to your tuition for the following week. Continuous late pick-ups may result in dismissal from the Center.

A fee of \$25.00 will be charged for any check that is returned by the banking institution which includes our direct payment plan. Payment for the week must then be made with a cashier's check.

If your child is not scheduled to be in the Center on a party day, and your child wishes to attend the party, a \$5.00 fee will be charged to your account. ECC T-shirts are \$5.00.

A fee of \$25.00 is charged for a replacement building access card.

ADD-A-DAY

Part-time students who wish to add a day must contact the office. Written requests will be processed on a base-by-case basis and parents will be informed of the availability. Request forms can be picked up on the bulletin board across from the office.

FUND-RAISING

The Center sponsors fundraisers every year. These events allow us to make purchases of equipment needs. Your participation in these projects enables our Center to expand the opportunities for your children.

LAST BUT NOT LEAST

Our greatest gift is to share the love we have received from Christ with the children in our care. The policies established by Cross View are for the welfare and safety of each child who attends our facility.

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