

SHOW-ME CHILD CARE
FAMILY HANDBOOK
Policies and Procedures

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I. Program's Goals and Objectives:

Show-Me Child Care Center's (SMCCC) goal is to support and supplement the family unit. SMCCC strives to strengthen each child's own identity while instilling a respect for others. Our task is to guide the child and structure the environment so that each child will develop to his/her potential. Play is the main avenue in which children learn. Our goal is to integrate learning and playing by guiding, directing and encouraging positive intellectual, social, and physical development.

OBJECTIVES:

- Provide parents/guardians confidence that their children will be in a safe and healthy environment where staff will strive to meet the individual social, emotional and physical needs of the children in their classroom.
- Our classrooms are set up to provide self-directed and teacher directed activities
- Children are given choices throughout the day to practice and develop skills of self-regulation
- Environments allow children to feel self-confident, approach challenges with optimism, explore their world with competence and ultimately develop to their full potential.
- Social skills and interactions is the central focus with opportunities given for structured and unstructured activities to practice social interactions with children and adults
- Curriculum provides developmentally appropriate activities that include, but not limited to, arts and crafts, self-directed play, field trips (ages 5+), dramatic play, indoor and outdoor physical activities, small group and large group interactions, and independent play.
 - Curriculum runs with the school year: mid-August to mid-May
- Provide open and honest communication about any concerns with your child's developmental needs.
- Strengthen home and school connection with the *Partnering with Families* portion of enrollment

**Missouri Licensing Rules for Group Child Care Homes and
Child Care Centers can be found at the website below:**

**[https://www.sos.mo.gov/CMSImages/AdRules/csr/current/5csr/
5c25-500.pdf](https://www.sos.mo.gov/CMSImages/AdRules/csr/current/5csr/5c25-500.pdf)**

II. Days/Hours of Operation:

- State licensed by Department of Health and Senior Services
- Licensed for 80 children from ages 2 years through 12 years
 - SMCCC has an overlap permit which allows 1/3 enrollment for after school care.
- 6:30 am to 5:30 pm
- Monday through Friday
- SMCCC operates 12 months of the year
- Closed the following holidays:
 - New Year's Day
 - Memorial Day
 - Juneteenth
 - 4th of July
 - Labor Day
 - Thanksgiving AND the day after
 - Christmas Eve AND Christmas Day
 - If the holiday falls on a Saturday, it will be observed on Friday.
 - If the holiday falls on a Sunday, it will be observed on Monday.
 - Two annual days for In-service training (dates to be announced annually). One day in spring and one day in fall.
- Teacher to Child Ratios:
 - 1:8 Two year olds
 - 1:10 Three to five years
 - 1:16 Five to twelve years
- Inclement Weather Policy:
- When Jefferson City Public Schools (JCPS) are cancelled OR on a late start, SMCCC will open two hours late.
 - On late start dates, SMCCC will open at 8:30 am
 - Director will post on Facebook as early as possible on late start dates.

III. Guidance and Discipline:

SMCCC implements Conscious Discipline (CD). CD believes all behavior is a form of communication. CD uses a multidisciplinary brain model for discipline. CD identifies three brain states (Survival, Emotional, Executive) which guides our own internal states enabling us to teach appropriate social skills and conflict resolution strategies. Children are guided through choices, given self-empowerment, self-direction and use of “Brain Smart” routines. By strengthening relationships/connections, power struggles can turn into conflict resolutions. Overall, with practice, CD teaches skills to transform difficult moments into life lessons.

- Acting Director will provide one parent training evening a year. This training will introduce, explain and give opportunities for parents to practice many of the CD skills implemented at SMCCC.
- Staff at SMCCC receives a minimum of four hours annually specific to Conscious Discipline.
- www.conscioussdiscipline.com provides several free printable resources and videos to explain and help with a variety of behavioral concerns.
- Conscious Discipline: Building Resilient Classrooms By Dr. Becky Bailey (book) is recommended to also help dig deeper into understanding the tools of CD.

The Seven Skills of CD include:

- Composure
- Assertiveness
- Encouragement
- Choices
- Empathy
- Positive Intent
- Consequences

The Seven Powers of CD include:

- Perception: No one can make you angry without your permission
- Attention: What you focus on you get more of
- Unity: We are all in this together
- Free Will: The only person you can make change is yourself
- Acceptance: This moment is as it is
- Love: See the best in others
- Intention: Mistakes are opportunities to learn

Implementing the above skills and powers enable SMCCC to help children and families learn self-regulation tools and achieve our program objectives.

IV. Child Illness Policy: Taken from the Missouri Child Care Licensing Rules:

- Each child shall be observed for contagious diseases and for other signs of illness on arrival and throughout the day.
- Parent/guardian will be notified when any contagious disease occurs. SMCCC posts a note on the tuition box by the office door.
- A parent will be contacted for pick up when child has a temperature up to one hundred degrees Fahrenheit (100*).
 - Child must be 24 hour fever free before returning to center without over the counter medication.
 - If illness is evaluated by physician, medication has been prescribed and any period of contagion has passed as determined by a licensed physician.
- Vomiting for any reason, child will be sent home.
- Loose stools twice within the same day child will be sent home.
- Other reasons to require pick up:
 - Severe Coughing
 - Difficulty or Rapid breathing
 - Yellowish skin or eyes
 - Pinkeye
 - Unusual spots or rashes
 - Sore throat or trouble swallowing
 - Dark colored urine
 - Gray or white stools
 - Headache
 - Severe Itching of body or scalp (possible head lice). Child must be nit free to return to care and inspected by staff member.

V. Transition Plan for entering, moving within and exiting program:

Entering Program:

- our facility
- Read and understand parent handbook/policies and procedures.
- Discuss potential start date.
- Complete all enrollment forms.
 - SMCCC enrollment form
 - Disaster/Emergency form
 - CACFP (Child and Adult Food Program) form
 - CACFP income eligibility form (if qualified or receive DSS assistance)
 - Partnering with Families form
- Provide medical form signed by physician if child is under age 5
- Provide medical form signed by parent if child is over age 5
- Provide copy of immunizations.
- Sign and agree to tuition plan.
- To be put on a waitlist, complete only the enrollment form.
- Upon completing the above enrollment forms, a four digit code will be given to each family prior to the first day of attendance. Only share code with individuals who pick up and drop off your child on a regular basis. If someone is picking up sporadically, request them to ring the doorbell. Persons picking up from SMCCC should have identification with them in case the supervising adult has not previously met them.

Moving/Transition Within the program:

Director will discuss with staff, readiness of child to move to next class.

- Director will notify parent via email or in person to discuss openings in the next classroom and potential dates to move.
- Child will have opportunity to visit the next classroom for short periods of time prior to moving.
- Date of moving child will be agreed upon by parent and director.
- All staff will be notified of child's date of moving via Smart Care updates.
 - SmartCare is the electronic attendance system at SMCCC. This is required for daily sign in/out attendance.
- Parents are invited to visit new room and discuss any concerns with director and/or teacher.

Exiting Show-Me CCC:

- Parent is required to give two week notice for termination of child care services.
- If a notice is not given, parent/guardian will be responsible to pay the two weeks of tuition.
- Director reserves the right to terminate child care for any reason. Aggressive and violent behaviors are not safe. Repeated hurtful behaviors are reason for termination.
- Director will email or give written statement to the family leaving SMCCC. Termination can be immediate and non-negotiable. Every program is not for every family, therefore, it is important to work together to decide if SMCCC is the right program for your child/family.

VI. Health Policies and Procedures

➤ Meals: Child and Adult Care Food Program (CACFP)

- SMCCC's meals and snacks meet or exceed the daily requirements set forth by the CACFP guidelines.
- Current CACFP guidelines: <https://www.fns.usda.gov/cacfp/meals-and-snacks>
- SMCCC follows the CACFP/USDA guidelines for sanitation requirements for meals, food storage, food safety, access to water, written menus, food prep and serving.
- CACFP requires parents to sign an annual enrollment/income eligibility form (Refer to enrollment forms).
- SMCCC provides breakfast (7:15 am to 8:30 am), hot lunch (11:00 am to 12:30 pm), and afternoon snack (2:30 pm to 3:45 pm).
- Breakfast is served traditional style.
- Lunch is served traditional style for children under pre-K age.
- Lunch is served family style for pre-K and school age.
- Weekly menus are posted in the kitchen and available for review at any time.
- Staff are encouraged to sit/eat with children to encourage and model social interactions.

➤ Child Immunizations:

- All children must have up-to-date immunizations status that follows the CDC Immunizations Practices Schedule, including month, day and year of each immunization before enrollment is considered complete.

➤ Hand Washing Procedure:

- Hand washing is done before serving meals, after diapering/toileting and other times as needed.
- Steps for Handwashing:
 - Wash your hand with lukewarm or cold water.
 - Then take a small amount of any hand soap
 - Rub it all around your hands
 - Rub Hands 60 seconds with soap
 - Rinse soap with running water. Dry it with a towel

➤ Injury/Accident Procedures:

- Provider will notify parents at time of injury.
 - If injury needs emergency attention, SMCCC will call 911, then notify parent.
 - SMCCC will call 911 when the injury requires immediate medical attention. Examples include but not limited to bleeding body part where SMCCC cannot get the bleed to stop, unconscious child, immobile child, conscious but not responsive child.
 - If neither parent/guardian is available at time of injury, SMCCC will contact the emergency contact.
- An accident report will be completed when emergency help or parent pick up is required.
- An email of the accident will be considered the accident report.
- An accident report will not be completed when an ice pack or band aid is appropriate.
- All staff at SMCCC are CPR and first aid certified through American Red Cross or American Heart within 90 days of employment.
- Parents provide permission to transport in case of emergency. Per parent request, SMCCC will transport child to meet parent at hospital. Parent is responsible to provide up to date physician and preferred hospital.

➤ Napping:

- Each child has an individual cot.
- Bedding is only used by the individual child.
- Cots are labelled with child's name.
- Cots are placed a minimum of 12' apart.
- Parents may provide a blanket/comfort item. Blanket is to remain at SMCCC.
- SMCCC will wash bedding once weekly.
- Staffing ratios will be maintained during naptimes.

➤ Medication Administration and Safety Requirement:

- State of Missouri considers Sunscreen medication; therefore, parents must sign annual permission to apply sunscreen.
 - SMCCC applies sunscreen once daily between Memorial Day and August 15th.
 - SMCCC provides “Bright Guard Sunscreen”. If parents choose a different brand of sunscreen, parent/guardian must come and apply sunscreen.
- Licensing does NOT require centers to administer medication; however, SMCC chooses to give medication under specific conditions.
- SMCCC will only administer prescription medication. SMCCC will not administer over the counter medications like Tylenol.
- Medication will be given ONLY at meal times: Breakfast and Lunch.
- Parent must provide original container and labeled with the child’s name, instructions for administration, including the times and amounts for dosages and the physician’s name.
- All medication is stored out of reach of children, in the Kitchen. Some medications are kept in lock box, depending on type of medication.
- Parents complete the medical authorization form.
- Staff will sign medical authorization form each time medication is administered.
- Parents will provide the measuring device used for administering medication.
- Medication will not be accepted without written, understandable instructions.
- If a medication dose is missed, SMCCC will contact the family at the time the missed dosage is identified.
- Parents can come and give their child medication at any time.

➤ Ill Child Policy:

- Each child shall be observed for contagious diseases and for other signs of illness on arrival and throughout the day.
- Each child's parent shall be notified immediately when any contagious disease occurs within the facility. A note will be posted on the tuition box of any contagious disease reported.
- Unusual behavior shall be monitored closely and parents will be contacted if behavior continues or if other symptoms develop. Behaviors include but not limited to: more/less active or cranky than usual, cries more than usual, feels general discomfort or loss of appetite.
- Parent/Guardian will be contacted when signs of illness are observed. If a child exhibits any of the following symptoms, request for pick up will be required.
 - Diarrhea, more than one abnormal stool
 - Severe Coughing
 - Difficult or rapid breathing
 - Yellowing skin or eyes
 - Pinkeye
 - Unusual rash or spots
 - Sore throat
 - Unusually dark urine
 - Headache and stiff neck
 - Vomiting more than once
 - Fever over one hundred degrees Fahrenheit (100*)
 - Severe itching of the scalp or body
- Ill child must be symptom free/fever free (without over the counter medications) for 24 hours before returning to center.

➤ Annual Health, Sanitation, and Fire Inspections available to review upon request.

VII. SMCC Policy Tidbits:

- Please keep everyone safe by driving slowly and carefully – there are many pedestrians (adults and children) as well as cars pulling in and out of the parking area. It is very important that upon entering SMCCC to turn your vehicle **OFF** in the morning and evening. Also, to keep flow of traffic smooth, follow the “Enter” and “Exit” signs painted on the driveway.
- If a toy is brought from home, it is assumed to be shared and SMCCC does not accept the responsibility for any items or toys brought from home. Guns and gun-play are not allowed.
- Disaster Plan/Emergency Preparedness:
 - Tornado drills are held quarterly.
 - Fire drills are held monthly. Each classroom practices designated escape routes. Escape routes are posted in each classroom.
 - Fire and tornado drill procedures are posted in each classroom and all staff is trained to know what to do in these emergency situations.
 - On late start days, SMCCC will open at 8:30 am.
- Parents of a child age two or three must send two changes of clothing.
 - Parents are responsible to provide diapers/pull ups
 - SMCCC will provide wet wipes. If your child is allergic to wet wipes provided by SMCCC, parents will provide wet wipes.

VIII. School Age: After school/Holiday/Summer Care:

SMCCC’s van is used for summer off site activities and to transport school-age children to and from Moreau Heights elementary. Bus transportation is provided by Jefferson City Public Schools to/from East elementary.

- A signed parent permission (on enrollment form) is required for all trips that need van transportation.
- In the event a child must be transported to a hospital and the parents or other designated emergency contact on the emergency card is not available, an ambulance will be called.
- SMCCC requires completed van card for transportation and field trips with parent and emergency information.
- If your school-aged child will not be riding the after school van, please call and let the center/driver know as early as possible.
- SMCCC offers a full-time summer school-age program for children that attend Show-Me September through May. Summer Activity Fee must be paid before April 1st.
- One time summer activity fee covers all field trips for the summer. Rate depends on availability of activities.
- School Age summer (only) enrollment is open early March for families that do not utilize transportation during the year. Priority is given to families that have previously been enrolled with SMCCC preschool.

IX. Tuition Structure and Policies:

- A \$50 initial registration/supply fee is charged at the time of application for admittance. The supply fee is billed annually on your child's start date.
 - This fee is per child, per year. The year your child enters Kindergarten is the last year for this charge.
- Enrollment of a school-aged child will be required to pay a one-time fee of \$50 at time of enrollment.
- Fees may be paid by check, cash, or Venmo. Payment of fees is to be placed in the tuition drop box next to the check-in Smart Care system.
 - Venmo Name: ShowMeCCC
- Families whose childcare is partially funded by the DSS must pay the family co-pay on or before the tenth day of the month. Parents must notify SMCCC of any changes in their DSS authorizations.
- If DSS authorization expires, full tuition is due until DSS assistance is re-authorized to SMCCC.
 - SMCCC DVN # 000712885
- A late fee of \$40 will be assessed if payment is delinquent ten days past agreed payment date. Termination will be immediate with no notice.
- \$20 daily fee applied for school children attending full time when school is dismissed for any reason.
 - Availability of care is dependent on staff availability. Sign-up sheet for available days for care will be posted on the sign in table.
- Tuition is based on a full-time position (includes absences due to illness and/or vacation). No part-time positions are accepted at SMCCC.
- \$1 per minute per child late fee is charged and due at time of pick up.
- Show-Me reserves the right to adjust tuition rates annually, effective on January 1st.
- Rates will be announced at a minimum of 30 days prior to changes.
- Payment is due according to signed enrollment form at time of enrollment.
- Parent is required to give a two-week notice for termination of child care services. If a notice is not given, parent/guardian will be responsible to pay the two weeks of tuition.

- SMCCC will take action to recoup unpaid fees through Small Claims Court or by a collections agency.
- Current Rates provided at back of Parent Handbook.

X. Communication Plan:

SMCCC has an open door policy and parents are welcome at any time, announced or unannounced.

Center Responsibility:

- Meet licensure standards and post current license by main entry.
- Copy of all fire, sanitation, and food permit license inspections, available for parent review at any time.
- Give 30 day notice of rate changes. All rate changes will be effective January 1st, beginning 1-1-23.
- Provide program updates and changes via monthly newsletters and summer field trip/activity calendars.
- Provide working security system to enter the building.
 - Entry number is changed once a year (usually August)
 - Key pad works 6:30 am to 9:00 am AND 3:00 pm to 5:30 pm
 - Between hours of 9:00 am and 3:00 pm, parent/guardian must ring the bell to enter. For safety, there is not someone in the entry between 9 am and 3:00 pm
- Center director is available via email at showmechildcare@embarqmail.com or via phone at (573)761-9998. Most emails responded to within 24 hours.
- Center director provide tuition receipts and annual tax statements.
- Director available to schedule appointments to discuss any concerns.
- Staff at SMCCC are mandated child abuse/neglect reporters.
 - If any staff suspects abuse/neglect, he/she will call the abuse/neglect hotline. Director may be notified of call but not required.
- Director will post on Facebook as early as possible when SMCCC has late start or closes for emergencies.
 - Emergency closing would include: water main break in the area, lack of electricity, sewer concerns, or natural disaster recommendations.

Parent Responsibility: (initial during orientation of program)

- When your child will be absent, call or email the director as early as possible. Requested, before 9:30 am
- When your child will not be riding the “after school van”, call and let the driver know as early as possible. Requested before noon.
- Provide updated email address to receive monthly newsletters and summer calendars. Parents without an email address may pick up a monthly newsletter and summer calendar on the sign in/out table.
- Field trips and additional fees will appear on the calendars. If you do not pay for your child’s scheduled activity, he/she will not participate in scheduled activity.
- Update required forms once a year.
- Provide updated copy of child custody and visitation schedule. A copy of the latest court order will be in child’s file for staff and police to be compliant with the order.
- Agree to sign child in AND out daily using the Smart Care electronic system. A QR code is provided for each adult approved to pick up. Parents are responsible to keep authorized pick up individuals up to date. New pick up individuals will be asked to provide photo ID. Sometimes staff may ID someone who has picked up previously, be patient and understand safety is our top priority.
- Accident reports will be sent via email or signed at time of pick up. Parents agree to come at time of injury if requested by center director.
- Parent will complete required forms for licensure:
 - Read and ask any questions regarding policies
 - SMCCC Enrollment
 - Complete and return Disaster/Emergency
 - Complete and return CACFP enrollment
 - Complete Income eligibility form if applicable. Refer to Income guidelines provided
 - Medical form for all children. Children under age five must have form signed by physician.
 - Provide copy of immunizations.
 - SMCCC only accepts children in compliance with Missouri Immunization schedule.

XI. Communication with Families:

- Monthly newsletters will be sent via email to the most current email address on file.
 - Printed copies of monthly newsletter also provided at the entry table
- Letters/Flyers provided outside of office door for parent resources.
- Families will receive annual tax statement.
 - Parents can request monthly or weekly statements.

SMCCC has a Facebook page and will communicate with Instant Messenger

XII. Additional Resources:

- Office of Childhood: Organization responsible for licensure and inspections.
 - (573)522-8762
 - Childhood @dese.mo.gov
- COVID UPDATES for licensed centers:
 - Dese.mo.gov/communications/coronavirus-covid-19-information
- License Inspector Contact information is posted by main entrance at SMCCC
 - Lauren Ray-Warnke (updated 4-22)
 - (573)526-7968
 - Lauren.Raywarnke@health.mo.gov
- Families can search any licensed centers past inspections at the following website:
 - <https://healthapps.dhss.mo.gov/childcaresearch/>

XIII. Parent Handbook Agreement:

I _____ (parent/guardian name) have received a copy of the parent handbook.

_____ I understand and agree to the responsibilities/expectations of parents.

_____ I understand and agree with the expectations of SMCCC.

_____ I understand I can review fire, sanitation and licensing inspections upon request.

_____ I understand I can review my child's files at any time.

_____ I agree to complete all required enrollment forms.

- ✓ SMCCC Enrollment Form
- ✓ CACFP Enrollment Form
- ✓ CACFP Income Eligibility form, If applicable
- ✓ Parent Connection Form
- ✓ Disaster/Emergency Training form
- ✓ Medical form signed by physician (under age five), or signed by parent/guardian over age five
- ✓ Provide copy of up to date immunizations.

_____ I understand the staff at SMCCC are mandated child abuse/neglect reporters.

_____ I agree to pay the annual \$50 supply fee/Enrollment for over age five.

_____ I agree to pay two weeks tuition to guarantee a start date.

_____ Agreed start date

Parent/Guardian Signature

Date

Parent/Guardian Signature

Date

Director Signature

Date