



# Hosanna-Tabor Lutheran Early Childhood Center

## *Daycare Parent Handbook*



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# INTRODUCTION

Welcome to Hosanna-Tabor Early Childhood Center! We are a Daycare and Preschool and a subsidized ministry of Hosanna-Tabor Lutheran Church. We are governed by the Hosanna-Tabor Lutheran Church Board of Directors. We look forward to developing a relationship with you as we work together to bring your child up in the way of the Lord.

This handbook outlines the rules and operations of Hosanna-Tabor Lutheran Daycare. We reserve the right to amend this handbook when necessary, and will give you written notice of any changes in policies and procedures. Please read this handbook so you fully understand our policies and then sign the parent agreement (the very last page) and return it to us.

Our program is licensed by the State of Michigan. We follow the rules and regulations set forth by the Michigan Department of Human Services—Bureau of Children and Adult Licensing. Our maximum enrollment and room capacity are based on state guidelines. Although we will use all possibilities to provide the best supervision possible, within state guidelines, we cannot be held responsible for any illness and/or accident to your child while in our care.

## MISSION STATEMENT

We, the staff of Hosanna-Tabor Lutheran Early Childhood Center, will partner with parents to meet the needs of all children in our care and provide a safe, nurturing, Christian environment.

## DAYCARE ENROLLMENT

Enrollment will be accepted year-round as space permits. All children will be enrolled on a “probationary” status of six weeks. Before your child will be allowed to start you must present the following:

1. A completed application form
2. A completed emergency card
3. A signed child placement contract
4. A signed handbook (last page only; retain book for reference)
5. A completed physical and immunization record (within 30 days of start date)
6. Paid registration (\$100)—one-time (with continuous attendance or break not longer than three months)

NOTE: The registration is a one-time fee. Twice a year, January and June, we assess an Administrative fee (\$25) to all enrolled families. This covers administrative costs, staff training and durable equipment for running the daycare.

7. Paid supply fee (\$50)—yearly (assessed to all enrolled children each September; prorated for winter/spring admissions) This covers ‘consumables’ such as face/hands wipes, cleaning supplies, facial tissues, paper towels, craft supplies and play-doh.

All immunizations must be up-to-date according to state guidelines and a physical must have been completed within the past twelve months.

## **DISMISSAL POLICY**

Hosanna-Tabor Early Childhood Center may terminate services for the following reasons, but not limited to:

1. Non-payment of fees
2. Excessive absences
3. Non-compliance with Hosanna-Tabor Daycare policies and guidelines
4. Failure to meet physical and immunization requirements
5. Disruption of program due to behavior problems that interfere with child's personal growth or that of others
6. Behavior that negatively affects other children
7. Behavior or development is such that the child requires one-on-one caregiving

We will work together with the child and parents, offering suggestions and support where appropriate. If a problem behavior does not subside and we have exhausted all reasonable methods of behavior management, the child may be released from the program.

If you wish to withdraw your child from the program, you must supply the director with two weeks written notice. If two weeks written notification is not provided you would be expected to pay all tuition and fees from your last day until the two weeks are up. If you would like to re-enroll your child, the registration fee will be charged to you and your child will be given the next available opening.

## **DAYS AND HOURS OF OPERATION**

**7 a.m. – 6 p.m.  
Monday through Friday**

Parents may enroll their child for any days, as long as they are consistent from week to week. A specific weekly schedule should be arranged at time of enrollment. Any changes to that schedule must be communicated to the director, in writing at least 10 days prior.

The Daycare will be closed the following days: New Years' Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving and the day after Thanksgiving, and Christmas Day. The week between Christmas and New Year's the center may be closed if there is not enough demand to meet the minimum fee. A sign-up will be provided, and you will be notified 2 weeks in advance if we are unable to remain open that week due to lack of demand. You will not be charged for the days when the Daycare is not open due to pre-scheduled closings.

## **WHAT TO BRING AND WHAT NOT TO BRING**

Washable and comfortable clothes are preferred. We paint, play outside, and do many other messy activities: therefore, an extra set of clothes must be kept in your child's cubby at all times. Please place a complete set of seasonally appropriate clothes (including socks) in a large Ziploc bag. Label all articles of clothing, including outdoor clothing. Tennis shoes are best. **No sandals or open-toed shoes.**

*For Preschool-age children who stay for afternoon Daycare: During winter months snow pants, boots, mittens, and hats should be sent with your child or kept at school. All children must be dressed appropriately for weather conditions, with the assumption that they may play outdoors if it is not too cold. (Babies and toddlers do not go outdoors if it is below 50 degrees.)*

Children are given an opportunity to rest after lunch. Hosanna-Tabor Daycare will provide cribs, cots, or mats for your child to rest on. For children under the age of two years, parents are responsible for providing a sheet that is specifically made for a pack-n-play/portacrib type bed (standard crib sheet is too large). Children in portacribs may not have blankets, pillows, or stuffed toys in their beds while they are resting/sleeping. Parents of children age two years and older are responsible for providing a standard crib sheet for their mat. If desired, children on mats may also bring a child-sized blanket, a pillow, and/or a stuffed animal for naptime. Nap items will be sent home weekly to be washed.

Children should not bring toys from home unless caregivers specifically request it. Children often find it difficult to share their possessions, and these items are easily lost or broken. Hosanna-Tabor cannot be responsible for loss or damage to items brought from home.

Cups, bottles, plasticware and reusable food containers should be labeled. (These items will be rinsed or wiped out and sent home to be washed. We do not have the facilities to wash them and cannot achieve the proper temperatures/methods to sanitize them.)

## **STAFF SCREENING & QUALIFICATIONS**

Members of our caregiving staff are carefully selected for their training in early childhood education and/or their love for children. The Director must possess a degree in teaching or another child-related field and must meet state qualifications. Our caregiving staff is trained in CPR and First Aid. Professional development of staff is continuous through participation in workshops, courses, and conferences when offered.

All staff, paid or unpaid, who have contact with children are carefully screened according to state regulations. All caregivers are free of prior convictions involving child abuse or neglect, or convictions involving a felony for harm or threatened harm. All staff members are mandated by law to report abuse or neglect. All staff is pre-screened through the Family Independence Agency and the State of Michigan's screening agency, I-CHAT.

## **DISCIPLINE POLICY**

Hosanna-Tabor Early Childhood Center works hard to encourage developmentally appropriate, socially acceptable behavior from all of the children. The responsibility for discipline during Daycare hours rests with the caregivers. While discipline and developing appropriate behavioral habits is primarily the parent's responsibility, caregivers and parents must work together when the child is in Daycare.

Physical or corporal punishment is not used. Rather, positive methods, which encourage self-control, self-direction, self-esteem, and cooperation, are employed. Parent-teacher consultations may be requested if a child is excessively uncooperative or disobedient. In all cases, the least disruptive method of intervention that will be effective is to be employed. Intervention should be explained to the child as natural and

logical consequences of the behavior. The methods of good child management practices we employ are:

- verbal and non-verbal communication with the child
- re-direction of a child to another activity or area
- encouragement of the child to make restitution for the misbehavior (comfort or take care of a person who is hurt or help a child repair or replace damaged object)
- loss of privileges
- isolation of the child in an area visible to the teacher until the child is ready to rejoin the group.

We will work cooperatively with the child and parent offering suggestions and substitute behavior for the child to learn. If a problem behavior does not subside, and in fact, escalates in occurrence, a conference will be held between the caregiver(s), director, and parent(s). If a satisfactory resolution cannot be reached and a decrease in or discontinuation of the behavior cannot be brought about, the child may have to be dismissed.

## **BITING POLICY**

At Hosanna-Tabor, we recognize that biting occurs with young children. There are many possible explanations for this behavior. It is a behavior that may occur under any of the following circumstances: exploring by putting items in their mouth which is a form of sensory play, teething which causes a child to gnaw on objects, attempting to control others by biting and gaining power, lack of language skills which causes a child to bite in order to gain attention, expressing an interest in others by biting, experimenting with cause-and-effect (reinforced by the loud reaction that a child gets after a bite occurs), imitating what other children have done, anxiety, frustration, or fear due to situations such as crowding or separating, gaining attention due to the reaction that was given to a first random occurrence of biting, and wanting something another child has and biting to get it.

Our reaction to biting will be one of calm control. We will follow these procedures. The children will be separated. The bitten area will be cleaned with soap and water and the child comforted. The child who did the biting will be removed from the situation and will be given these types of words: "Biting hurts." "Look at (child)... he/she is crying." Whenever possible the caregiver will help the child find the appropriate words or ways of handling the situation. The incident will be reported on both children's daily reports. If the bite breaks the skin, the situation will necessitate the use of an Incident Report Form. The parents of both children will receive a copy of the report. The name of the child who did the biting is not given to the injured child's parents. In extreme cases, we will shadow a child who is biting consistently and will document incidents. We will work cooperatively with the child and the parent to offer suggestions and substitute behaviors for the child to learn. If the biting does not subside and, in fact escalates in occurrence, a conference will be held between the director, caregiver(s) and the parent(s), and the child may be withdrawn from the program.

## **FOOD POLICY AND NUTRITION**

Parents must provide all meals, snacks and drinks for their child. Food should be brought to school in paper bags or lunch boxes and clearly marked with the child's name. Refrigeration and heating will be provided if needed.

The USDA recommends a lunch consisting of ½ a protein sandwich, raw vegetables, fresh or dried fruit and milk. Please do not send pop, candy or gum. These items will be sent home with your child. Special treats may be pre-arranged with the director or caregiver for the child's birthday.

Please do not send foods that are easy for children to choke on such as hot dogs, carrots, whole grapes, marshmallows, or popcorn. Also, please be considerate of possible food allergies in the classroom.

You will be given the opportunity to purchase lunch for your child from the lunch menu provided to the school children. These hot lunches must be ordered and paid for in advance. (This will only be available during the school year, on days school is in session.)

## **HEALTH AND MEDICATION POLICY**

Physicals and immunizations: All children must have a current (no more than twelve months old) physical on file every year. A medical form will be provided and must be updated every year. All immunizations must be up-to-date and a record of such immunizations must be provided at enrollment.

Notification of disease: If a child in the Daycare comes down with a communicable disease all families will be notified of the date of exposure, incubation period, and symptoms.

Returning after illness: If your child has been absent from school due to illness they must be free of the following conditions for a minimum of 24 hours before returning to school: fever (without medication), diarrhea, and/or vomiting. If your child is absent for three or more days with a contagious disease, extended illness, or injury, a doctor's note must be presented in order for the child to be re-admitted. Children taking an antibiotic for an infection, or eye drops for conjunctivitis (pink eye) must be on that medication for 24 hours before returning to Daycare. A child who has head lice must be nit free and checked by the director or caregiver before returning. Many other illnesses have their own exclusion periods so please check with the director or your doctor if you have questions.

Children who become ill at school: We reserve the right to send children home if they are ill. You will be called if your child has a temperature of 100 degrees or more, is vomiting, has had two episodes of diarrhea, or shows signs of pink eye or head lice. When a parent is called due to their child being ill at school, it is expected that the child will be picked up within one hour.

Sick children: Please be considerate of other families and if your child is sick, please keep them home. When sick children are brought to school they give their illnesses to staff and other children, and the illness keeps being spread throughout the daycare. We all need to do our part to keep the daycare, children and staff as healthy as possible.

Medication: When the Daycare staff administers prescription medication, the following provisions shall apply. All medication will be given or applied only with prior written permission using the state-mandated medication form. You can get a form from a caregiver. Prescription medication will only be given in accordance with those instructions. All medication must be in the original container, stored according to instructions and clearly labeled. Any medication left at the daycare beyond its expiration date will be discarded. A caregiver will maintain a record as to the time and amount of any medication given or applied.

Emergencies: Each child shall have an emergency card on file at daycare and should be updated periodically. (Sometimes parents have new work or cell phone numbers; changes to the list of person(s) who may pick the child up, etc.) The more numbers we have for an emergency, the better. Cell phones can be off, you may be out of the office, etc. It is best to have at least one alternate contact listed. All parents and guardians must sign for emergency treatment and provide health insurance information. Emergency numbers must be kept up-to-date.

## **HEALTH CARE PLAN**

### Proper Hand Washing:

1. Hands should be washed using soap and warm, running water
2. Hands should be rubbed vigorously during washing for at least 20 seconds with special attention paid to the backs of the hands, wrists, between the fingers and under the fingernails.
3. Hands should be rinsed well while leaving the water running
4. With the water running, hands should be dried with a single-use towel
5. Turn off the water using a paper towel, covering washed hands to prevent re-contamination.
6. Hands should be washed after the following activities:
  - After using the toilet
  - After each diaper change
  - After touching bare human body parts other than clean hands and clean, exposed portions of arms
  - After coughing, sneezing, using a handkerchief or disposable tissue, using tobacco, eating or drinking
  - After handling soiled equipment or utensils
  - After food preparation, as often as necessary to remove soil and contamination and to prevent cross-contamination when changing tasks
  - After switching between working with raw food and working with ready-to-eat food
  - After engaging in other activities that contaminate the hands.

### Cleaning and Sanitizing of Toys, Equipment and Surfaces:

Plastic Toys will be cleaned and sanitized by:

- Spraying with a bleach-water solution (1/2 capful of chlorine bleach per liter spray-bottle of water) and allowed to air dry on a daily basis
- Washing with a clean cloth in hot soapy water and then immersing in a sink full of bleach water (and allowed to air dry) on a weekly basis
- Cleaning on a visual as-needed basis between regular scheduled cleanings

Daily Use Surfaces (tabletops, highchair trays, countertops, room divider, door handles, etc.) will be cleaned and sanitized by:

- Spraying with a bleach-water solution and wiping down with a paper towel, or using a cleaning wipe, after each use or visible soiling.

Microwave and Refrigerator will be cleaned thoroughly every Friday, or as needed.

### **WEATHER POLICY**

Because many parents still have to report to their workplaces when schools are closed due to weather (snowy roads and/or cold temperatures), we will do our best to remain open and staffed on such days. Unless you receive a phone call stating that due to extreme conditions (ice or excessive amounts of snow) we must be closed, assume we are going to be open and bring your child(ren) for Daycare. (Regular tuition will be due for all school 'snow days' unless we are forced to close and not offer care.) There may be spots available, on a first-come, first-served basis, for preschool children to attend Daycare when there is no school. Contact the Director by phone or e-mail to request childcare when the preschool is closed due to weather.

### **INJURY AND ACCIDENT POLICY**

If your child has a minor accident at school, it will be reported on an Incident/Accident Report form and given to you when you pick up your child. You will be contacted if a serious injury occurs. There is a space on the back of the emergency card that must be filled out giving us permission to secure emergency medical treatment if needed.

### **DROP OFF AND PICK-UP POLICY**

Hours of operation are 7:00 a.m. – 6:00 p.m. If your child participates in the preschool program, the hours of class are 8 a.m. – 11 a.m. When preschool is over, children will remain in the Preschool room (provided there are other children staying) or go to the main Daycare room for the afternoon. All children, infants through preschoolers, will be in the main Daycare room by late afternoon (after approximately 3:15-4:00 p.m.)

You will need to sign your child in every morning (child's first and last name, and time) and sign him/her out (time and your signature) when you arrive for pick-up. Please make sure that you let a caregiver know that you will be taking your child.

If someone other than you will be picking up your child, his or her name must be on the emergency card. Please update this card as needed. Also, please inform us (by phone, note, or verbally the previous day) if a friend or relative is picking up your child. Staff may ask for identification if they are unfamiliar with the person picking up your child. If there is a court order over which parent may pick up your child, please supply us with proper documentation.

### **LATE PICK-UP FEE**

Children picked up after 6:00 p.m. will have a late fee added to their account. The fee will be assessed according to the following schedule:

6:00-6:10	\$5.00
6:10-6:20	\$10.00
6:20-6:30	\$15.00
After 6:30	\$15.00 + \$1.00 per minute

If late pick-up becomes a chronic problem, the child may be withdrawn from the program.

### **TUITION AND FEES**

Tuition rates are subject to change as conditions may require. You will be given 30 days written notice before any changes will take place. The Daycare depends on students' tuition to pay caregivers' salaries and overhead costs. These costs cannot be reduced due to absenteeism for illness or unanticipated days off; therefore you are expected to pay your child's tuition based on the days you are scheduled for as of the previous Monday. Schedule changes, whether permanent or one-time (vacation, etc.), must be given to the Daycare Director (in writing or by e-mail) at least 10 days in advance, or you will be expected to pay for the number of days your child normally attends in a week.

Since we have to comply with state licensing regulations regarding ratio of caregivers to children, we are required to employ staff based on the number of children enrolled for any given day. Therefore, the school is not able to reduce or refund tuition for daily absences.

Tuition must be paid on or before Monday morning of each week (or the first day your child attends) for that week. Payment may be made by credit card, cash, check or money order. There is a grace period of one week for Daycare payments. A **late fee of \$15.00** will be assessed for any payments not received by the following Monday morning. (In other words, the previous week's tuition must be paid before the start of the new week, or a late fee will be added to your bill.)

An outstanding balance equal to two (2) weeks regular tuition will result in the exclusion of the child from Daycare until tuition is paid in full, unless other arrangements are made.

Registration must be paid at the time of enrollment and is non-refundable. An annual Supply fee (for 'consumables' such as paper towels, tissues, face wipes, hand sanitizers, crafts, etc.) will be charged per child. The supply fee will be assessed to all enrolled children each September. An Administrative fee, which helps to cover administrative costs, staff training, and durable equipment, will be assessed twice a year (January and June).

### **RETURNED CHECKS POLICY**

There will be a \$35 charge assessed to your account for checks returned due to insufficient funds. The amount of the check, in addition to the returned check fee, needs to be paid in the form of a money order or cash promptly. After a second returned check we may ask you to make all further payments in the form of a money order or cash.

### **DIAPERING AND TOILET TRAINING POLICY**

The parent or guardian must provide diapers and wipes. Diapers must be disposable. Please label all belongings. Toilet training will be planned cooperatively between caregivers and parents so a routine can be established. A daily diapering/training log will be provided to you on a daily basis. If your child is potty training, please make sure not to send them in overalls or onesies. These clothing items pose a significant encumbrance for your child in getting to the potty, and are inconvenient for caregivers.

### **COMMUNICATIONS POLICY**

Communication is essential to a healthy relationship. We will send e-mails to all parents regarding changes, updates, or news you need to be aware of. We will send home paper notes as necessary. Infants and toddlers will receive a daily report. You are welcomed and encouraged to e-mail the director any time you have a question, concern or scheduling change. Feel free to bring questions or concerns in person to any caregiver or the director at any time.

### **PARENTAL SUPERVISION**

You are responsible for your child's behavior and safety while you enter and exit the building. You are responsible for your enrolled child's siblings, family, and friends at all times. Caregivers cannot be responsible for any non-enrolled child who enters the building or the Daycare with you.

### **GRIEVANCE POLICY**

If you are in disagreement with a policy or procedure set forth in this handbook, feel your child has been dismissed unfairly, or are unhappy with a situation regarding a caregiver, you have the right to file a grievance. Please use the guidance of Matthew 18 when confronting such an issue. First, bring the question or complaint to the individual involved. If you feel that this has not resolved the situation satisfactorily, please contact the Director, then the Pastor, then the Church Board.

### **OUR BUILDING (Church, School and ECC)**

Hosanna-Tabor Early Childhood Center (Daycare and Preschool) shares its building with an elementary school. This school was formerly called Hosanna-Tabor Lutheran School. Beginning in June of 2009, the school became Concordia Lutheran School, a partnership between Hosanna-Tabor and St. Paul's (Farmington) Lutheran Churches. (Grades 5-8 are at the Redford location.) You will hear the phone answered 'Concordia Lutheran School' if you dial 313-937-2233. You can still be connected to the Daycare using this number. However, if no one is in the main office, **313-937-2424 is the only number that rings directly into the Daycare.** Checks for Preschool and Daycare should be made payable to Hosanna-Tabor.

### **CONTACT US**

You can contact us at the following phone numbers:

(313) 937-2424      Hosanna-Tabor Church and E.C. Center  
[ (313) 937-2233      Concordia Lutheran School ]

Our address is:

9600 Leverage  
Redford, MI 48239

Our fax number is:

(313) 937-2173

Our web page and Director's e-mail address:

[www.hosannatabor.org](http://www.hosannatabor.org)

[ruggins@hosannatabor.org](mailto:ruggins@hosannatabor.org)

## **PARENT RESPONSIBILITIES**

Parents need to take an active role in the development of their child. While your child is enrolled in Hosanna-Tabor Lutheran Daycare parents should remember to do the following:

- Read all calendars, notes, and newsletters.
- Help your child to follow the rules of the daycare
- Provide the daycare with an extra change of clothing
- Label all of your child's belongings
- Communicate openly with daycare staff and director
- Keep the Daycare director informed of changes in your child's health or development that affect his/her care
- Inform the director of schedule changes at least 10 days prior to the change

**Please sign and date this page to acknowledge that you have read and agree with the policies stated in the Parent Handbook and Policy Statements.**

## **SIGNATURE PAGE**

I have read the Hosanna-Tabor Lutheran Early Childhood Center Daycare Parent Handbook and Policy Statements and agree to all that is included. I also agree to meet all my financial responsibilities.

Child(ren)'s Name(s) \_\_\_\_\_

Parent Signature \_\_\_\_\_

Date \_\_\_\_\_