

guardian



Child Care Ministry

Parent Handbook

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*Guardian Angel Child Care Ministry
Parent Handbook*

Welcome to Guardian Angel Child Care Ministry

Dear Parents,

Thank you for choosing Guardian Angel Child Care Ministry. We are blessed and honored to have your children attend our ministry. We will teach each child the fundamentals of Christianity. We believe in nurturing children in a positive, spiritual environment. We will be providing your child with lots of fun and loving care. Encouraging them to play and make friends in the security of belonging to a church child care ministry.

We are an Unlicensed Registered Ministry with the State of Indiana that has been in operation since 2009. We are inspected twice a year by the FSSA and once a year by the fire marshal (Indiana Homeland Security). All of our inspections can be found on the internet. Guardian Angel Child Care Ministry is an outreach ministry of New Testament Bible Church, Inc. The church was started in 1968, the senior Pastor is Pastor Shirley Fox.

This is your Parent Handbook. In it you will find our policies and procedures. As well as additional information that may answer any questions you may have. Please make sure to read this handbook carefully, before your child begins attending our ministry.

I am looking forward to working with you on creating the best environment for your child. If you have any questions, concerns or suggestions; please feel free to contact me anytime.

Best Regards,

Angela S. Jackson

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Introduction

Board of Directors

Guardian Angel Child Care Ministry is a ministry outreach of New Testament Bible Church, Inc. The Board of Directors of NTBC is made up of 5 members of the church. They determine policies, tuition fees, increases and other matters related to the running of Guardian Angel.

Affirmative Action Statement

Guardian Angel Child Care Ministry will accept any child age 6 weeks to 11 years of age, regardless of race, creed, color, sex, national origin, religion or handicap whose needs can be met by our program. Admission decisions are made on a first-come, first-served basis, although consideration is given to the degree of need. We do reserve the right to teach your children the basic fundamentals of Christianity).

Enrollment

Enrollment Process

Children will be enrolled into the child care ministry when openings are available. When no spaces are available we will have a waiting list available. As soon as there is an opening we will contact the next person on the list for that specific age group. (i.e. infant, toddler, etc..) Siblings of children already enrolled are given first priority over new families for enrollment.

We are required to maintain a file for each enrolled child. Parents must provide us with the following:

- All completed forms in the enrollment packet.
- Immunization records and any additional shots through out the years
- Health Examination (within 30 days)

It is the parent's responsibility to report any changes or updates to your child's information.

Holiday Schedule

The holidays that we are going to be closed are as follows:

- New Year's Day**
- Good Friday**
- Memorial Day**
- Independence Day**
- Labor Day**
- Thanksgiving Day**
- Day after Thanksgiving**
- Christmas Eve**
- Christmas Day**
- New Year's Eve**

If a holiday falls on a Saturday or Sunday, the holiday will be observed on the preceding Friday, the following Monday or the day designated nationally for observance of the holiday. A notice designating the day will be posted for your information prior to the holiday.

Vacation Time

Parents will receive two weeks with ½ price tuition for which the child(ren) is/are not attending at all, for vacation time per year. You must give at least one week notice to receive the ½ price. The vacation forms are in the binder.

Hours of Attendance

While we understand that occasionally it cannot be helped, our rule is no child(ren) are to be here over 10 hours in a day. That is too many awake hours here. If you cannot pick up your child(ren) you need to make other arrangements.

Weather Closings

Sometimes we can get pretty severe weather in this area. We may have to close due to the weather. Because we are in Baugo School District, we will go by their school delays and closings. If we close due to weather, we will contact the WNDU. However, if you see that Baugo School System is delayed or closed before we have posted, we will be closed also.

Other Closings

There have been a few occasions where we have had to close due to something malfunctioning at the facility (i.e. electric was off). It happens very rarely as we do try to keep this facility in working order. When this happens you will be called to pick up your child. We understand it may take some time to make arrangements to leave work or have someone pick up your child but we ask that you try to get here within an hour of the call.

If there is ever a question about whether or not we are open, please feel free to send a message in BrightWheel.

Trial Period

A two-week trial period will be in effect from the first day of child care. At any time during the two weeks, if either party is dissatisfied in any way or for any reason, this agreement may be terminated at that time.

Programs available

We have full time and part time openings here at GACC. You have to decide which one will work best for you. Once that is decided it will stay that way. There are circumstances in which you can be changed from full time to part time and vice versa. But it does require two week notice.

Full time

Full time positions means they will come 5 days a week. The prices above are for full time except for per day rate. The advantages of full time is that it is cheaper for a full week than doing the per day rate. Depending on the age of your child(ren) the price can go down as they get older. The disadvantage is you pay whether your child(ren) is here or not. If they are sick and cannot attend you still must pay for that day. We ask that payments be made on the Monday prior to attending for the week.

Part time

Part time positions means they will not come every day. You will pay the per day rate. We do require a minimum 1 day per week, which means even if your child(ren) do not attend at all in a week you will still pay for 1 days attendance. The advantage is you pay for the days they attend and holidays. If your child(ren) are sick and do not attend all week you only pay for 1 day. The disadvantage is if your child attends all 5 days of the week, it is the day rate times 5 for the week per child.

We do not have an hourly rate.

Payment must be made the first day of care each week (i.e. Monday) for full time. Part time pays on the last day the child is here for the week. If the child is here Monday and Thursday, payment must be made no later than Thursday. We accept cash, check, and money orders.

We reserve the option to make rate increases annually, if necessary. You will receive a 30 day notice if this occurs.

Receipts

We email weekly receipts. We will send out year-end tax statements to all families in January. We can also print off your payments for the year at any time. Please make sure that we have your correct address at the beginning of the year.

Returned (NSF) checks

If the bank for any reason returns a payment check, a fee of \$30.00 per check will be charged. After two checks are returned from the bank, payments must be either in the form of cash or money order.

Late Payments

All payments received after Monday (6:00 pm) will be considered late. A \$10.00 fee will be charged for every day until payment is made. After 2 weeks of non-payment your account will be suspended and your child can not return until the account is paid in full.

Early drop offs and late pick up fees

Our hours are 6am to 6pm. We understand there may be situations that you need to drop off your child before 6am. The earliest we will open is 5:30. There is a charge though.

Between 5:30 – 5:45 is \$15

Between 5:45 – 6:00 is \$10

This charge is per family, per day. If you need to drop off your child between these times please message the director the night before or make prior arrangements.

If you make arrangements for early drop off and do not show up, you will still be charged.

If child(ren) are not picked up by 6pm, an additional fee of \$5.00 for each 5 minutes will be charged unless prior arrangement is made in advance. Even with prior arrangements, there may still be a charge as the employees are having to stay later. You will receive notice of the payment due following the late pick up.

School Information

Headstart

The Headstart program at Baugo Schools will drop off and pick up here at GACC. You must sign them up for it and they will have a meeting with you to tell you the particulars. The paperwork will ask for our names but they already have all our names. You just have to list our address as the address.

Baugo Schools

Baugo School will pick up and drop off here at GACC. The times change every year. When you find out the times please let us know. They have started pulling into the parking lot which is really nice. We start breakfast for the school agers at 7:30. If you would like them to eat breakfast here please have them here no later than 7:45, otherwise please feed them at home or let them eat at school.

Health

Health Examination and Immunization Records

A health examination is required for each child within 12 months prior to admission to GACC or within one month after admission. Forms are available if needed. It will need to be updated annually.

Immunizations are mandatory, in the state of Indiana, to attend all child care facilities and schools. Please make sure your child's immunization records are current. If the child does not receive the immunizations due in a timely manner, their attendance here could be suspended until immunizations are received. Whenever a child gets an immunization please make sure that we get a copy as soon as possible. They can be faxed to 574) 295-5532 or emailed to info@guardianangelsite.org.

Illness

If your child has been ill the night before, please do not bring them to the childcare facility. This is to prevent spreading of illness. Do not hide an illness with the use of medications. If you bring a child to the childcare knowing that they are sick, it could result in immediate termination.

If an illness does occur during the time of care, the parent(s) will be contacted and the child will be isolated in the director's office on a cot until they are picked up.

A sick child must be picked up within 1 hour from the time they are notified.

Children who are sent home will not be permitted back to childcare for a period of 24 hours of being medication (fever-reducing) free. If they are on an antibiotic you must have a note from the doctor as to what the antibiotic is for and when it was prescribed. They have to be on the antibiotic for more than 24 hours before they will be allowed back to the childcare facility.

They must fit all the following criteria before they will be allowed to come back after an illness:

- Fever free (without any fever-reducing medicine) for 24 hours
- Vomiting free for 24 hours
- No loose bowel movements for 24 hours
- If on antibiotic – must take for 24 hours before returning with a note from the doctor.

There will be a medication sign in sheet and if your child is taking medication for anything, you will have to write the exact information about the medication and what it is for. Please note that no fever-reducing medication will be given by the childcare. If the medication is to be given 2 times a day...please give to them before they come and when you take them home. We only want to administer medication when absolutely necessary.

Injuries

- Minor injuries: Child will be able to resume normal activities immediately. Parents will be notified verbally of all minor injuries.
- Major injuries: Child cannot resume normal activities immediately. Parents will be called as soon as possible. In the unlikely occurrence that emergency medical care is necessary, we will first attempt to contact the parents and/or other emergency contact people. If we cannot contact any of these people, we will take your child to the hospital for treatment.

Significant Occurrences or Problems

You will be notified of any significant occurrences or problems which affect your child, including exposure to communicable diseases.

Daily Procedures

Passcode

When you arrive at Guardian Angel you will be required to have a 4 number passcode. You will be given instructions in the Enrollment Packet about signing your child in/out and your passcode.

Food

Breakfast, lunch and afternoon snack will be provided by GACC, Monday through Friday.

- Any special foods such as infant formula and baby food, must be provided by the parents of the child.
- Any special foods required for special diets due to allergies and such must be provided by the parents of the child.
- If you would like to celebrate your child's birthday, please talk with the director. Any food brought into the ministry must be prepared in a commercially inspected kitchen (grocery store, bakery, etc.) Homemade food can not be served at any time.

The times for meals are as follows:

Breakfast for School	7:30 am – 7:45 am
Breakfast	8:00 am – 8:30 am
Lunch	11:30 am – 12:00 pm
Snack	2:30 pm (directly after nap)

If the child(ren) are not here by the end of the meal, they will not get to eat. Please feed them before you come if it is going to be after time listed.

Infants feeding and sleeping schedule

Infants have their own feeding and sleeping schedule than the rest of the children. We work with the parent and the infant on both. As they get older we try to work their napping schedule to match the older children's napping schedule.

Naps

Naptime is 12:30 pm – 2:30 pm every day. We provide the cots and cribs for the children but ask that you provide a blanket and pillow for them. We will have you take the blanket home every Friday to wash it and return it on Monday. They may bring a stuffed animal for naptime only. The blanket and stuffed animal will be in their cubbies until nap. They do not have to sleep during nap but they do need to be quiet during naptime.

School age children may bring electronic devices for naptime. As long as they quietly play with it there is no problem with them doing that during naptime, instead of laying down.

What To Wear And Bring

Clothing

- All clothing should be suitable and comfortable for play.
- Every child should have 2 to 3 changes of clothes in their cubbie. If the child has no clean clothes in their cubbie, and require a change, we may have to call you.
- All clothing should be clearly labeled. We are not responsible for lost items.

Seasonal Clothing

- Winter: Hat, Coat, Mittens, and Boots.
- Summer: Tank Tops, T-Shirts, Shorts.
- Please be sure to have your child prepared to play outside everyday.

Shoes

- If boots are worn; please bring a change of shoes also.
- Tennis shoes are ideal, and a spare set may be left in the child's cubbie if you choose.

If child(ren) are wearing sandals, please make sure to bring socks in case your child(ren) does not want to wear their shoes anymore.

We do try to keep a few extra clothing around for emergencies. If we put them on your child, please make sure to wash and return them as soon as possible.

Personal Items

Personal toys are allowed to be brought in, but must be kept in the child's cubbie. However, the teacher may indicate a special play time for toys from home. WE ARE NOT RESPONSIBLE FOR ANY LOST OR DAMAGED ITEMS.

A blanket should be brought for each child. A small pillow and/or stuffed animal may be brought for naptime. Please be sure to label all belongings. If your child is under 1 years old and they will be sleeping in a crib, a blanket or toy is not allowed in the crib with the infant.

We do not keep wet wipes separate for each child, unless there is an allergic reaction to a certain brand. We ask that parents bring in wipes a couple of times a month. If special wipes are needed, it may be more than that, but those wipes will only be for your child.

Diapers, Pull-Ups, Bottles and Pacifiers must be brought by the parents. Please see the list in the Enrollment Packet as to what exactly is needed for your child's age group.

Birthday and other Parties

Parents, guardians and other family members are more than welcome to bring in treats for their child's birthdays. We also welcome involvement in the parties that we put on for holidays and other special days. It is a regulation that all treats that are brought in for the children are store bought and in original packaging. There is always a sign-up sheet for the holiday parties. If you would like to bring in something for your child's birthday, please let a staff member know the day before. Any approved family member may be there for any party.

Visitors

GACC welcomes children to have visitors. Please let us know ahead of time if a visitor is coming. This way we can prepare the children. Visitors need to check in at Director's office on arrival. Family is welcome to come and eat breakfast/lunch/snack with their children. Please just make sure that we have at least two days' notice so we can prepare an extra meal. If visitors do come to eat with their children then they cannot bring food in from the outside. It must be the same as the children are eating. Visitors are welcome at any time.

Parental Involvement

Classroom Observations

Parents are encouraged to schedule a visit to Guardian Angel for added insight into our programs. You are also welcome to schedule a follow-up discussion with teachers or the director to offer comments or suggestions.

Volunteer Program

We extend an open invitation to parents to observe or participate in their child's day whenever desired. Parents and volunteers are encouraged to accompany the children on fieldtrips and offer assistance on special projects throughout the year.

Some suggestions for parental involvement include:

- Sign up to be a room parent or parent volunteer
- Volunteer to visit and read a story.
- Donate a book
- Attend a field trip

Resolving Parent Concerns

When there is a conflict or concern that arises as a parent please speak with the Director about the concern. If the Director is not available at the time, please feel free to message her or the assistant director. Please try to limit the contact during business hours unless it is an emergency.

We will talk to you with respect and we expect the same in return. Yelling at management or any employee may result in you being asked to leave the premises. Depending on the severity of it, you may be asked to not come back on the property. There are women and children here, making a scene, yelling and obscenities will not be tolerated. During any meeting, the director may ask the Pastor and/or her husband to come over and join the meeting.

Parental Discipline Protocol

Guardian Angel Child Care asks that when you drop-off or pick-up your children, if you notice a situation that warrants disciplinary action, please notify the staff in the room or the director. Please do not take it upon yourself to discipline any students in our care. Parents entrust Guardian Angel and our staff to discipline students according to our policies set forth in our Parent Handbook.

Newsletter

Guardian Angel writes a Newsletter monthly to the parents. It is put into your child's folder. Usually attached is the new Scholastic flyers. Please take the time to read the newsletters. Any new policies, events or information are put into the newsletter. Most of the information will be found on the website as well.

Behavior Policy

Disciplinary Steps

1. Time out
2. Sit in Director's office.
3. Call the parents to come and get child
4. 1 or 2 day suspension
5. Possible termination

Time outs will be used, however, if the time-outs do not seem to be working and behavior continues then we will go to step 2. If sitting in the director's office does not seem to be working then and only then will we go to step 3. Steps 3 and 4 are only in extreme cases and we hope to not have to take steps 3 and 4, but if it becomes necessary we will. Step 5 of course is the final one. If we do not feel we are getting anywhere with the child or parent, we may have to terminate.

It is important to note: Children will **never** be spanked, shaken, frightened, hit, humiliated, or spoken to in any profane or abusive manner. Also, we will not try to modify a child's behavior using food, rest, or toilet training in any way. It is against the law and will not ever be permitted.

Termination

We reserve the right to terminate any contract at any time for sufficient reason including, but not limited to the following:

- Late payments
- Consistent misbehavior of a child
- Unforeseen problems which may occur with the parents or the child.
- Abuse of children, staff or property by a parent or child.
- Violation of Guardian Angel Child Care Ministry policies and procedures.

Parents may terminate this contract by providing a written notice to the director of such termination. **A minimum of two weeks notice shall be given.** Parents not providing a two week notice are subject to charges of two weeks tuition

Safety

Security and Safety

We take the safety of children very seriously. We have procedures in place but we also must have the cooperation of the parents. There will be only one point of entry and exit for parents and enrolled children. All other doors in the child care ministry are locked from the outside and should not be used. The point of entry and exit will remain locked and parents and/or authorized pick up people must ring the doorbell and be let in by a staff member. **Do not hold the door open or let someone into the building.** It is better to ask a staff member for assistance.

You must sign your child in and out every day. You must also make a staff member aware you are bringing or leaving a child.

We routinely practice fire and emergency drills. We have building fire and alarm systems that meet state requirements.

Authorization for Child's Release

Children will be released only to a parent or a person named by the parent. Parents or persons named by the parent must make sure that a staff member is aware of the child's arrival and departure. Parents shall sign the child in and out by name and time of arrival and departure. **Persons picking up may need to show I.D. Please make them aware of this if they are to pick up the child(ren) and that this is a safety measure for the child(ren).** There have been some upset grandparents in the past.

Adding or changing authorized pick up people should be done in person or in writing. Guardian Angel Child Care Ministry will only accept a verbal over the phone addition/change in these situations:

- The staff member recognizes the caller as the child's mother, father or other guardian.

- If the staff member can call the child's mother, father, or guardian at a location already on file (home, work etc). If unavailable we will try other people listed on the authorization sheet for their approval.

Policy on Release of a Child to an Intoxicated or Impaired Person

If an authorized intoxicated or impaired person insists on removing children from the premises, we will immediately report the incident to the local police agency.

Policy about Children Left After Closing Time

Children are expected to be picked up by closing time. A charge of \$5.00 per minute will be assessed per child to any family picking a child up after 6:00 p.m. (closing time). If any child is not picked up 30 minutes after closing time without any contact, Child Protective Services will be contacted to pick up your child.

Court Orders

If a court order exists preventing a particular individual from having contact with a child, Guardian Angel Child Care Ministry shall comply with the order. There shall be a copy of the court order in the child's file.

Policy about Reporting Suspected Child Abuse

Guardian Angel Child Care Ministry is required by law to report any suspected child abuse or neglect to Child Protective Services.

Confidentiality Policy

All information pertaining to admission, health, family, or discharge of a child is confidential.

Film/Photography/Video Policy

On various occasions, children attending the child care ministry may be photographed and/or video taped, for purposes of program planning and/or public relations. Parents who do not wish their child to be photographed or taped should provide a written letter to the office.

Policy on Alcohol, Tobacco, Firearms, Illegal Substances

The use of tobacco is not allowed except in designated area outside of the building. The use or possession of drugs and /or illegal substances is strictly forbidden. The possession of firearms on the property is prohibited with the exclusion of law enforcement personnel and/or those with a carrying permit.