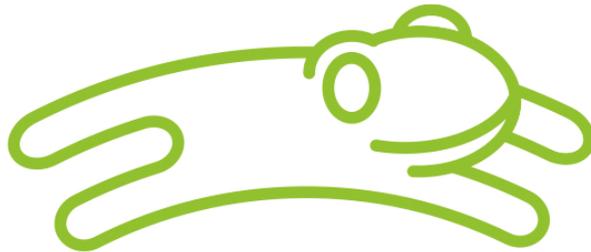


LilyPad Learning Center
STAFF HANDBOOK



Lily ♥ PAD

LEARNING CENTER

Sara Hillebrand
Executive Director/Owner
600 E. 1st Street
Huxley, IA 50124
(515) 597-5437



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This handbook is intended to familiarize staff members with current LilyPad Learning Center policy, practices and standards. An electronic version (PDF) of the handbook is available on our website at www.lilypadlearningcenter.com. A print copy of the handbook is available upon request. LilyPad reserves the right to revise its policies, practices and standards as deemed appropriate by the Director. Staff members will be notified of updates to the staff handbook as they occur.

History

LilyPad Learning Center opened in February 2006 and consisted of just three classrooms; infants/toddlers, two-year-olds, and three- to five-year-olds. Over the course of the following three years, LilyPad saw a substantial amount of growth and expansion. In May 2006, a fourth classroom for infants six weeks to one year was added. In August 2006, a fifth classroom was added to accommodate a thriving community preschool program. Just a year after LilyPad first opened its doors, in February 2007, the center nearly doubled its square footage and, shortly thereafter, its enrollment, with the addition of two classrooms. In May 2007, LilyPad launched its full-time school-age summer program.

On November 30, 2009 LilyPad opened the doors to its custom-built center, with eight classrooms filled by children from six weeks up to 12 years of age.

Mission Statement

At LilyPad Learning Center, we believe in the value and uniqueness of each child we serve. Our childcare experience is designed to promote each child's own individual social, emotional, physical, and cognitive development.

As caregivers and educators, our mission is to provide a safe and developmentally appropriate learning environment, which fosters a child's natural desire to explore, discover, create, and become a lifelong learner.

Philosophy

Our program is built around the concept that children are born ready to learn. As caregivers, we strive to create a learning environment that is safe, stimulating and encouraging. The following principles are excerpted from the *Iowa Early Learning Standards* (2006) and serve as the foundation for our curriculum.

- Children develop knowledge of their world through active interactions with caregivers, peers, materials, and events.
- Learning is sequential, building on prior understandings and experiences.
- Learning proceeds at different rates in each area and each child; children will show a range of skills and understandings in any one area of development.
- Learning in each area is interconnected. Young children learn best through experiences, which incorporate several areas of development.
- Learning is embedded in a culture. Children learn best when their learning activities are rooted in a familiar cultural context.
- Learning begins in the family, continues in early care and education settings, and depends on parent involvement and caregiver guidance.
- All children have the potential to achieve the Iowa Learning Standards with appropriate supports and instruction.

General Center Information

ADMINISTRATION

Executive Director: Sara Hillebrand
lilypadlearning@gmail.com
Office: (515) 597-5437
Cell: (612) 799-2496
Fax: (515) 597-5438

Director 1st St: Jocelyn Immel
jocelynimmel@gmail.com
Office: (515) 597-5437
Cell: (515) 490-6783
Fax: (515) 597-5438

Director Main St: Emily Robinson
emilyj427@yahoo.com
Office: (515) 597-3100
Cell: (641)485-1125
Fax: (515) 597-5438

Assistant Director: Kelly LeMaster
lemasterkj@gmail.com
Office: (515) 597-5437
Fax: (515) 597-5438

HOURS OF OPERATION

LilyPad is open Monday through Friday from 6:00am to 6:00pm. The center is closed for the following holidays:

New Year's Day
Memorial Day
Independence Day

Labor Day
Thanksgiving (2 days)
Christmas (2 days)

PROGRAMS

There are 8 childcare programs offered at LilyPad. They are:

• Caterpillars	6 weeks to 12 months	8 children
• Ladybugs	8 months to 18 months	8 children
• Bumblebees	14 months to 26 months	12 children
• Fireflies	20 months to 36 months	12 children
• Butterflies	24 months to 42 months	12 children
• Grasshoppers	3 years to 4 years	16 children
• Dragonflies	4 years to 5 years	24 children
• Wise Guys	5 years to 12 years	52 children

In addition, LilyPad provides half-day preschool programs to children ages three to four years.

RATIOS

At LilyPad Learning Center, we maintain the following staff-to-child ratios at all times in our classrooms:

<u>Age of Children</u>	<u>Minimum Ratio of Staff to Children</u>
2 weeks to 2 years	1 staff for every 4 children
2 years	1 staff for every 6 children
3 years	1 staff for every 8 children
4 years	1 staff for every 12 children
5 years to 10 years	1 staff for every 15 children
10 years and over	1 staff for every 20 children

Children of different age groups may be combined if the following guidelines are followed:

- Infants are never combined with children over the age of 18 months, except in certain circumstances (e.g., at open or close of the center, if children are siblings).
- Children 18 to 24 months may be combined in a classroom with children two years of age, as long as the ratio of 1 to 4 is maintained.
- Children 2 years old may be combined with children who are 3-5 years old as long as the ratio of 1 to 6 is maintained.
- Classrooms of children 3 years and older may be combined, with the ratio determined by the age of the majority of the children in the group.

During naptime, at least **one** staff member shall be present in every room where children are sleeping and/or resting. Staff-to-child ratios can be reduced to one staff member per room where children are resting for a period not to exceed one hour. Staff should remain in the center so, if needed, they can assist in a classroom.

Volunteers such as high school students (at least 16 years of age), college students, parents, or retired individuals may be used to meet staff-to-child ratios.

Ratios must be maintained at all times, including when emergency procedures are in effect.

LICENSING

LilyPad is a public program voluntarily licensed by the Iowa Department of Human Services. A copy of the licensing rules is available for review in the office, the staff break room, and on the web <http://www.dhs.state.ia.us>.

WEATHER-RELATED CLOSINGS

LilyPad will remain open during most severe weather. The Director and/or Assistant Director will monitor the weather and local news stations to determine when it is appropriate to close the center early or cancel care for the following day.

In the event that LilyPad closes early or cancels care for the following day, parents will be contacted and informed of the situation. Children should be picked up in a reasonable amount of time to ensure all parents, children, and staff can travel safely home. Families will still be charged during weather closings, however vacation days may be applied.

IOWA QRS (QUALITY RATING SYSTEM)

LilyPad participates in Iowa's Quality Rating System, or QRS. There are a variety of requirements for LilyPad to maintain its current QRS Rating. Staff members should familiarize themselves with those requirements by visiting <http://www.dhs.state.ia.us/iqrs/>.

General Staff Expectations

PROFESSIONALISM

Each LilyPad staff member is a child care professional and is expected to act as such. The following general guidelines for professionalism should be maintained at all times:

- Arrive on time and stay entire shift, if needed.
- Is not absent from work on a regular basis and finds a substitute when necessary.
- Dress appropriately for interaction with children.
- Take directions, suggestions and criticisms, and follow through to improve performance.
- Respect confidential information regarding children, families, and co-workers.
- Display a positive attitude toward the entire center (the program, children, families and co-workers).
- Attend staff meetings and other Center events.
- Complete DHS required training courses in a timely fashion.

DRESS CODE

Staff members are expected to observe the 3 C's for appropriate attire at work as follows:

- **COMFORTABLE** – Staff is expected to play with the children and be down at their level whenever it is appropriate. To do this, staff must be dressed in comfortable clothes that allow free movement and activity. Staff members should wear clothing they feel comfortable getting dirty or stained, as staff members are expected to participate alongside the children during all daily activities. Flip-flops and sneakers are appropriate footwear.
- **CLEAN** - All clothing should be clean with no stains, rips or tears, and must smell appropriate. This also applies to personal hygiene.
- **COURTEOUS** - Staff members interact with children and parents on a daily basis and should dress professionally. Clothing may not contain alcohol, drug, or cigarette references. Vulgar sayings or suggestions are forbidden. Certain articles of clothing are never appropriate for the work environment, including: halter tops, strapless "tube" tops, short skirts/shorts (must hit at fingertip length or below), sweatpants, excessively torn jeans/shorts, and low-rise jeans/shorts which expose undergarments.

It is expected that all staff members will present themselves and LilyPad Learning Center in a professional, respectable manner. Any staff member not adhering to the dress code may be asked to leave and return dressed appropriately.

CELL PHONES

It is important that every staff member's attention remains on the children *at all times*. A second's lapse in attention could result in a serious accident, which, with appropriate supervision, would have been prevented. Therefore: Cell phones are not permitted in any of the program rooms with the exception of lead teachers for documentation purposes. Cell phones should remain turned off and stored in a purse, bag, coat, classroom cell phone box, or the office, etc. while a staff member is clocked in. Cell phone use is permitted only during an approved break, and never in a classroom. It is never appropriate to make a personal phone call, send a text message, check voicemail, etc. while in the presence of children, even while on an approved break.

It is expected that when leaving the center for any reason (walk, field trip, etc.), one staff member will carry with them a cell phone. In this circumstance, the cell phone should only be used in the event of an emergency and not for personal calls/text messaging.

In the event of an emergency, the staff member must inform both the Lead Teacher and Director and/or Assistant Director of the situation. In this case, cell phones must be set to vibrate. Calls may be answered only after a substitute has arrived to replace the staff member, and outside of the classroom. Ratios must be maintained at all times.

COMPUTERS

All LilyPad-owned computers are to be used for work purposes only. Under no circumstances may software be installed without the prior permission of the Director and/or Assistant Director. Staff members may bring in a personal computer to use during nap time only. The wireless network password may be obtained from the Director and/or Assistant Director. *Computer use is forbidden during all times other than nap/rest time.*

UNMONITORED CONTACT

For the protection of each staff member, we always work in teams. No staff should ever be alone with a single child. Another staff member should be within sight/sound at all times.

TIME CARDS AND PAYROLL

Each hourly staff member is responsible for clocking in and out each scheduled workday using a time card and the time clock. Staff members may not clock in more than 15 minutes before their scheduled shift and are expected to clock out immediately after their shift ends. If a staff member forgets to clock in or out, the Director and/or Assistant Director must enter the time and therefore should be notified promptly when this situation arises. Failure to follow the above guidelines may delay processing of a staff member's payroll check until the following pay date.

Payroll is separated into two pay periods. The first pay period is the 1st through the 15th of each month. The pay date for this period is the 21st. The second pay period is the 16th through the end of the month. The pay date for this period is the 7th. If a pay date falls on a weekend day or holiday, the pay date will then be the first business day before the weekend or holiday. For example: if the 7th is a Saturday, the pay date will be Friday, the 6th.

DIRECT DEPOSIT

Direct deposit of payroll checks is available to all staff members. Interested staff should complete and return a Direct Deposit Authorization form to enroll. Processing may take one to two weeks; staff members will receive a paper check until direct deposit is processed.

PERSONAL BELONGINGS

Coats, backpacks, purses, etc. must be safely put on hooks, in closets/cabinets and out of reach of children. Personal belongings may also be stored in the staff break room. LilyPad is not responsible for lost or stolen items.

FOOD/MEALS

LilyPad is a peanut/egg free facility. No food containing, or processed in a facility with peanuts/eggs, are allowed in the center. Food must be Staff members may store a small amount of food in the break room refrigerator. All food should be clearly labeled with the staff member's name and date. Food should be removed or discarded after one week or when spoiled. Meals should be eaten and prepared only during nap/rest time or during an approved break.

HAND WASHING

Staff members must wash their hands at the following times:

- Upon arriving at the center
- After **each** diaper change
- After helping a child use the toilet
- After wiping a nose, coming into contact with saliva or any other bodily fluid.
- Before preparing meals
- Before and after meal times
- Before and after using the sensory table
- After removing gloves
- After using the restroom
- After returning to the center from a break
- After coming indoors from the playground

Frequent hand washing with soap and warm running water for **at least 20 seconds is the most effective way to reduce and prevent the spread of illnesses like diarrhea, the flu, and conjunctivitis (pink eye).

Professional Development

REQUIRED TRAINING

Research indicates that formal education or training that increases the knowledge of providers has been shown to be the greatest determinant of safe and quality programming for children. Therefore, the state of Iowa has set the following requirements for staff training and development:

Required training within the first six months of employment, for ALL staff members:

- Two hours of Iowa’s training for mandatory reporting of child abuse. (**Must be updated every 5 years**)
- At least one hour of training regarding universal precautions and infectious disease control. (**Must be updated annually**)

Staff members must have completed within their first year of employment:

- Certification in American Red Cross or American Heart Association infant, child, and adult cardiopulmonary resuscitation (CPR). A valid certification indicating the date of the training and expiration date must be turned into the Director and/or Assistant Director. (Valid for **two** years)
- Certification in infant, child, and adult first aid from American Red Cross, American Heart Association, the National Safety Council, or Emergency Medical Planning. A valid certificate indicating the date of training and expiration date must be turned into the Director. (Valid for **two** years.)
- 10 contact hours of training arranged by the Director and/or Assistant Director. 6 contact hours of training after the first year.

Staff members must have completed New Regulations Training(Preservice) within their first 90 day of employment:

- This course is an online training that is free of charge. This training can go towards the employees training hours the first year only. (**Must be updated every 5 years**)

“Annually”, when referring to training courses is defined as September 1 through August 31 of the following year.

All fees for required training courses are to be paid by the staff member, unless otherwise arranged with the Director. If a staff member is interested in participating in training courses after his/her annual requirement for training has been met, LilyPad Learning Center may pay the course fee if the course is approved by the Director.

STAFF MEETINGS

All LilyPad staff members are required to attend 3 staff meetings per year. Important information, procedures, and policies are introduced and reviewed at these meetings; it is important to have 100% attendance. Employees will be notified at least two weeks in advance and must meet with the Director and/or Assistant Director if unable to attend a staff meeting. There is a \$5.00 fee for missed meetings, unless cleared with the Director and/or Assistant Director. The required staff meetings are unpaid. Additional staff meetings may be held throughout the year and will be paid.

NEW STAFF ORIENTATION

All new staff members will be asked to read the LilyPad staff and parent handbooks. Prior to working in the classroom, the Director and/or Assistant Director will schedule an orientation meeting to complete required paperwork, and review center operation and policies.

EVALUATIONS

Evaluations of a staff member’s performance will be conducted by the Director and/or Assistant Director. Evaluations will be performed annually. Informal evaluations will be performed throughout the year during scheduled and unscheduled classroom observations. Parent surveys will be passed out shortly before a staff member’s evaluation meeting and feedback will be included in the staff member’s evaluation.

Staff members will be required to complete a self-evaluation prior to meeting with the Director and/or Assistant Director.

Personnel Policies

The following policies are intended to protect the rights of staff members and to ensure maximum understanding and cooperation. LilyPad staff members are expected to be:

- On-time and alert when scheduled to be at work.

- Careful and conscientious in performance of duties, including the use of positive words and actions.
- Respectful, thoughtful, and considerate of other people.
- Courteous and helpful when dealing with children, parents, visitors, and other staff members

CONFIDENTIALITY

It is important that all staff members be discreet in sharing information regarding the children and their parents in public areas. Names and identifying characteristics of children and families should not be shared with anyone other than staff members working in the classroom and the Director and/or Assistant Director. Confidentiality is expected and required when grievances arise; staff members who discuss issues with individuals not directly related to the situation may be subject to the Disciplinary Procedure.

Staff should also be careful in discussing details of the center operation, particularly problem areas, with others in public. Staff members may not distribute or post children's last names, address, phone numbers, etc. with the exception of distribution to LilyPad employees. Personal information should never be used for personal purposes. Iowa law specifically prohibits the sharing of information about children or staff members within a child care setting without written consent from the parent, guardian, or individual. This applies to outside professionals as well. You must seek *written* parental consent before consulting with an outside agency about a child.

CHILD ABUSE AND NEGLECT

All LilyPad staff members are mandatory child abuse reporters. Suspected cases of child abuse or neglect must be reported to the Department of Human Services to:

**CHILD ABUSE HOTLINE, Dept. of Human Services Story County
1-800-362-2178**

Staff members may directly report suspected incidents of child abuse or neglect to the Iowa Department of Human Services and will complete all necessary paperwork. The staff member should inform the Director and/or Assistant Director of the report and together decide whether or not to inform the parents of the report.

If a LilyPad staff member is accused of abuse and/or neglect by a parent or co-worker, such an accusation will be reported to the Director and a determination will be made as to whether there is reasonable cause to suspect that a child has been subjected to abuse and/or neglect. If there is reasonable cause, a report must be made to the Department of Human Services (DHS). LilyPad will cooperate with any DHS investigation. In addition, the accused staff member will be informed of the allegations and be given an opportunity to respond to those allegations. Termination of employment after a child abuse allegation is at the discretion of the Director.

GRIEVANCE PROCEDURE

As childcare professionals, all staff members are expected to make reasonable attempts to resolve conflicts directly with the individual(s) concerned. If a solution cannot be reached, staff members should then seek assistance from the Director and/or Assistant Director in resolving the conflict.

Confidentiality is expected and required when grievances arise. Staff members who discuss issues with other staff members not directly related to the situation may be subject to the Disciplinary Procedure. This policy applies both during paid hours as well as on a staff member's personal time.

CO-WORKER COMMUNICATION

Open communication between staff members, parents, and children is crucial to a successful program. Before leaving a classroom for any reason (bathroom, making a copy, calling a parent) an employee should inform his/her cooperating teachers of the reason he/she is leaving. For all involved, it is important that all issues be addressed and resolved as they arise. All employees are expected to function as a team member at all times.

SUPPLIES

Lead Teachers are responsible for reporting to the Director and/or Assistant Director when supplies are running low so they can be replenished before supplies are completely depleted.

PARKING

Staff members should park in the rear staff parking lot on the east side of the center only. The parking lot to the north of the center is reserved for parents picking up and dropping off. If the staff parking lot is full, staff may park along the curb of the entrance and exit.

SUGGESTIONS

LilyPad is always seeking suggestions that will: improve methods, procedures, and working conditions; reduce costs or errors; and benefit the children, staff, and center. Staff members who have suggestions or innovative ideas are encouraged to discuss them with the Lead Teacher or Director and/or Assistant Director.

PERSONNEL FILES

LilyPad maintains a permanent personnel file for each staff member. These files are confidential and staff must arrange a time with the Director and/or Assistant Director to review their file. Staff members are prohibited from accessing the personnel file of another staff member for any reason. Staff members should report to the Director and/or Assistant Director if there is a change in address, phone number, emergency contact, e-mail address, marital status, or number of dependents.

SUBSTANCE ABUSE

Any staff members reporting for work under the influence of alcohol or controlled substances will be asked to leave immediately. If the Director and/or Assistant Director or other staff member has probable cause to believe a staff member's faculties are impaired while on the job, the staff member may be suspended or terminated immediately.

TOBACCO USE

Cigarettes and smokeless tobacco products are prohibited on LilyPad premises, including parking lots and outdoor play areas. Smoking and the use of smokeless tobacco products is also prohibited in LilyPad vehicles or in personal vehicles being used for the transportation of LilyPad children, and while on field trips. Staff members who smoke are strongly suggested against doing so immediately before or during their shift, as smoke can stay on clothing and hair for an extended time. Staff members must wash hands immediately after smoking, before returning to work.

REIMBURSEMENT

The Director must first approve all purchases made by a staff member using personal funds. Any unapproved purchases may not be eligible for reimbursement. Original sales receipts should be submitted to the Director and/or Assistant Director within one week of purchase to receive reimbursement.

NON-DISCRIMINATION STATEMENT

LilyPad Learning Center does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a U.S. veteran. LilyPad is an equal opportunity employer.

LilyPad prohibits harassment of and by its staff members on the basis of gender, race, age, color, national origin, religion, marital or veteran status, sexual orientation, citizenship, disability, and other characteristics. Harassment includes, but is not limited to, making derogatory remarks about any of these characteristics, making jokes or stereotypical comments about ethnic or other groups, and engaging in verbal, physical, and visually offensive behavior. A staff member who feels harassed has the right to file a complaint with the Iowa Civil Rights Commission and/or the Equal Employment Opportunity Commission.

Attendance Policies

ATTENDANCE

Consistency is crucial to creating a successful program. We make every attempt to put as few staff members as possible in each classroom. Therefore, all staff members are expected to be in regular attendance, in order to provide a consistent environment and routine. Regular absences will be subject to disciplinary procedure.

For an employee to maintain their Full Time Employee status, as well as Full Time Employee Benefits, they must work a minimum of 140 hrs/month. (Holiday and PTO hours may be applied and counted towards the monthly hour requirement.) If an employee does not meet the minimum required hours on any given month, the employee will not receive accrued PTO hours and also lose any Holiday Pay for that month. If all allocated PTO hours for an employee have been used, the non-accrued hours will be deducted off the following years PTO allocation. If an employee/employer terminates employment and an employee has used more PTO than accrued for the contract year, the employee is required to repay employer the overage hours. This payment will be deducted from final employee paycheck. (Policy effective September 2017)

ABSENCE DUE TO ILLNESS

If a staff member is ill and unable to work, the Director and/or Assistant Director should be notified immediately, by phone. Electronic communications such as text message and email are not acceptable methods of contact when reporting sick. When possible, a staff member must assist in making arrangements for a substitute. If absent more than two consecutive days, the Director and/or Assistant Director will require a note from the staff member's physician indicating the type of illness and when said staff member may return to work.

SUBSTITUTES

Staff members will be supplied with an approved substitute list and phone list at the beginning of each school year. Staff members are expected to use these lists to find substitutes when unable to work for any reason (vacation, illness, appointments, etc.).

One full-time staff member must always be in the classroom. Situations in which all full-time staff members of a classroom are gone must be avoided. Staff members are expected to communicate with each other to ensure both full-time staff members are not absent on the same day. Time off may not be taken the first week of transitions/new semester.

SCHEDULES

LilyPad is open Monday through Friday, 6:00am to 6:00pm. All scheduling requests should be submitted in writing to the Director and/or Assistant Director. Schedules will be created based upon the needs of LilyPad and the children, as well as staff member availability.

Occasionally, staff members may be required to dedicate time outside their regular work schedule in order to satisfactorily complete carry out LilyPad responsibilities (parent-teacher conferences, staff meetings, trainings, lesson planning, etc.). In this case, staff members will not receive additional pay for work performed outside their normal work schedule.

VOLUNTARY RESIGNATION

Lead Teachers and Full-Time Assistant Teachers should submit a letter of resignation to the Director and/or Assistant Director when resigning from a position. LilyPad appreciates at least four weeks' notice if you choose to resign. This will ensure an appropriate replacement can be hired and adequately trained

Disciplinary Procedure

UNACCEPTABLE JOB PERFORMANCE

LilyPad uses progressive discipline as a positive way to correct unacceptable job performance. This is not a contractual obligation because all LilyPad employees are “at will” which means an employee can be terminated at the will of LilyPad for any reason or no reason. The following are the steps, which are taken using progressive discipline.

STEP 1 Verbal Warning

If a staff member’s job performance is not meeting LilyPad standards, or if a staff member is in violation of any policy stated in this handbook, he/she will be informed of the problem and the possible penalties if performance does not improve. Suggestions on ways to improve job performance are discussed. Verbal warnings may be given for violation of LilyPad policies, failure to follow procedures, unsatisfactory performance, absenteeism or tardiness.

Verbal warnings will be recorded, discussed, and signed by both the staff member and Director and/or Assistant Director. After three (3) verbal warnings have been issued for any reason within a period of six (6) months, a written warning will be issued.

STEP 2 Written Warning

A written warning is given if a problem/s identified by multiple verbal warnings has not been corrected. Written warnings will be recorded, discussed, and signed by both the staff member and Director and/or Assistant Director. A staff member may receive only one (1) written warning during a six (6) month period. After one (1) written warning has been issued, any further issues or actions subject to the Disciplinary Procedure may result in suspension or termination.

Written warnings will be issued immediately for refusal to follow lawful instructions or any other serious policy violation, which endangers the safety or integrity of a child or staff member.

STEP 3 Termination

Termination may result when using progressive discipline if steps have not produced satisfactory and acceptable performance. Termination may be immediate without using progressive discipline. Reasons for immediate termination may include, but are not limited to:

- Commitment of child abuse under Iowa law
- Abuse of a parent/guardian of a child or another staff member
- Harassment
- Being under the influence of drugs or alcohol while at work
- Theft
- Possession of a weapon
- Violation of any policy which states that violation of such policy may result in termination

The above violations are only examples and are not meant to be all-inclusive. Disciplinary action up to and including termination may be taken immediately at the discretion of the Director.

Health & Safety Policies

STAFF PHYSICALS AND TUBERCULOSIS SCREENING

Each staff member must receive a pre-employment physical and tuberculosis (TB) skin test, performed within 6 months before beginning employment. Physicals and TB tests must be updated every **2 years**. Staff members will have a “grace period” of 30 days to turn in updated physicals and TB tests. After 30 days, staff members may be suspended for a period of time or fined no more than \$10 per month the physical is expired, at the discretion of the Director and/or Assistant Director.

HEPATITIS B VIRUS (HBV) VACCINATIONS

OSHA guidance for Hepatitis B vaccinations indicate that all staff members determined to have potential workplace exposure to human blood and other potentially infectious materials must be offered the Hepatitis B vaccination series at no cost to the staff member and within 10 days of hire. This series of immunizations is available at no cost to LilyPad staff members, if arranged by LilyPad. If a staff member has previously received the HBV vaccinations, or wishes to waive his/her right to receive the vaccinations, a Hepatitis B Vaccination Consent/Waiver form must be completed.

ILLNESS

Our first priority at LilyPad is providing a healthy, safe learning environment for all children. Children/staff will be sent home as soon as possible if any of the following is experienced: an illness prevents the child from participating comfortably in activities (as determined by the staff); an illness results in a greater need for care than the staff can reasonably provide without compromising the health or safety of other children in the classroom; or a child is experiencing any of the following conditions:

- **Fever** of 101 or greater, until 24 hours symptom free without fever reducing medication
- Signs/symptoms of severe illness, including: lethargy, uncontrolled coughing, inexplicable irritability or persistent crying, difficulty breathing, and/or wheezing
- **Diarrhea** (not associated with diet changes or medications) (Two instances) until diarrhea stops for 24 hours or the continued diarrhea is deemed not be infectious by a licensed health care professional.
- Blood in stools not explainable by dietary change, medication, or hard stools
- **Vomiting** (One instance) the child can return after vomiting has been resolved for 24 hours or until a health care provider determines the cause for vomiting is not contagious and the child is not in danger of dehydration
- Persistent abdominal pain (continues more than 2 hours) or intermittent pain associated with fever or other signs/symptoms of illness
- Mouth sores with drooling, unless a health care provider determines the sores are not contagious
- Rash until a physician determines that these symptoms do not indicate a communicable disease
- **Pink eye** (conjunctivitis) until after treatment has been initiated for 24 hours
- **Head lice**, from the end of the day until after first treatment
- **Scabies**, until after treatment has been completed
- **Tuberculosis**, until a health care provider states that the child is on appropriate therapy and can attend child care
- **Impetigo**, until 24 hours after treatment has been initiated
- **Hand Foot and Mouth** sores have dried and crusted and no fever
- **Strep throat**, until 24 hours after initial antibiotic treatment and cessation of fever
- **Chicken pox**, until all sores have dried and crusted (usually 6 days)
- **Pertussis**, until 5 days of appropriate antibiotic treatment has been completed
- **Mumps**, until 9 days after onset of symptoms
- **Hepatitis A virus**, until 1 week after onset of illness
- **Measles**, until 4 days after onset of rash
- **Rubella**, until 6 days after onset of rash
- Unspecified respiratory tract illness accompanied by another illness which requires exclusion
- **Herpes simplex**, with uncontrollable drooling

A child who becomes ill while at LilyPad must be removed from the classroom in order to limit exposure of other children to communicable disease. An ill child will be sent to the office to wait for his/her parent to arrive.

LilyPad reserves the right to make the final determination of exclusion due to illness. Any exceptions to our illness policy will require a written note from a licensed health care professional stating that the child is not contagious.

NOTICE OF EXPOSURE & REPORTING DISEASE

If a child or staff member is found to have a communicable disease, a notice will be posted on the door of all affected classrooms. Additionally, families who have provided an email address will receive email notification of the illness.

In the event a child is reported to have a communicable disease, the Director will notify the health department. Additional information regarding illness or disease may be obtained from:

Shannon Knudsen, RN, Story County Child Care Nurse Consultant
515-298-4896
Shannon.knudsen@micaonline.org

MEDICATION AUTHORIZATIONS

Staff members may not administer medication to any child unless a parent has completed a Medication Authorization Form. Parents must indicate a start date and end date, a reason for the medication, and the dosage or medication cannot be administered. If a child becomes ill while at LilyPad and a parent requests that medication be given, verbal authorization can only be given to the Director and/or Assistant Director. A Medication Authorization Form will be completed by the Director and/or Assistant Director and must be signed by a parent upon pick-up.

Medications must be stored in a locked box (refrigerated medications) or in a high cabinet (non-refrigerated medications) while in use at LilyPad. The Medication Authorization Form must remain with the medication at all times. Unused medications must be immediately returned to the family and will not be stored at LilyPad.

Medications may be administered only by Lead Teachers, the Director, or Assistant Director. When a medication is given, the teacher will document the type of medication administered, the dosage, and the time it was given as well as any unusual reactions or circumstances. Expired Medication Authorization Forms must be turned in to the Assistant Director to be filed in the child's permanent enrollment file.

DOCUMENTATION OF ACCIDENTS/INCIDENTS

Staff members shall document accidents and incidents that occur at LilyPad using an Accident/Incident Report. Please document all biting incidents as accidents. If a biter breaks the skin of another child, an accident/incident report needs to be completed for the biter as well as the child who was bitten. Use great detail when explaining events, but never include other children's names. If the injury is serious, a parent needs to be contacted before pick-up. The parent shall sign the report the same day as the incident. A copy may be given to the parent. All Accident/Incident Reports must be given to the Director and/or Assistant Director to be placed in the child's permanent file.

DOCUMENTATION OF HEALTH INCIDENTS

Each time a parent is contacted regarding an ill child or symptoms of illness, staff members should complete a Health Incident Form. A copy of the form should be given to the parent and the original to the Director and/or Assistant Director to be placed in the child's permanent file. All parents will be notified of any communicable illnesses present in the center via a sign posted on the main entrance to the center explaining the illness. In addition, parents with children in the classroom of the infected child will receive an email regarding the illness.

DOCUMENTATION OF ALLERGIES

A child with allergies must have an Allergy Action Plan posted in a visible location in the classroom. If the allergy is food-related, an Allergy Action Plan must also be posted in the kitchen area. All staff working in the classroom of child with allergies must review the Allergy Action Plan to ensure understanding of emergency procedures should the child have an allergic reaction. All allergic reactions must be documented with a Health Incident Form.

DOCUMENTATION OF SPECIAL HEALTH CARE NEEDS

An Emergency Care Plan will be on file for any child or staff member with special health care needs (seizures, etc). A copy of the Emergency Care Plan must be kept in the classroom emergency binder. All staff working in the classroom must familiarize themselves with this plan, should an emergency arise. If necessary, staff will receive training regarding a child's or staff member's specific health care needs.

ACCESS POLICY

Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have unrestricted access to children for whom that person is not the parent, guardian or custodian, nor be counted in the staff to child ratio. **Unrestricted access** means that a person has contact with a child alone or is directly responsible for child care.

Person who do not have unrestricted access will be under the direct supervision and monitoring of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the Lead Teacher unless he/she delegates it to the Full Time Assistant Teacher due to a conflict of interest with the person.

Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If a staff member is unsure about the reason, the Director or Assistant Director to get approval for the person to be on site. If it becomes a dangerous situation, staff will follow the “Dangerous Adult” procedure. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc., will be monitored by a paid staff member and will not be allowed to interact with children on the premises.

A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian or custodian) who is required to register with the Iowa sex offender registry:

- Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
- Shall not be on the property of the child care center without written permission from the Director, except for the time reasonably necessary to transport the offender’s own minor child to and from the center. The Director is not obligated to provide permission and must consult with their DHS licensing agent first.

STATE CRIMINAL HISTORY CHECKS

Each staff member must complete a DCI Waiver Statement and Criminal History Check Form-B every two years. A search will be completed and includes checks of Iowa Criminal History, Child Abuse and Sex Offender Registries. The cost of the check will be deducted from the staff members’ paychecks.

NATIONAL CRIMINAL HISTORY CHECKS

Each staff member must complete a DCI Waiver Statement and be fingerprinted by a certified technician. Fingerprint cards may be obtained from the Director and/or Assistant Director. Fingerprints are submitted to the FBI and a check of national criminal history records is conducted. The cost of the check will be deducted from the staff members’ paychecks.

VISITORS

All individuals who are visiting the center (i.e., someone who is not a parent or authorized pick-up person; or staff member) is required to sign in at the office before entering the center. The visitor is then required to sign out before leaving the building. Staff members should notify the Director and/or Assistant Director if expecting a visitor.

Curriculum Planning

CURRICULUM

Curriculum at LilyPad includes the child-initiated and teacher-directed activities and experiences offered to young children that support and enrich their development physically, emotionally, socially, and cognitively. LilyPad uses the Creative Curriculum for Infants, Toddlers and Twos and the Creative Curriculum for Preschool as guides for planning the curriculum in each of its program rooms.

Each classroom has weekly lesson plans, posted in the classroom. These plans contain a number of activities, designed to foster each child's development, and the development of the group as a whole. Lesson plans should be changed in order to accommodate the children's changing interests.

Each classroom is set-up in centers, which include blocks, dramatic play, books, gross motor, fine motor, and art. Outdoor play is important to a child's physical development and must be included in both the morning and afternoon schedule. Self-selection or "free-play" is a daily part of the curriculum and means a child has the opportunity to choose which center or activity he/she participates in. This promotes creative expression and development of important social skills.

DAILY SCHEDULE AND ACTIVITIES

The Lead Teacher and Full-Time Assistant Teacher work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. Every staff member is responsible for the carrying out the schedule and activities. The daily schedule and activities create a balance between active and quiet times; large and small group, and individual activities; small and large muscle activities; indoor and outdoor play times; as well as times for self-selection and teacher-directed activities.

Consistency from day-to-day is particularly important to the overall well-being of the children and classroom environment. Children **thrive** on consistency! Routines should be maintained whenever possible for arrivals and departures; meals and snacks; resting or nap times; personal care routines like diapering/toileting and hand washing; and transitions.

Lesson plans and the daily schedule must be posted in the classroom and visible at all times.

THEMES

The use of themes is a practical and logical way to begin curriculum planning. The themes should be based upon what the children know and see every day, as well as the children's interests. The themes must be age-appropriate and may span the length of one week, or one month depending on the interest level.

Teachers are encouraged to discuss with each other their themes and coordinate the sharing of materials and activities.

PHYSICAL ENVIRONMENT

The actual room arrangement of each program room is the responsibility of the program Lead Teacher and Full-Time Assistant Teacher. Space should be organized according to the Environment Rating Scales (ERS). Centers should include blocks, dramatic play, art, large and small motor, and books. These areas should be clearly defined, with obvious boundaries. Quiet areas should be set-up as far away from noisy activities (blocks, cars, etc.) as possible. The room décor should consist mostly of child artwork and photographs of animals, people, food, and the children themselves at the child's eye level. Room arrangement should take into consideration that staff must be able to see every child at all times.

For a more detailed description of room arrangement and the physical environment, staff members may refer to copy of the appropriate ERS manual, available in the office. The Director and/or Assistant Director must approve changes to the physical environment, including the room arrangement.

FREE PLAY

"Free-play" (also called child-initiated activities, free choice, self-selection) must be incorporated into the morning and afternoon schedule. Teachers are expected to actively participate with the children during free play activities by asking questions about what the children are doing, participating in their pretend play, reading books when prompted, encouraging children to try new activities or play with a new toy, etc.

OUTDOOR PLAY

Outdoor play must be incorporated into the daily schedule for both the morning and afternoon, in almost all weather conditions. In the event of rain, severe wind/cold, or extreme heat, children are permitted to remain indoors. Teachers should refer to the *Child Care Weather Watch* poster to determine if it is too hot or cold to play outdoors.

There is less structure in an outdoor learning environment; however, it is expected that staff members actively engage in activities when prompted by the children. Outdoor play is an opportunity for children to run, jump, climb and use their bodies in ways that would otherwise be unsafe in an indoor classroom. In addition, a large amount of social interaction takes place when children play outdoors. Because they are engaged in fewer teacher-directed activities and more child-directed play, children are able to choose their friends and who to interact with.

The outdoor learning environment is an extension of the indoor classroom. Concepts taught indoors can be expanded upon while outdoors. For example, building with blocks on an uneven surface outside, or playing with toy cars in the grass teaches children about different textures, sounds, and smells because the environment is naturally different from the indoors. Lesson plans must include an outdoor learning component.

NAP/REST TIME

The Iowa Department of Human Services requires that all children be provided a regularly scheduled nap or rest time. Children will not be forced to sleep but may be encouraged to lie quietly for a period of time. The length of time a child should have to remain resting varies by child. There is no hard and fast rule regarding the maximum amount of time a child should have to remain resting. Children should be provided alternative quiet activities if unable to rest.

MULTIMEDIA

The use of multimedia in our program is an extension of the teaching and learning that takes place in our classrooms. Teachers may select movie, television, and computer game titles based upon weekly themes. Children are not required to view part or all of a video or television show, or to play computer games. Instead, the activity is offered as one of several centers. All multimedia must have a rating of “PG” or “E” and must possess an educational theme. Children are limited to a specified amount of time per week they may use or view multimedia:

Caterpillars/Ladybugs/Bumblebees	0 minutes/week
Butterflies/Fireflies	Maximum 20 minutes/week
Grasshoppers	Maximum 30 minutes/week
Dragonflies	Maximum 30 minutes/week
Wise Guys	Maximum 1 movie/month; or 30 minutes/week

TOOTH BRUSHING

At least once a day, children over 1 year of age will practice brushing their teeth after a meal. LilyPad will provide a toothbrush for each child. Toothbrushes must be labeled with the child’s name, allowed to air-dry before being stored in a ventilated container, and should not come into contact with other toothbrushes. Storage containers will be washed and sanitized weekly. Toothbrushes must be discarded if contaminated. Toothpaste will not be used with the children.

WEAPONS/VIOLENT PLAY

There is a strict policy of allowing no weapon play at LilyPad. Children are not permitted to play with weapons of any type or size or to pretend that other items are weapons, including their fingers, hands, or blocks. Redirection should be used when a child is engaging in weapon or violent play. If a child brings a weapon to LilyPad, the weapon should be placed out of sight and sent home the same day with a note explaining the policy about weapons.

Competitive behavior is minimized in our programs. In young children, competition often increases negative behavior and decreases acceptance of others. Bullying is not considered acceptable behavior; all efforts will be made to guide children in finding appropriate ways to interact with others.

PETS & VISITING ANIMALS

Staff may introduce a class pet to the classroom. Pets and visiting animals that are brought into the classroom must be carefully considered for their temperament, health risks, and appropriateness for young children. No animal may be brought into LilyPad without first notifying and receiving permission from the Director and/or Assistant Director. Once approved by the Director and/or Assistant Director, pets and visiting animals must have documentation from a licensed veterinarian or animal shelter to show that the animal(s) is fully immunized and that the animal is suitable for contact with children.

Assessments

The Teaching Strategies GOLD™ is the assessment tool used by the programs to evaluate and track each child's individual development during their time at LilyPad. It is an on-going assessment system, meaning that teachers are continually watching, observing, and documenting each child's development. The same tool is used from birth through kindergarten, to allow a more complete picture of your child's development. By tracking a child's development, our teachers are able to plan activities that are appropriate for each child's developmental abilities.

PARENT-TEACHER CONFERENCES

Lead Teachers are expected to conduct a minimum of two parent-teacher conferences per year and must make every effort to meet with each family. A copy of the parent-teacher conference form and child development summary must be placed in the child's permanent file after conferences. The Lead Teacher should discuss suitable times to hold conferences with the Director and/or Assistant Director.

ASSESSMENT PORTFOLIOS

A permanent assessment portfolio will be kept for each child, and passed to the next teacher when a child transitions. These portfolios will not be released to anyone outside LilyPad Learning Center without written permission from the parent/guardian. Assessment portfolios will contain a variety of items, including photographs, examples of artwork, assessment profiles, and parent-teacher conference forms. It is the responsibility of the Lead Teacher and Full Time Assistant Teacher to ensure portfolios are periodically and continuously updated.

Portfolios may be periodically taken home by families but should be returned promptly. When a child leaves LilyPad, the assessment portfolio should be given to the family.

Field Trips

LilyPad offers a variety of experiences both at and away from the center. Field trips are a creative way to enrich a theme and expand the learning environment. The Director and/or Assistant Director must approve all field trips. Field trips outside the Huxley city limits and/or longer than two hours require a parent to complete a "Field Trip Permission Form." These forms can be obtained from the Director and/or Assistant Director. Parents must be notified at least one week before the planned field trip.

Teachers may decide and are encouraged to conduct short, unannounced field trips including but not limited to: walks as a class around the perimeter of the building and/or nearby neighborhoods; trips to local playgrounds; trips to local businesses. Teacher-child ratios must be maintained at all times. Parents complete a "Parent/Guardian Permissions" form at enrollment for this type of field trip and do not need to complete a separate form for the above named instances.

RULES RELATED TO TRANSPORTATION

- Children are not allowed to sit in the front seat under any circumstances.
- Children under the age of six riding in a car or passenger van must be properly buckled in a federally approved car seat or booster seat. Older children and adults must be properly buckled in a seat belt.
- Doors should remain locked when the vehicle is moving.
- Smoking and the use of smokeless tobacco products is forbidden when transporting children.
- Children shall enter and leave the vehicle curbside unless the vehicle is in a protected area or driveway.
- Head counts shall be taken before leaving the center, after entering the vehicle, during a field trip, after taking children to the restroom, after returning to the vehicle, and upon returning to the center.
- When children leave the vehicle, **the vehicle shall be inspected to ensure no children are left in the vehicle.**

LilyPad has two fifteen-passenger vans available for transportation to and from field trips. Staff members who operate a LilyPad van must have a valid chauffeur's license. Parents who volunteer to provide transportation for a field trip must be at least 21 and provide: proof of a valid driver's license; proof of insurance; completed driver information form; and signed waiver of liability form.

Daily Duties for Classroom Staff

Each classroom has a set of opening, nap time, closing and weekly cleaning tasks. Below are some general things that must be completed each day. Staff members are expected to familiarize themselves with the classroom specific duties.

MORNING DUTIES

Make sure all program room doors are unlocked; mix new bleach water; put away sanitized toys; straighten toys and shelves; re-stock supplies such as soap, paper towels, toilet paper, diapers, wipes, etc.; and complete room set-up for the day's lesson plan.

NOON/NAP-TIME DUTIES

Straightening of shelves; sanitizing toys; cleaning tables/chairs/floors; curriculum planning; wash dishes; complete daily activity sheets for children; and prepare for afternoon.

AFTERNOON DUTIES

Wash or spray toys that have been mouthed by children with bleach solution and air dry; take trash to dumpster, sanitize trash can, and replace trash bag; put toys and equipment away; check outdoor play area for equipment that needs to be put away; sanitize tables, chairs, and shelves; wash dishes; empty bleach solution; vacuum carpets; lock all program room doors after the last parent leaves for the day.

Arrival and Departure

ARRIVAL

Staff members are expected to greet each child and parent by name upon their arrival to the classroom. Arrival is the opportune time to discuss how the child's night was, what he/she ate for breakfast, special instructions for the day, etc. Upon arrival, each child must have direct contact with a staff member. Staff should be looking for previous injuries, signs of illness, or unusual behavior.

DEPARTURE

During the enrollment process, each family completes an "Emergency Contact and Parental Consent" form. This form provides authorization for select individuals to pick-up children from the center. If you are not familiar with the person attempting to pick-up a child, you must request photo identification and check the "Emergency Contact" form. At the end of the day, staff must check the attendance clipboard to verify all children have been signed out.

LATE PICK-UP

LilyPad charges a late fee of \$5.00 for every fifteen minutes a child is present past 6:00pm. If a child is picked-up after 6:00pm, please make a note on the attendance clipboard and inform the Director or Assistant Director the following day. If parents do not arrive by 6:00pm to pick-up their child, attempt to contact them at all available phone numbers. If the parents cannot be reached, attempt to contact the authorized pick-up persons. If you are unable to reach the authorized pick-up persons, contact the Director or Assistant Director. The Huxley Police Department or Iowa DHS will then be contacted.

Guidance Strategies

Every adult who cares for children has a responsibility to guide, correct and socialize children toward appropriate behaviors. These adult actions often are called child guidance and discipline. Positive guidance and discipline are crucial because they promote children's self-control, teach children responsibility and help children make thoughtful choices. The more effective caregivers are at encouraging appropriate child behavior, the less time and effort adults will spend correcting children's misbehavior.

Effective guidance and discipline focus on the development of the child. They also preserve the child's self-esteem and dignity. Actions that insult or belittle are likely to cause children to view their caregivers negatively, which can inhibit learning and can teach the child to be unkind to others. However, actions that acknowledges the child's efforts and progress, no matter how slow or small, is likely to encourage healthy development. Teaching children self-discipline is a demanding task. It requires patience, thoughtful attention, cooperation and a good understanding of the child. LilyPad staff will use **only** positive guidance techniques.

When interacting with young children, staff should ask themselves the following questions:

“Am I...”

- Validating feelings?
- Asking open ended questions?
- Encouraging problem solving?
- Respecting children's choices?
- Using praise and positive reinforcement?
- Talking with children – not at them?
- Circulating throughout the classroom?
- At the child's eye level?

REASONS FOR MISBEHAVIOR

If caregivers understand why children misbehave, they can be more successful at reducing behavior problems. Listed here are some of the possible reasons why children misbehave.

- Children want to test whether caregivers will enforce rules.
- They experience different sets of expectations between school and home.
- A child does not understand the rules, or are held to expectations that are beyond their developmental levels.
- They want to assert themselves and their independence.
- They feel ill, bored, hungry or sleepy.
- They lack accurate information and prior experience.
- They have been previously "rewarded" for their misbehavior with adult attention.

PREVENTING MISBEHAVIOR

Child misbehavior is impossible to prevent completely. Children, usually curious and endlessly creative, are likely to do things parents and other caregivers have not expected. However, there are many positive steps caregivers can take to help prevent misbehavior.

- Set clear, consistent rules. (*e.g., walking feet; gentle touches*)
- Make certain the environment is safe and worry-free.
- Show interest in the child's activities. (*e.g., participating in activities with the children so they stay interested for longer periods*)
- Encourage self-control and independence by providing meaningful choices. (*e.g., “You may pick up the blocks or art center.”*)
- Focus on the desired behavior, rather than the one to be avoided. (*e.g., “Ashley, please use gentle touches with your friends.”*)
- Build children's images of themselves as trustworthy, responsible and cooperative.
- Give clear directions, one at a time.
- Say "Yes" whenever possible.
- Notice and pay attention to children when they do things right. (*e.g., “Joey is playing so nicely. I like it when you keep the blocks on the table.”*)
- Encourage children often and generously.
- Set a good example. (*e.g., using a quiet voice when children should be quiet*)
- Help children see how their actions affect others.

RESPONDING TO MISBEHAVIOR

Below are strategies LilyPad staff will use to respond to child misbehavior. Remember, however, that it's always a good idea if rules are explained fully and clearly understood before misbehavior occurs. Whenever possible, involve children in making the rules for the classroom.

- **Redirection**
This strategy should be used most frequently when working with young children. If a child is not following the rules or being uncooperative, quickly get the child's attention and introduce another activity. For example, "Kate, please help me water the flowers now. You've been riding the bike for a long time and it's now Logan's turn."
- **Logical consequences**
These are structured consequences that follow specific misbehaviors. The child should be able to see how the behavior and the consequence are directly related. For example, Andrew is standing on his chair at lunch. His teacher should remind him that if he stands on his chair, he could fall and get hurt; this will make him sad.
- **Participate in the solution**
If a child damages something, he/she needs to help in fixing it or in cleaning up. If a child causes someone distress, he/she should help in relieving that. For example, "It made Brandon very sad when you told him he wasn't your friend anymore. Please come apologize and help me make him feel better."
- **Natural consequences**
Allowing children to experience the consequences of their behavior is also called learning the hard way. For example, Laura does not put her books back in her school bag after she finishes reading. One day she loses a book, and therefore must find a way to replace it. Only use natural consequences when they will not endanger the child's health or safety.
- **"Take a break" or "Calm down chair"**
In some instances, a child may need to be removed from a particular situation in which he/she has become overwhelmed or violent. The child should be directed to "take a break" or sit in the "calm down chair." This strategy gives the child a chance to calm down, regain control, and reflect quietly on her or his behavior away from others. Once the child has calmed down, staff should talk with the child about the actions that led up to and resulted in needing a break or being sent to the calm down chair. For example, "Hannah, we have talked often about how hitting is not acceptable. But because you hit John, please leave the blocks center and go to the calm down chair. I will talk to you when you are ready."

If these actions do not help in reducing or changing behavior the following will take place:

1. Staff will report behavior and what strategies have been attempted to the Director and/or Assistant Director(s).
2. The Director and/or Assistant Director will observe the child and meet with the Lead Teacher to develop a behavior management plan.
3. The behavior management plan will be discussed with the parent and then put into practice.
4. The Director and/or Assistant Director, Lead Teacher and Assistant Teachers, and parents will evaluate the behavior management plan. If needed, adjustments will be made.

*** If a child's behavior becomes threatening to themselves, other children, staff or teachers, the child will be removed from the classroom and possibly the program for a period of time.*

USEFUL PHRASES

The following phrases are useful when problem-solving with children.

Instead of Say	"No" or "Don't"
Say	"Please stop", "I don't like that", "That's not OK", or "That is not a choice"
Instead of Say	"That's not nice"
Say	"That's not OK", "Please use gentle touches", or "That hurts Jordan"
Instead of Say	"No running"
Say	"I need you to use your walking feet" or "You may run when we go outside"
Instead of Say	"Stop crying"
Say	"I need you to use your words to tell me what is wrong"
Instead of Say	"Can you put away your toys?" (If it is not a choice, do not pose it as a question)
Say	"You may help me pick up the blocks, or help Alyssa pick up the puzzles"
Instead of Say	"I said yes" (when a child tells you "no")
Say	"No is not a choice, I need you to..."

BITING POLICY

Biting is a behavior that usually appears between the ages of one and three years. While biting is an age-appropriate behavior, it is important to remember it is also an unacceptable behavior in a childcare environment. Children bite for a variety of reasons: teething, sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress. Biting is not something to blame on children, their parents or their teachers. There are a variety of strategies we implement at LilyPad to prevent and stop biting. This is the process followed when a child bites:

- The biting child is stopped and told, “Stop biting. Biting hurts” in a firm voice. Teachers should remain calm, being careful not to show anger or frustration towards the child.
- The biting child is removed from the situation. Depending upon the observed motive for the bite, the separation may include re-direction or meeting the child’s needs. As little attention as possible will be placed on the biting child, to avoid reinforcing the behavior.
- Appropriate first aid will be provided to the child who was bitten. Bite will be washed with soap and water; cold compress will be applied to reduce pain and swelling. A bandage will be applied if necessary.

It is important to explore the reasons for biting when it occurs. Teachers need to work with parents to gather information about the child’s behavior and begin observations to determine the reasons for biting. Examples of triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on prevention strategies and start teaching replacement skills. Below are the steps the teacher will take to identify triggers and replace the behavior:

1. The teacher will examine the context in which the biting is occurring and look for patterns. The following questions should be asked:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care he/she deserved at other times?
2. The teacher will change the environment, routines or activities if necessary.
3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate ways
4. The teacher will observe the child, to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent and Director and/or Assistant Director will meet regularly to regulate an action plan and measure outcomes.
7. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

All information is confidential and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on an Incident/Accident Report which is completed and signed by a teacher and parent. A copy is provided to the parent and the original kept in the child’s permanent enrollment file in the office.

REMOVAL OF A CHILD FROM THE CLASSROOM

Children cannot be removed from the classroom as we do not have extra staff available to correct ratios. In rare instances, children may be brought to the main office and the Director and/or Assistant Director will assist the child in calming down and/or help staff manage the classroom. Teachers must call the office and speak to the Director and/or Assistant Director before removing a child from the classroom.

If at any time a child’s behavior becomes threatening to themselves, other children, staff or teachers, the Director and/or Assistant Director should be immediately notified.

Meals and Nutrition

LilyPad follows the Child and Adult Care Food Program (CACFP) nutrition and practice guidelines for meals and snacks.

- Prior to each meal, tables must be washed with soapy water. Each table must then be sanitized with bleach water and either air-dried or wiped clean with a dry paper towel.
- All staff and children must wash hands before and after each meal, for at least 20 seconds.
- Staff shall sit with children at the tables and supervise all mealtimes. Staff should encourage conversation by asking questions or talking about the food; good table manners should be modeled.
- First-serving child sized-portion will be provided for all staff. Each staff member is expected to eat the meal provided, in order to model good eating habits.
- Children will never be forced or bribed to eat. Children must have every food on their plate. However, if a child states that he/she does not like a particular food, they may place just a small amount (ex: one or two peas) on their plate.
- Following every meal, tables and chairs must be washed with soapy water and sanitized with bleach water.

FOOD FROM HOME

Children are welcome to bring in special treats to celebrate a birthday or holiday. Due to various food allergies and dietary restrictions in our classrooms, we recommend supplying store-bought snacks still in the original packaging. Please check with your child's teacher before bringing any homemade snacks. A list of healthy snack options approved by the USDA and Iowa Department of Education is available from the Director and/or Assistant Director.

Infant, Toddler and Two Year Old Program Information

The following information is specific to the infant, toddler, and two year old program rooms:

- Parents must supply diapers, wipes, diaper cream, bottles, formula, baby food, extra clothing, pacifiers, blankets, and stuffed toys for rest time. Please label all items with child's name.
- Children may use pacifiers during rest time. To reduce the likelihood of spreading illness, pacifiers must be kept in a child's cubby or diaper bag during all other times of the day.
- If a mother is breastfeeding, please be sure to discuss with the mother when she would like her child to be fed breast milk, and when she would like to come in to breastfeed.
- Breast milk must be brought in ready-to-use containers. For health reasons, we are not able to store bags of frozen milk for extended periods of time.
- We recommend that all new foods be tried at home first since a child could have an allergic reaction to foods they have not had before. Check with parents before introducing ANY new food.
- Children must be held when being fed – bottle propping is forbidden.

SIDS

Sudden Infant Death Syndrome (SIDS) is the unexpected, sudden death of a child under age 1 for which a cause of death cannot be identified. It is not known what causes SIDS, however several sleeping practices have been linked to an increased risk for SIDS. Therefore, LilyPad has a strict policy for infant sleep placement.

All infants less than one year will be placed on their back to sleep.

Infants shall not be allowed to sleep in a car seat or swing for a period of longer than 15 minutes.

Once a child has been placed in his or her crib for nap, if the infant rolls from back to front - and is also able to roll from front to back - it is acceptable to leave the infant sleeping on his or her stomach. NO heavy blankets, stuffed toys or pillows should ever be placed in a crib.

A request for alternative sleeping positions must be accompanied by a signed and dated physician's note stating the reason for the request. Staff members found to violate this policy will be subject to the Disciplinary Procedure and possibly termination.

Parent Relationships

PARENT INTERACTIONS

Many of our employees will become well acquainted with the parents of the children. This is an important part of providing quality care, but there are a few guidelines to which staff members must adhere:

- Address parents by their first name.
- Talk with parents about an issue with their child only if you are not in the classroom with children.
- Never talk about concerns about a child in front of any other children.
- When stating a concern about their child, also state at least two positive things about their child. Don't focus only on the negative.
- Do not use other children's names when discussing behavior concerns and/or incident reports.
- Avoid the phrase "I don't know." Instead, say "I'm not certain of the answer for that; can I get back to you?" then find the answer and reply to the parent as soon as possible.
- Conversations at pick-up and drop-off should be brief; your chief responsibility remains the supervision of the children. If you feel a parent needs more time or attention, ask to schedule a time to meet outside the classroom.

HANDLING PARENT COMPLAINTS

- Listen carefully. Many times a person just needs an opportunity to air his or her feelings and feel they've been heard.
- Repeat what you have heard the other person say, trying to summarize it in one sentence. ("You're upset that Gavin isn't able to stay awake for dinner and seems crabby at night.")
- State the changes that you think the parent would like to have made. ("You would like us to make sure Gavin lies down for at least an hour every afternoon.")
- State what you will do to solve the problem. ("I will speak with the other teachers and make a note on his chart to make sure the message reaches everyone.")
- Follow through. If you tell a parent you will do something, do it promptly and follow up with them immediately afterward. ("I spoke with the other teachers last week; how are things going with Gavin? Did you notice a change?")
- If you are unsure how to solve the complaint, refer the parent to the Director and/or Assistant Director. ("I'm not sure how to answer that; the Director and/or Assistant Director will be able to better help you.")

Position Descriptions

There are four classes of employee at LilyPad: Level I, Level II, Level III, and Level IV. A staff member's "level" determines eligibility for benefits such as paid vacation leave or health insurance, as well as a staff member's pay rate. There are different responsibilities, expectations, and qualifications for each level.

LEVEL I

Scheduled 40 hours per week for a term of nine or twelve months per year

Assistant Director

General Job Description

Assist and support the Director in the daily operation of the center. Recruit new staff members and provide an orientation. Oversee Iowa QRS process, including monitoring adherence to program standards and practices, arranging Nurse Consultant visits and completing application procedure. Develop schedules for staff members. Audit and update personnel and enrollment files annually. Conduct formal and informal observations to evaluate teaching staff; provide counseling through immediate feedback and annual performance evaluations. Administer parent surveys annually; review feedback and set center-wide goals; assess progress at six month and 12 month marks. Review and edit staff and parent handbooks at least annually. Manage training requirements for staff members. Conduct center tours and provide program information to prospective clients. Substitute in classrooms as needed.

Required Qualifications

B.A./B.S. in Early Childhood Education or related field. One year experience working with children birth through 12 years in a home or center setting.

Preferred Qualifications

M.S. in Early Childhood Education or related field. Two or more years experience working with children birth through 12 years in a home or center setting.

Lead Teachers

General Job Description

Plan and implement a full-day, year-round, developmentally appropriate curriculum including weekly themes and lesson plans, inclusion of theme-related materials, and rotation of toys and equipment on a regular basis. Provide safe, responsive, stimulating environment by actively engaging oneself in daily activities and routines. Form and maintain professional relationship with parents and families. Assess all areas of development of children using the Creative Curriculum. Develop and maintain portfolio for each child. Conduct two parent-teacher conferences per year with each family.

Responsible for supervision and direction of Full-Time Assistant Teacher, Part-Time Assistant Teacher(s), Part-Time Aide(s), Volunteers. Maintain all certifications as required. Ensure compliance with all Iowa Department of Human Services rules and regulations.

Required Qualifications

Infant/Toddler/Two-Year-Old Classrooms: Child Development Associate (CDA) credential or equivalent, or must be enrolled in CDA program. Two years experience working with children birth to two years in home or center setting.

Preschool Classrooms: B.A./B.S. in Early Childhood Education or related field; teacher licensure in early childhood. Two years experience working with children three to five years in a home or center setting.

Preferred Qualifications

Infant/Toddler/Two-Year-Old Classrooms: B.A. or B.S. in early childhood education or related field. Three or more years experience working with children birth to two years in a center setting.

Preschool Classrooms: Special education endorsement. Experience working with children with special needs and/or behavior disorders. One year experience working in a preschool classroom.

LEVEL II

Scheduled 40 hours per week for a term of either nine or twelve months per year

Full-Time Assistant Teachers

Job Description

Assist the Lead Teacher in planning of weekly themes, lesson plans and daily activities. Observe, record and assess each child's individual growth and development. Maintain a safe, healthy environment for children at all times. Actively engage in daily activities and routines with children. Ensure compliance with all Iowa Department of Human Services rules and regulations.

Required Qualifications

High school diploma or equivalent. Two years experience working with children birth to five years, or school age, in a home or center setting.

Preferred Qualifications

B.A./B.S. in Early Childhood Education or related field; enrollment in Early Childhood Education or related field at accredited university/college; or CDA credential/equivalent. Two or more years experience working with children birth to five years, or school age, in a center setting.

Full-Time Floaters

Job Description

Maintain safe, healthy environment for children at all times. Actively engage in daily activities and routines with children. Maintain all certifications as required. Ensure compliance with all Iowa Department of Human Services and National Association for the Education of Young Children (NAEYC) rules and regulations.

Required Qualifications

High school diploma or equivalent. Two years experience working with children birth to school age, in a center setting.

Preferred Qualifications

B.A./B.S. in Early Childhood Education or related field; enrollment in Early Childhood Education or related field at accredited university/college; or CDA credential/equivalent. Two or more years experience working with children birth to school age, in a center setting.

LEVEL III

Part-Time Assistant Teachers

Job Description

Assist in the implementation of weekly themes, lesson plans and daily activities. Supervise activities of children and provide stimulating activities. Maintain all certifications as required. Ensure compliance with all Iowa Department of Human Services rules and regulations.

Required Qualifications

At least 18 years of age. High school diploma or equivalent. One year experience working with children birth to five years, or school age, in a home or center setting.

Preferred Qualifications

B.A./B.S. in Early Childhood Education or related field; enrollment in Early Childhood Education or related field at accredited university/college; or CDA credential. Two or more years experience working with children birth to five years, or school age, in a center setting.

LEVEL IV

Part-Time Aides

Job Description

Assist in implementation of daily activities and performance of daily routines. Maintain all certifications as required. Ensure compliance with all Iowa Department of Human Services and National Association for the Education of Young Children (NAEYC) rules and regulations.

Required Qualifications

At least 16 years of age. Basic knowledge of safety and care practices for children birth to five years, or school age.

Benefits

Eligibility for benefits is determined by employment status. Level I and Level II staff members are eligible for:

- Vacation and sick leave
- Paid holidays
- Individual or family health and dental insurance coverage (provided by Health Alliance/Delta Dental)
- Discounted child care

Benefits will be offered to employees without discrimination to any person on the basis of race, color, age, creed, sex, national origin, religion, political affiliation, sexual orientation, physical/mental disabilities or marital status.

VACATION AND SICK LEAVE

Vacation and sick leave will be disbursed in a lump amount on September 1st of every year, and must be used by August 31st of the following year. Only 20 hours of vacation leave for Level I staff members and 10 hours of vacation leave for Level II staff members may be carried over into the next year; any unused sick leave will expire on August 31st.

- Level I staff members will receive **100** hours of paid time off.
- Level II staff members will receive **50** hours of paid time off.

Vacation leave must be scheduled at least one week (two weeks is preferred) in advance using the absence approval form. The form should be completed for approval after the staff member has made arrangements for coverage during their time off. Only one full-time staff member per classroom may be absent at a time, unless there are unusual circumstances. Paid time off may not be used within the first week of a new semester/schedule change. The Director and/or Assistant Director must be notified in advance of all absences. Full-Time and Part-Time Assistant Teachers, and Part-Time Aides should also notify the Lead Teacher of any absences. Vacation time used should be noted on the staff member's time card.

HOLIDAYS

LilyPad is closed in observance of the following holidays:

<i>New Year's Day</i>	<i>Memorial Day</i>	<i>Independence Day</i>
<i>Labor Day</i>	<i>Thanksgiving (2 days)</i>	<i>Christmas (2 days)</i>

If the holiday falls on a weekend day, LilyPad will close during the week. For example, if New Year's Day falls on a Saturday, LilyPad may close on Friday. All Level I and II staff members will receive pay for days which LilyPad is closed due to a holiday, if the center is closed on a regularly scheduled workday. If LilyPad closes additional days other than those listed above, Level I and II staff members must use vacation leave to receive pay for extra days the center is closed.

HEALTH INSURANCE

Individual or family health insurance coverage is available to all Level I staff members after 30 days of employment. LilyPad contributes 50% of the individual health insurance premium. If a staff member selects family health insurance coverage, the staff member will be responsible for 100% of the premiums for their spouse and/or child; LilyPad will contribute 50% to the individual premium. Coverage is provided by Health Alliance. The Director and/or Assistant Director will provide additional information to eligible staff members.

DENTAL INSURANCE

Individual or family health insurance coverage is available to all Level I and II staff members after 30 days of employment. Staff members must pay 100% of their dental insurance premiums. Dental insurance is provided by Delta Dental. A staff member must accept or decline coverage at the time of hire. If a staff member declines coverage at the time of hire, she/he must wait until the renewal period to enroll.

DISCOUNTED CHILD CARE

All Level I and II staff members are eligible for discounted childcare. The Director and/or Assistant Director will provide additional information to eligible staff members upon hire.

BREASTFEEDING POLICY

Company Responsibilities

Breastfeeding employees who choose to continue providing their milk for their infants after returning to work shall receive:

Milk Expression Breaks

For up to one year after child's birth, breastfeeding employees are allowed three twenty minute breaks to breastfeed or express milk during work hours. For time that may be needed beyond the usual break times or full first year, employees may use their lunch break or personal leave or they may clock out or make up the time as negotiated with their supervisors.

Maintain Ratios in Classroom

If another staff member is not able to switch classrooms to maintain ratio, one of the directors or if available an extra staff will be provided for the employee to step out of the classroom to breastfeed or express milk.

A Place to Express and Store Milk

If the employee does not want to breastfeed in the classroom another closed door room will be provided for staff to breastfeed or express milk in privacy. Employees wishing to use this room must reserve the room by informing one of the directors when they will need to use it.

Staff may store expressed breast milk in a LilyPad refrigerator and must be labeled with the name of the employee and the date of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Employees storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage, refrigeration and tampering.

Employee Responsibilities

Communication with Supervisors

Employees who wish to express milk during the work period shall keep supervisors informed of their schedule in the mornings so that appropriate accommodations can be made to satisfy the needs of both the employee and the company.

Maintenance of Milk Expression Areas

Breastfeeding employees are responsible for keeping milk expression areas clean. Employees are also responsible for keeping the general lactation room clean for the next user. This responsibility extends to both designated milk expression areas, as well as other areas where expressing milk will occur.

Milk Storage

Employees should label all milk expressed with their name and date collected so it is not inadvertently confused with another employee's milk. Each employee is responsible for proper storage of her milk.

Emergency Procedures

EMERGENCY MEDICAL/DENTAL PROCEDURE

It is important that parents complete and update, as needed, an Emergency Contact and Parental Consent Form. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency. In addition, the form allows LilyPad Learning Center staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. **It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.**

- If a child becomes ill or injured after arriving at the center, the Lead Teacher will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick up persons on the Emergency Contact & Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office and remain under the supervision of the Director and/or Assistant Director until a parent arrives.

IF THE CHILD REQUIRES IMMEDIATE MEDICAL ATTENTION:

- The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, first ensure the child is stable and if possible, bring the child with you to call 911.
- **CALL 911.**
 - Provide the center's name and location" **LilyPad Learning Center, 600 E. 1st Street**

- Provide the child's name and a description of the incident. Follow instructions as provided by the operator.
- A staff member who witnessed the emergency situation will accompany the child to the hospital, bringing the child's physical exam, immunization records, and Emergency Contact & Parental Consent Form.
- **Staff may not transport an ill and/or injured child in a personal vehicle.**

EMERGENCY FIRE PROCEDURE

- If you detect a fire, pull the nearest fire alarm signal (small red box mounted on the wall near the exits).
- If it is a small fire, attempt to extinguish the fire using the nearest fire extinguisher. (**IF YOU ARE ON DUTY IN A CLASSROOM** at the time of a fire, follow the instructions below and evacuate the children first.)
- Exit the building and proceed to the designated meeting place.
- **Call 911 as soon as you have reached the meeting place.**
 - Provide the center's name and location: **LilyPad Learning Center, 600 E. 1st Street**
 - Describe the location of the fire.

IF THE FIRE ALARM SOUNDS WHILE YOU ARE ON DUTY IN A CLASSROOM:

- Assist in the evacuation of the children from your classroom.
- Collect the classroom **first aid kit, classroom binder, and attendance clipboard.**
 - Staff member closest to the outdoor exit is responsible for leading children out that exit and to the designated meeting place: **sidewalk northeast of the center, leading to Sand Cherry Lane.** *Every classroom must stay together as a group.*
 - Staff member farthest from the outdoor exit is responsible for ensuring everyone has evacuated the classroom.
- The last staff member to exit the classroom must turn off all lights and close all doors.
- Once assembled at the designated meeting place, the Lead Teacher is responsible for using the classroom attendance clipboard to ensure all children are accounted for.
 - *If the Lead Teacher is not present, the Full Time Assistant Teacher will assume this responsibility.*
- The Director and/or Assistant Director will verify, as soon as possible, that all children are accounted for.
- If unable to return to the building in a timely manner:
 - The **Ballard Community School District Transportation Department - (515) 597-2979** will be contacted.
 - Buses will transport children and staff members to the **3 C's - 515 North Main Avenue - (515) 597-2515.**
 - Lead Teachers will be responsible for contacting parents and informing them of the situation.

****FIRE DRILLS WILL BE PRACTICED MONTHLY****

The Director or Assistant Director will initiate all drills and maintain records of all drills.

EMERGENCY TORNADO PROCEDURE

- If the Huxley tornado warning sirens are sounded, assist in the evacuation of the children from your classroom.
- Collect the classroom **first aid kit, classroom binder, and attendance clipboard.**
 - Staff member closest to the hallway exit is responsible for leading children out that exit and to the designated shelter area: **hallway restrooms and interior hallway between Butterfly and Grasshopper classrooms.** *Every classroom must stay together as a group.*
 - Staff member farthest from the interior exit is responsible for ensuring everyone has evacuated the classroom.
- Once assembled in the designated shelter area, the Lead Teacher is responsible for using the classroom attendance sheet to ensure all children are accounted for.
 - *If the Lead Teacher is not present, the Full Time Assistant Teacher assumes this responsibility.*
- The Director and/or Assistant Director will verify, as soon as possible, with Lead Teachers that all children are accounted for.
- **All children and staff must remain on the floor in the designated shelter area and wait to receive an "all clear" from the Director and/or Assistant Director.**
- During a tornado warning, the Director and/or Assistant Director will be responsible for monitoring weather information by radio and will keep staff members informed of emergency weather changes.

****TORNADO DRILLS WILL BE PRACTICED MONTHLY****
The Director or Assistant Director will initiate all drills and maintain records of all drills.

INTRUDER OR DANGEROUS ADULT

A dangerous adult is considered someone who is displaying inappropriate or threatening behavior, carrying a weapon, or showing signs of intoxication from either drugs or alcohol. This also includes an individual that is prohibited by court order from picking up or having contact with a child.

If there is an intruder or dangerous adult in the center:

- Staff members in the immediate area will position themselves between the children and intruder/dangerous adult.
- A staff member will attempt to have the parent/intruder move to the hallway and close the classroom door, while a second staff member calls the Director or Assistant Director to assist with the situation.

IN THE EVENT OF AN INTRUDER OR DANGEROUS ADULT:

- Staff members will be notified by the Director and/or Assistant Director of the threat using the “All Page” feature on the telephones.
- ALL staff and children must return to their classrooms; lock all classroom doors; and sit on the floor away from doors and windows. Wait for an “All Clear” from the Director or Assistant Director before continuing with activities.
- The Director and/or Assistant Director, or a staff member designated by the Director and/or Assistant Director, will contact the **Huxley Police Department - (515) 597-2002** to notify them of the situation.
- The Director and/or Assistant Director will instruct the intruder or dangerous adult to leave the premises, maintaining visual contact with the individual until the police arrive, or until the individual leaves.

IN THE EVENT OF AN INTOXICATED PARENT:

- The Director and/or Assistant Director and Lead Teacher will talk with the intoxicated parent about alternative arrangements for pick up, while another authorized pick up person is contacted.
- If another authorized pick up person cannot be reached, the child must be released to the intoxicated parent.
- The Director and/or Assistant Director, or Lead Teacher will inform the parent that the police will be notified.
- Call the **Huxley Police Department – (515) 597-2002** and inform them of the situation. Provide as much information as possible, including parent’s name, make/model of the car, and license plate number.

BLIZZARD/SEVERE WINTER WEATHER

The Director and/or Assistant Director will monitor the weather and local news stations throughout the day to determine when it is appropriate to close the center early or cancel care for the following day.

Lead Teachers are responsible for contacting parents to inform them of the situation. Routine classroom activities will continue until parents arrive.

LIGHTNING

All children must immediately return indoors when lightning is observed. Children playing under or around a tree must be immediately removed from the area.

MISSING OR ABDUCTED CHILD

- In the event of a *missing* child, the Lead Teacher will search for the child in the immediate area, while another staff member calls the Director and/or Assistant Director to help with the search.
 - If the child cannot be located in a reasonable amount of time, the Director and/or Assistant Director will notify the **Huxley Police Department – (515) 597-2002** and the child’s parents.
- In the event of an *abducted* child, the Lead Teacher must **immediately** contact the Director and/or Assistant Director, the Huxley Police Department, and the child’s parents.

POWER FAILURE

Staff members and children should remain in the classroom and if possible, proceed with activities as usual, or may go to the outdoor playground until power resumes.

If power cannot be restored within a reasonable amount of time, the center will close and parents contacted.

- Lead Teachers are responsible for contacting parents to inform them of the closing and of the need to immediately pick up their child.
- Activities will resume as possible until parents arrive.

CHEMICAL SPILL

ENVIRONMENTAL OR OUTDOOR CHEMICAL SPILL:

If the center receives notification from the Huxley Police Department that there has been a chemical spill in the area, or if staff members observe an unusual odor while outdoors:

- Staff members and children must immediately return to their classrooms.
- All doors and windows must be immediately closed.
- The Director and/or Assistant Director will monitor the situation and provide information to staff members as it is available. Further action taken will depend on instructions received from the Huxley Police Department.

INDOOR CHEMICAL SPILL: (including the mixing of chemicals which creates hazardous fumes)

- Immediately notify the Director or Assistant Director of the situation then assist in the evacuation of the children from your classroom.
- Collect the classroom **first aid kit, classroom binder, and attendance clipboard.**
 - Staff member closest to the outdoor exit is responsible for leading children out that exit and to the designated meeting place: **sidewalk northeast of the center, leading to Sand Cherry Lane.** *Every classroom must stay together as a group.*
 - Staff member farthest from the outdoor exit is responsible for ensuring everyone has evacuated the classroom.
- The last staff member to exit the classroom must turn off all lights and close all doors.
- Once assembled at the designated meeting place, the Lead Teacher is responsible for using the classroom attendance clipboard to ensure all children are accounted for.
 - *If the Lead Teacher is not present, the Full Time Assistant Teacher will assume this responsibility.*
- The Director and/or Assistant Director will verify, as soon as possible, with Lead Teachers that all children are accounted for.
- The Director or Assistant Director will contact the **Huxley Police Department – (515) 597-2002** to inform them of the situation. Further action taken will depend on instructions from the Huxley Police Department.
- If unable to return to the building in a timely manner:
 - The **Ballard Community School District Transportation Department (515) 597-2979** will be contacted.
 - Buses will transport children and staff members to the **3 C's - 515 North Main Avenue – (515) 597-2515.**
 - Lead Teachers will be responsible for contacting parents and informing them of the situation.

BOMB THREATS

If a staff member receives a bomb threat or locates a suspicious package, the Director or Assistant Director must be immediately notified. DO NOT ATTEMPT TO MOVE A SUSPICIOUS PACKAGE. The Director or Assistant Director will contact the **Huxley Police Department (515) 597-2002.**

IF YOU ARE ON DUTY IN CLASSROOM:

- Position yourself between the children and impending threat, as much as possible.
- Collect the classroom **first aid kit, classroom binder, and attendance clipboard.**
 - Staff member closest to the outdoor exit is responsible for leading children out that exit and to the designated meeting place: **sidewalk northeast of the center, leading to Sand Cherry Lane.** *Every classroom must stay together as a group.*
 - Staff member farthest from the outdoor exit is responsible for ensuring everyone has evacuated the classroom.
- Once assembled at the designated meeting place, the Lead Teacher is responsible for using the classroom attendance clipboard to ensure all children are accounted for.
 - *If the Lead Teacher is not present, the Full Time Assistant Teacher will assume this responsibility.*
- The Director and/or Assistant Director will verify, as soon as possible, with Lead Teachers that all children are accounted for.

- If unable to return to the building in a timely manner:
 - The **Ballard Community School District Transportation Department - (515) 597-2979** will be contacted.
 - Buses will transport children and staff members to the **3 C's - 515 North Main Avenue - (515) 597-2515**.
 - Lead Teachers will be responsible for contacting parents and informing them of the situation.

EARTHQUAKE

In case of an earthquake, staff members will assist children in seeking shelter under tables or outdoors and away from buildings. The first aid kit, classroom emergency binder and classroom attendance clipboard should remain with the Lead Teacher at all times. When notified by the Director or Assistant Director that the situation is safe, the Lead Teacher must use the classroom attendance clipboard to verify all children are accounted for. Parents will be notified as soon as possible.

GENERAL EMERGENCY PROCEDURE GUIDELINES

- A First Aid kit is located on the wall near the outdoor exit in each classroom. An additional First Aid kit is also available in the office. The Assistant Director will restock items monthly; however, staff members are responsible for reporting when additional items are needed before that time.
- Blood borne pathogens kits are available in the office and in each of the hallway bathrooms.
- All incidents or accidents (including biting) are reported to the parents, Lead Teacher, Director and/or Assistant Director using the Incident/Accident Report form. A completed form must be signed by a parent on the day of the incident. A copy must be given to the parent and the signed original given to the Assistant Director to be filed in the child's enrollment folder. In some cases, (i.e., there is a large cut, bruises or a bite mark visible on the child's body) staff members are required to call parents before pick up to inform them of the incident.
- Parents are discouraged from trying to pick up their child during an emergency. However, if a parent arrives during such a situation, the child must be released to the parent.
- **In the event of an emergency, it is important to remain calm.**
- **As a staff member, your first responsibility is ensuring the safety of the children in your care.**

Exposure Control Plan

LilyPad is committed to providing a safe work environment for all employees. In pursuing this endeavor, LilyPad is providing a Bloodborne Pathogen Exposure Control Plan (ECP) which meets the requirements of Occupational Health and Safety Organization (OSHA)'s Bloodborne Pathogen Standards. This ECP includes the following information:

- Employee exposure determination
- Methods of implementation and control
- Training and communication of hazards to employees
- Post-exposure evaluation
- Record keeping

PROGRAM ADMINISTRATION

The Director is responsible for:

- Implementing ECP and reviewing the plan at least annually and updating it as needed.
- Assuring that written clean up procedures are developed and that an appropriate disinfectant is available and used.
- Maintaining ongoing controls such as labeling biohazard bags and solutions and provide all personal protective equipment (PPE), and other needed supplies, such as sharps containers and "spill kits". ("Spill Kits" refers to a kit

made up of disposable medical gloves, resuscitation bags, eye protection or goggles, aprons, disinfectant, disposable towels, red/biohazard labeled bags. **Red/Biohazard bags are needed only for items which release blood when compressed)**

The Assistant Director is responsible for:

- Ensuring Universal Precautions training is available for employees
- Documentation of completed training
- Making the written ECP available to employees

EMPLOYEE EXPOSURE DETERMINATION

The following is a list of job classifications in which employees will be expected to handle blood or OPIM:

1. Director/Owner
2. Assistant Director
3. Teachers (Leads, Assistants and Aides)
4. Volunteers/Interns
5. Kitchen Manager

METHODS OF IMPLEMENTATION AND CONTROL

- **Universal Precautions** procedures must be used by employees when handling blood or OPIM. Universal Precautions means an approach to infection control in which all human blood and certain bodily fluids are treated as if known to be infectious with HIV, hepatitis B, and other bloodborne pathogens.
- **Exposure Control Plan (ECP)** is available to all employees and volunteers.
- **Work Practice Controls** include:
 - Accessible handwashing facilities
 - No eating drinking, smoking, applying cosmetics or lip balm, and handling contact lenses when blood or OPIM is present
 - No food or drink shall be kept in areas (such as on countertops) where blood or OPIM is present
 - All surfaces contaminated with blood will be cleaned with bleach and water solution
 - Most items used in cleaning a blood spill (i.e. paper towels) will be placed in the regular trash unless saturated with blood. Items saturated with blood to the point that blood is released when compressed shall be placed in a leak-resistant bag labeled with the biohazard symbol.
 - Containers for “sharps.” All needles and syringes will be discarded in container immediately after use. Needles must not be recapped.
- **Personal Protective Equipment (PPE)** shall be available to employees. The following PPE is available at LilyPad:
 - Single-use non-latex gloves
 - Mouthpieces for resuscitation (CPR)
- Gloves shall be used when handling blood or OPIM and replaced if torn, punctured, contaminated, or if their ability to function as a barrier is compromised.
 - Hands and any exposed skin shall be washed immediately or as soon as feasible after removal of gloves. Unless saturated with blood, gloves may be placed in the regular trash. Gloves saturated with blood shall be placed in a leak-resistant bag labeled with the biohazard symbol.
- **Training** in Universal Precautions and Bloodborne Pathogens is required of all employees annually. The training must covers at a minimum, the following elements:
 - A copy and explanation of the OSHA standard.
 - Epidemiology and symptoms of bloodborne pathogen
 - Modes of transmission
 - Methods to recognize exposure tasks and other activities that may involve exposure to blood.
 - Use and limitations of engineering controls, work practices and PPE.
 - PPE-types, use, location, removal, handling, decontamination, and disposal
 - PPE-selection and basis

- Hepatitis B vaccine (stated to employee that vaccine is free of charge prior to offering vaccine).
- Use of “spill kits” and location of kits with quick access.
- Procedures for limiting exposure to blood or OPIM
- Post-exposure evaluation and follow-up

POST EXPOSURE EVALUATION

Should an exposure incident occur, the Director must be immediately notified and a medical evaluation will be provided by McFarland Clinic, Ames at no cost to the employee. LilyPad will see that the following elements are performed:

- Documentation of the route of exposure and how the exposure occurred
- Identification of the Source (person's blood that employee was exposed)
- Obtain consent and test source individual for HIV and/or Hepatitis B antibody as soon as possible
- If source does not give consent, **document** that consent could not be obtained

LilyPad will ensure that the medical care provider is given the following information:

- A description of the employee's job duties relevant to the exposure incident
- Route and circumstances of the exposure
- If possible, the results of the Source antibody testing
- Relevant employee medical records, including hepatitis B vaccination status
- Copy of regulation

The medical provider will be requested to provide the facility with the following:

- If Hepatitis B is indicated and if employee has received vaccine.
- Whether or not the employee has been informed of the results of medical and any medical condition that may require further evaluation and treatment.

RECORD KEEPING

Employee medical records and records of exposure will be kept on site for a minimum of 10 years.

Training records will be maintained in each employee’s personnel file for a minimum of 3 years. Training records must include date of training and name of trainer.

Hand Washing Procedure

All adults in LilyPad classrooms need to follow ALL the steps identified below to prevent the spread of disease to children and staff members.

HOW TO WASH YOUR HANDS MOST EFFECTIVELY

- Use soap and warm (between 60 and 120 degrees F), running water
- Rub hands vigorously **for at least 20 seconds** (sing the “ABC’s”).
- Wash all surfaces, including backs of hands, wrists, under fingernails with fingers pointed to the sink drain
- Rinse hands well with the water running
- Dry hands with a disposable towel
- Turn off water with the paper towel

WHEN TO WASH YOUR HANDS

- Upon arrival in the classroom
- When changing from one group of children to another
- Before preparing or serving food
- After eating food

- After diapering/toileting a child
- After contact with bodily fluids (vomit, blood, mucus)
- Before and after administration of medication
- Before and after sensory play, including water play
- After coming indoors or returning from a break
- After handling pets
- After using the restroom

WHEN TO WASH THE CHILDREN'S HANDS

- Upon arrival in the classroom
- Before eating, drinking or preparing snacks for others
- After eating
- After using the toilet or having their diapers changed
- After contact with bodily fluids (vomit, blood mucus)
- Before and after sensory play, including water play
- After returning indoors from the playground
- After handling pets

If they are too young to do it themselves, YOU wash the children's hands. Older children should get into the habit of hand washing to stop disease from spreading. Remember: they will learn by watching YOU.

Diapering Procedure

PREPARING FOR DIAPERING

To minimize contamination outside of the diapering area, prepare for a diaper change *before* bringing the child to diapering area, for example, by having ready:

- Changing table paper (if used) to cover the table from the child's shoulders to heels (in case it becomes soiled and must be folded over to give a clean surface during the change)
- Enough wipes for the diaper change including wiping the bottom and hands after taking the soiled diaper away from the child's skin)
- A clean diaper, plastic bag for soiled clothes, and clean clothes if soiled clothing is anticipated
- Non-porous gloves if they will be used, and a dab of diaper cream on a disposable piece of paper or tissue if cream is being used

DIAPERING PROCEDURE

1. Prepare for diapering as indicated above.
2. Place child on diapering table. Remove clothing to access diaper. If soiled, place clothes into plastic bag.

3. Remove soiled diaper and place into lined, hands-free trash container used only for diaper waste. (To limit odor, seal in a plastic bag before placing into trash container.)
4. Use wipes to clean child's bottom from front to back.
5. Use a wipe to remove soil from adult's hands.
6. Use another wipe to remove soil from child's hands.
7. Throw soiled wipes into lined, hands-free trash container.
8. Put on clean diaper and redress child.
9. Place child at sink and wash hands following the "handwashing procedure."
10. Spray diapering surface with bleach-water solution and wait more than 10 seconds before wiping with disposable towel or allow to air dry. It should be noted that the recommended practice is to wait for 2 minutes to allow the solution to kill the germs. However, if there is a delay of at least 10 seconds before the solution is wiped from the surface, this will be considered adequate. The surface cannot be sprayed and immediately wiped.
11. Adult washes hands using the "handwashing procedure," without contaminating any other surfaces.

ADDITIONAL PRECAUTIONS

- The diapering surface must be sanitized after each diaper change with a bleach-water or other approved sanitizing solution (all surfaces must be to be sanitized – e.g., no quilted pads or safety straps, no containers that are stored on the diapering surface). The bleach-water solution must be allowed to stay on the surface for more than 10 seconds, and ideally 2 minutes, to kill the germs. So it is best for staff to spray the surface as the last step of the diapering procedure before washing their own hands. After the time lapse, the surface can be dried (no additional handwashing required at this time) or allowed to air dry (and wiped dry if still damp) before use with another child.
- Diapers are disposed of in a hands-free covered can (usually one that has a step pedal that lifts the lid) to prevent further contamination of surfaces.
- Toys that are played with or objects that are touched, while children's diapers are changed, must be put aside to be sanitized.
- Note: Both child's and staff's hands must be washed after the diapering procedure is completed.

Cleaning, Sanitizing and Disinfecting of Equipment

Cleaning, sanitizing and disinfecting are important steps to removing dirt and reducing the spread of germs in child care settings. Routine **cleaning** with detergent soap and water removes dirt and grime from surfaces. Floors, carpets, walls and windows are cleaned. **Sanitizing** removes dirt or filth and small amounts of germs. Bedding, bathrooms, kitchen counters, dishes and eating utensils are clean (to remove dirt) then sanitized. But some child care items and surfaces require the added step of **disinfecting** after cleaning to kill the germs on a surface. Diaper changing tables, hand washing sinks, table tops, and some toys should be cleaned then disinfected.

Using regular household bleach and water solution is an inexpensive, effective and easy way to remove or kill germs found on surfaces in child care. Bleach and water solution may be used in several ways:

- Dipping the object into a sink or pan filled with the bleach and water solution then letting the item air dry.
- Using paper towels soaked in bleach water solution to wash surfaces, then letting the surface air dry.
- Using spray bottles to thoroughly wet a surface, then allowing the surface to air dry.

All containers of bleach/water solution should be clearly labeled with the contents of the container and the date. *Example:* Bleach and Water Solution, March 3, 2010. Remember to keep all containers of cleaning and disinfecting products out of the reach of children.

A solution of bleach and water loses its strength and is weakened by heat and sunlight. A fresh bleach and water solution must be mixed every day. Unused bleach and water solution should be poured down a drain at the end of the day. Do not discard bleach water solution where other cleaners or chemicals are used. **Do not mix household bleach with other**

household chemicals such as toilet bowl cleaner, rust removers, acids or products containing ammonia. Mixing these chemicals with bleach will produce toxic and hazardous gases.

SANITIZING

When using bleach and water for sanitizing eating utensils or toys that are mouthed, a weaker bleach and water solution may be used.

- **1 teaspoon bleach to 1 quart of cool tap water**
- Dishes, eating utensils and toys should be submerged in the bleach and water solution for at least 1 minute then allowed to air dry. Food preparation and food service items should not be towel dried.

DISINFECTING

Use a stronger bleach and water solution on diaper changing tables, hand washing sinks, toilets, and other surfaces that need disinfecting. Use the following recipe to mix bleach and water for disinfecting.

- **¼ cup household bleach in 1 gallon of cool water OR**
- **1 tablespoon bleach to 1 quart of cool water**
- **Allow the surface to remain wet for 2 minutes**

Community Resources

The following is a brief list of resources available to individuals and families living in Story County.

FOOD PANTRIES

Mid-Iowa Community Action (MICA) Monday-Friday 8:30am-5pm. Can be visited once every 2 months. Story County residents only. Photo ID required with current address. www.micaonline.org	(515) 956-3333	125 S 3rd St Suite 100 - Ames
Bethesda Lutheran Church Monday/Wednesday 9-11am, Tuesday 1-3pm and 6:30-8pm, Thursday 1-3pm. Can be visited once a month. Photo ID required. Please enter the west entrance of the church. www.bethsdanet.org	(515) 232-6256	1517 Northwestern Ave - Ames
Calvary United Methodist Church Tuesday 2-3:30pm. Can be visited once a month.	(515) 232-6329	1403 24th St - Ames
First Evangelical Free church Tuesday 2-4pm, Thursday 9am-12pm. <u>Must live in Ames</u> and provide photo ID with current address. Can be visited every other month for 3 times total in 6 months, then once every 6 months. Does not provide vouchers of any kind.	(515) 232-2765	2008 24th St - Ames
Food at First (First United Methodist Church) FREE MEALS: Sunday, Monday, Tuesday, Thursday and Friday from 5:30-6:15pm. Saturday from 11:30-12:15pm. www.foodatfirst.com	(515) 232-2750	516 Kellogg Ave - Ames
Grand Avenue Baptist Church	(515) 232-8803	312 24th St - Ames

Call first to schedule an appointment with the on-call person.

Good Neighbor Emergency Assistance	(515) 296-1449	508 Kellogg Ave - Ames
Monday-Friday 9am-noon or call for an appointment. Food vouchers available for eggs, milk, cheese and fresh produce.		
Seventh Day Adventist Church	(515) 232-0472	
Call to schedule an appointment and address will be provided. Proof of income required.		
The Help Center	(515) 232-3074	110 Duff Ave - Ames
Thursday 3-7pm. Can visit 3 times in a 6 month period. Provides bread and other food items.		
Meals on Wheels	(515) 239-6730	
Prepares and delivers meals to the elderly and disabled.		
Cambridge Food Pantry (First United Methodist)	(515) 383-4392	215 2nd St - Cambridge
Monday 3:30-6pm, Wednesday 1-6pm, Friday 5-8pm, Saturday 1-5:30pm. Available every 2 weeks to the Cambridge community only. Enter through the church basement.		
Huxley Food Pantry (Fjeldberg Lutheran Church)	(515) 597-2831	209 N 2nd Ave - Huxley
Wednesday 6-7pm. Can be visited once a month. Will deliver in an emergency situation. Huxley and Kelley communities only.		
Maxwell-Collins Food Pantry (First Presbyterian Church)	(515) 387-8505	221 Main St - Maxwell
3 rd Tuesday of each month from 6-7pm. For Maxwell and Collins communities only. Proof of residence required.		
Slater and Sheldahl Food Pantry (Slater City Hall)	(515) 228-3122	105 Greene St - Slater
Wednesday 7-8pm. Can visit once a month.		

RENT AND UTILITY ASSISTANCE

Community Services	(515) 382-7290	126 S Kellogg, Suite 201 - Ames
Monday-Friday 8-4:30pm. Helps with current rent or utility bills when funds are available. Does <u>not</u> assist students.		
Emergency Residence Project (ERP)	(515) 232-8075	225 S. Kellogg Ave - Ames
Helps with past due rent, deposits and utilities when funds are available.		
City of Ames	(515) 239-5400	515 Clark Ave, Rm 214 - Ames
Provides a qualified renter with up to \$1200 to assist with one of the following: rental security deposit, first month's rent, and/or utility deposits. Also provides some assistance for transportation. Provides loans for minor home repairs and assistance for first time homebuyers. Applications are available at City Hall or online at www.city.ames.ia.us/housingweb/Default.htm		
Good Neighbor Emergency Assistance	(515) 296-1449	508 Kellogg Ave - Ames
Monday-Friday 9am-12pm. Appointment is <u>required</u> for assistance.		
Mid-Iowa Community Action (MICA)	(515) 956-3333	125 S 3rd St Suite 100 - Ames
May be able with utilities in danger of disconnection, depending on available funds. Need disconnection notice and copy of most recent bill. Also, must be within income guidelines and provide proof of income for last 90 days. <u>November 1-April 15: Non-Emergency Energy Assistance – must bring a recent heat, electric and local phone bill along with proof of income for all household members. Call for an appointment.</u>		
St. Thomas Aquinas Catholic Church	(515) 292-3810	2210 Lincoln Way - Ames
Appointments only. Denials from MICA and Community Services required.		
Evangelical Free Church	(515) 232-2765	2008 24th St - Ames
Thursday 1-3pm. Takes applications for rent and utility assistance. Does not take appointments.		
St. Patrick's Catholic Church (Good Samaritan)	(515) 382-2974	1110 11th St - Nevada
Monday-Friday 9am-12pm. Appointment is <u>required</u> for assistance.		
USDA Rural Development	(515) 332-4411	1301 6th Ave N - Humboldt
Monday-Friday, 8am-4:30pm. Provides homeownership opportunities and rental assistance to rural low-income families in Story County, as well as programs for home renovation and repair. www.rurdev.usda.gov		
Commission for Veteran's Affairs	(515) 382-7290	126 S Kellogg, Suite 201 - Ames
Provides assistant to eligible Story County veterans and/or their family members who were discharged under Honorable Condition. www.iowava.org		
Telephone Assistance Program (Life-Link/Lifeline)		
Provides a credit on your phone bill each month or reduced connection charges for first-time hook-ups. Come to MICA		

for an application. To be eligible, applicants must participate in one of the following programs: Medicaid, Free and Reduced Lunches, Food Stamps, Federal Housing Programs, FIP, SSI, or LIHEAP.

Story County Community Housing Corp. (515) 292-3676 130 S Sheldon Ave – Ames
 Monday-Friday, 8:30am-4:30pm. Provide homeownership opportunities and affordable rental housing for low-income families in Story County. www.storyhousing.org

CLOTHING AND FURNITURE

Ballard Community Clothes Pantry (515) 597-3553 908 N Hwy 69 – Huxley
 Contact person: JeriAnn. Wednesday 4-6pm, Saturday 10am-12pm, Sunday 1-3pm. Also by appointment. Enter through the garage around the back side of Ballard Creek Retirement Community.

Bethesda Luther Church (515) 232-6256 1517 Northwestern Ave – Ames
 Monday 9:30-11am, Tuesday 6:30-8pm. During the school year, also open Wednesday 9:30-11am. Enter through the church basement. Bring a photo ID

Bethany Life Communities (515) 733-5304
 Clothing available with a referral from MICA. Open Saturday and Monday afternoons.

Birthright of Ames (515) 292-8414 108 Hayward Ave – Ames
 Maternity and baby clothes.

Furniture Bank (515) 382-7290 126 S Kellogg, Suite 201 - Ames
 Must provide own transportation for furniture (appliances are not available). Income guidelines apply. Students are not eligible.

Maxwell United Methodist Church (515) 387-8594 501 2nd St – Maxwell
 3rd Tuesday of the month, 6-7pm. Toys and household items also. Come in the west door.

Nevada Resource Center
 On the corner of 8th and K Avenue. Wednesday 10-11am, Saturday 10-11:30am. Clothing for infants through teens.

The Help Center (515) 232-3074 110 Duff Ave – Ames
 Thursday 10am-2pm. Clothing and books.

St. Mary's Catholic Church (641) 377-2422 422 4th St – Colo
 Available 3 times a year (March, July, October) or by appointment in case of emergency. Clothes and household items. Also has referrals for furniture.

Suited for Work Clothing Closet (515) 232-6064 130 S Sheldon Suite 305 – Ames
 Monday 11am-1pm, Thursday 5-7pm, and the 3rd Saturday of each month from 11am-1pm. Available to FIP recipients and low-income individuals in Story County who have found employment or who are actively seeking employment. Need referral from ACCESS, Beyond Welfare, DHS, ERP, Iowa Workforce Development Center, MICA, YSS or WIC.

Subsidized Housing

City of Ames Department of Planning and Housing (515) 239-5400 515 Clark Ave – Ames
 Monday-Friday 8am-5pm.

Eastwood Apartments (515) 232-2413 420 E 7th St – Ames
 Hunziker Property Management.

Oakview I and II Apartments (515) 233-2752
 Jensen Property Management. 1-3 bedroom units. CIRHA housing certificates only.

Southcourt Townhomes (515) 382-5258 710 S 11th St – Nevada
 Nevada Properties.

Nevada Village Apartments (515) 223-0300 725 S 11th St – Nevada
 National Property Management

Viking Village Apartments (515) 733-5118 910-920 Fairview – Story City
 1-2 bedroom units.

South Side Apartments (515) 221-2100 305 S Center St – Zearing
 1-2 bedroom units.

Central Iowa Regional Housing Authority (CIRHA) (515) 986-1882
 CIRHA is a Section 8 Rental Assistance Program for Boone and Story County, except for the city of Ames.

Counseling and Support Programs

ACCESS (Assault Care center Extending Shelter & Support) (515) 292-0500

24 Hour Crisis Line: (515) 292-5378 or 1-800-203-3488. Confidential counseling and support groups for all who are facing battering and sexual assault.

“Living with HIV” Program (515) 956-3312

Contact Janelle at ext. 106. Serves Story, Marshall, Hardin, Hamilton, Greene, Franklin and Boone counties. Case management support including referrals to doctors, enrollment into prescription drug programs, information on testing sites, assistance with applying for Medicaid and Social Security benefits, etc. Completely confidential.

Center for Creative Justice (515) 292-3820 210 Lynn Ave - Ames

Provides probation supervision, alternative dispute resolution, and conflict management/prevention education programs.

Beyond Welfare (515) 292-5992 130 S Sheldon Suite 302 - Ames

Provides assistance in the areas of transportation, food and nutrition, housing, job development, child care, family partners, and circles of support through participation in their Community Leadership Team. www.beyondwelfare.org

Birthright of Ames (515) 292-8414 108 Hayward Ave - Ames

24-hour pregnancy services for those who have decided to have children.

Iowa New Choices Program (515) 433-5037 1125 Hancock Dr – Boone

DMACC Boone Campus, Room 124. Monday-Thursday 8am-4:30pm. Assists in determining career options by providing career, academic, pre-enrollment and financial counseling. Gives referrals and workshops, as well as assistance for child care and transportation for eligible individuals.

(FaDSS) Family Development and Self-Sufficiency Program (MICA) 956-3333 125 S 3rd St Suite 100 - Ames (YSS) 233-3141 420 Kellogg Ave - Ames

Program to help families who are receiving public assistance leave welfare behind with the partnership of a Family Development Specialist. Contact MICA for families with head of household 26 years or older. Contact YSS for families with head of household under 26.

Iowa State University Financial Counseling Clinic (515) 294-8644 1331 Palmer HDFS Bldg – Ames

Monday-Friday 8am-5pm. Evenings by appointment. Free for ISU students; all others pay a fee on a sliding scale depending on income and family size. HUD-approved non-profit organization dedicated to improving the financial well-being of individuals through education and counseling in the areas of homeownership, personal finance and credit.

Heartland Senior Services (515) 233-2906 205 S walnut Ave – Ames

Contact Carolyn Dixson. The Bill Payer Representative Payee Program is a free service designed by the AARP for those 60 and over, disabled or having difficulty taking care of day-to-day business affairs such as paying bills, balancing finances, and monthly budgeting. Qualifications: income must be less than \$19,000 a year, be a resident of Story County and the lack the support of family and friends.

People Place (515) 233-1677

Monday-Friday, 9am-3pm. Family resource center that offers support groups, classes, and children’s activities.

Mainstream Living, Inc. (515) 232-8405 2012 E 13th St – Ames

Provides meaningful opportunities for education, social and pre-vocational training for persons with disabilities. Also offers supported community living and respite services.

Youth and Shelter Services (YSS) Eastern Story County (515) 382-6874 860 6th St – Nevada

Crisis Line: 1-800-600-2330. Serves Colo, Collins, Maxwell, McCallsburg, Nevada and Zearing. Offers individual, family, group and in-home counseling on a sliding fee scale.

Youth and Shelter Services (YSS) Ames (515) 233-2250 420 Kellogg Ave – Ames

Crisis Line: 1-800-600-2330. Offers individual, family, group and in-home counseling on a sliding fee scale.

Richmond Center (515) 232-5811 125 S 3rd St Suite 200 – Ames

24-Hour Crisis Line: 1-800-830-7009. Has a sliding fee scale for those who qualify. Provides high-quality community-based behavioral healthcare services. Includes individual, couple, family and group counseling.

Mid-Iowa Family Therapy (515) 239-9974 1531 Airport Rd Suite A - Ames

Provides therapy to children age 5-18 and adults. Also provides group therapy classes. Call for information on current programs.

National Alliance of Mental Health Illness (515) 292-9400 130 S Sheldon Suite 306 - Ames

Education, support and advocacy on mental illness. Educational programs, support groups in Ames and Nevada. Call for information on current programs. www.namiofci.org

Community and Family Resources**(515) 232-3206 1619 S High Ave – Ames**

Substance abuse services, including evaluations/assessments, outpatient treatment, alcohol and drug education, and continuing care. Sliding fee scale. Insurance, Title 19 accepted.

Medical Resources**Free Medical Clinic (First United Methodist Church)****(515) 598-4341 508 Kellogg Ave – Ames**

Thursday 6-8pm. Arrive by 5pm in order to put your name on the list. This is a first come, first serve clinic. No appointment needed. Basic health care to uninsured and underinsured individuals and families regardless of age, gender, race, religion, sexual orientation or ethnicity.

Hawk-I Healthy Kids in Iowa**1-800-257-8563**

No-cost or low-cost healthcare coverage for children under 19 years of age. Application required. Children must be uninsured, ineligible for Medicaid, Iowa residents, and United States citizens or lawfully admitted resident aliens. Family must also meet income guidelines. Covers the following services: doctor visits, in- and out-patient hospital care, prescription drugs, speech therapy, hearing services, chiropractic care, well-child visits, vaccines/shots, emergencies, surgery, dental care, vision services, mental health and substance abuse care. www.hawk-i.org

WIC (Women, Infants and Children)**(515) 232-9020 126 S Kellogg Suite 1 – Ames**

Nutrition and food supplemental program for expecting and nursing mothers and children under the age of 5. WIC dietitians provide parents with general health services and families can receive assistance in purchasing foods high in nutrition. Nutrition classes held monthly.

DMACC**(515) 964-6280**

Offers dental services at reduced prices. Provides cleanings, x-rays, and sealant services (no fillings). Reduced rates for Medicaid patients (\$3 each for cleanings and sealants). Call to make an appointment.

Story County Medical Center**(515) 382-2111 630 6th St – Nevada**

Free Care Program provides necessary medical care to Story County residents who meet income eligibility guidelines and either do not have adequate insurance coverage available to them or who are Medicare insured, but are unable to pay deductibles and co-payments. Covers services at the Medical Center and its clinics located in Maxwell, Nevada, and Zeiring. Program does not cover out-patient prescription medications, nor any of the physician specialty services provided within the Medical Center or at other locations.

Story County Community Dental Clinic**(515) 956-4595 126 S Kellogg Suite 1 – Ames**

All ages are eligible and must also be Story County residents. Must have NO private dental insurance. Must bring proof of income and residency to first appointment. This is NOT “free” clinic. There is a co-pay each visit. Beyond the co-pay, clients may have to pay the sliding fee scale rate for services performed, based on their household income. Both emergency and appointment times are available. Call for more information.

Primary Health Care**(641) 753-4021 412 E Church St – Marshalltown
(515) 248-1447 2353 SE 14th St – Des Moines**

For people that have no insurance or are underinsured. Covers most medical procedures.

IowaCare**(515) 292-2035 126 S Kellogg Suite 101 – Ames**

Provides hospital and physician services for people with limited income who are not eligible for Medicaid.

Veteran’s Affairs Medical Center**1-800-294-8387 3600 300th St – Des Moines**

Free medical services for eligible military veterans.

Pyfferoen Pediatric Dentistry**(515) 232-0994 301 5th St – Ames**

Matt Pyfferoen, DDS. Specializes in pediatric dental care. Accepts Title 19 patients.

Iowa Department of Human Services (DHS)**(515) 956-2580 126 S Kellogg Suite 101 – Ames**

Low income families can apply for health insurance.

Planned Parenthood**(515) 292-1000 2530 Chamberlain – Ames**

Offers confidential reproductive health care services on a sliding fee scale.

Child Care Services**Center for Childcare Resources****(515) 294-8833 100 University Village – Ames**

Assists in locating child care and may be able to provide financial assistance for child care services. Sliding fee scale also available. Provides services and training for child care providers and helps to start up child care services.

Childserve Community Options	(515) 232-7220	1915 Philadelphia St – Ames
Provides home care, therapy, adaptive equipment, respite, supported community living, case management, and childcare in an inclusive setting for Ames area children.		
City of Ames	(515) 239-5400	515 Clark Ave – Ames
Provides qualified families with one time assistance payment for child care.		
Comfort Zone	(515) 294-3333	100 University Village – Ames
Care for mildly ill children who have been excluded from regular child care. Must pre-register. Sliding fee scale. Open Monday-Friday 8:30am-4:30pm.		

Employment Assistance

Jacobsen Staffing	(515) 233-1045	222 Lincoln Way Suite 102 - Ames
Help Hands Temporary Service	(515) 233-5690	103 E 6th St Suite 100 – Ames
ManPower Temporary Service	(515) 233-2340	103 Buckeye Ave Suite 101 – Ames
USA Staffing Inc.	(515) 663-0500	516 Lincoln Way - Ames
Iowa Workforce Development Center	(515) 232-6572	122 Kellogg Ave – Ames
DES Staffing Services	(515) 233-8400	120 Kellogg Suite S – Ames

Adult Education

DMACC (Des Moines Area Community College)	1-800-362-2127	
<u>High School Completion Program</u> – ext. 6255		
<u>GED and ESL Class Information</u> – ext. 6384		
<u>GED Testing</u> – ext. 6478		
<u>Other class information</u> – ext. 6241		
ESL (English as a Second Language) Classes		
St. Cecilia’s Church	(515) 233-3092	2900 Hoover Ave – Ames
Evangelical Free Church	(515) 232-2765	2008 24 th St – Ames
Memorial Lutheran Church	(515) 292-5005	2228 Lincoln Way - Ames