

**LilyPad Learning Center**  
**PARENT HANDBOOK**



Lily ♥ PAD

LEARNING CENTER

**Sara Hillebrand**  
Executive Director/Owner

**1<sup>st</sup> Street**  
600 E. 1<sup>st</sup> Street  
Huxley, IA 50124  
(515) 597-5437

**Main Street**  
109 North Main  
Huxley, IA 50124  
(515) 597-3100

**Madrid Preschool**  
316 North Kennedy  
Madrid, IA 50156  
(515)795-4227



## Table of Contents

History _____	pg. 1
Mission Statement _____	pg. 1
Philosophy and Guiding Principles _____	pg. 1
General Center Information _____	pg. 1-2
Curriculum _____	pg. 3-4
Assessments _____	pg. 4
Field Trips _____	pg. 5
Meals & Snacks _____	pg. 5
Infant, Toddler and Two Year Old Program Information _____	pg. 6
Clothing & Items from Home _____	pg. 6
Arrival & Departure _____	pg. 7
Hand Washing _____	pg. 7
Health & Safety Policies _____	pg. 8-11
Guidance Strategies _____	pg. 12-13
Biting Policy _____	pg. 14
Home & School Partnership _____	pg. 15
Fees & Billing Policies _____	pg. 16
Holidays & Vacation _____	pg. 17
Emergency Procedures _____	pg. 18
Community Resources _____	pg. 19-23

This handbook is intended to familiarize families with current LilyPad Learning Center policy, practices and standards. The Parent Handbook is available in Spanish. Electronic copies (PDF) of both the English and Spanish versions of the handbook are available on our website at [www.lilypadlearningcenter.com](http://www.lilypadlearningcenter.com). Print copies are available upon request. LilyPad reserves the right to revise its policies, practices and standards as deemed appropriate by the Director. Families will be notified of updates to the handbook.

## 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](mailto:lilypadlearning@gmail.com)  
Office: (515) 597-5437  
Cell: (612) 799-2496  
Fax: (515) 597-5438

Director 1<sup>st</sup> St: Jocelyn Immel  
[jocelynimmel@gmail.com](mailto:jocelynimmel@gmail.com)  
Office: (515) 597-5437  
Cell: (515) 490-6783  
Fax: (515) 597-5438

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

Assistant Director: Kelly Kay  
[kaykj5@gmail.com](mailto:kaykj5@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:

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

In addition, LilyPad provides half-day preschool programs to children four years of age by September 15.

## 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

## LICENSING

LilyPad is a public program voluntarily licensed to serve 112 children 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>.

## QRS

LilyPad Learning Center is a participant in the Iowa Quality Rating Scale

## 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.

## UPDATING ENROLLMENT RECORDS

Each fall, LilyPad completes an audit of enrollment records. At the conclusion of this audit, families will be notified if anything needs to be updated. Some forms must be updated every year, including the Emergency Contact and Medical Consent form. Most forms may be completed electronically; if you wish to receive a PDF version of the enrollment forms, please provide your email address to the Director and/or Assistant Director.

Other records must be updated throughout the year, such as physicals and immunization records. When visiting your child's physician for a yearly "well-child" appointment, please request a copy of your child's physical and most recent immunization record. You may bring these items in yourself, or have your physician fax them to us at 515-597-5437.

In addition any time a family's information changes such as address, place of employment or health insurance provider, a new Emergency Contact and Medical Consent form must be completed.

## CONFIDENTIALITY

Confidentiality is a top priority for LilyPad. Personal information of families and staff will not be shared for any reason without prior written consent of the individual. When discussing a child's activities and friends in the classroom, only first

names will be used. In situations regarding behavior problems and/or Incident/Accident Reports, names of children involved will never be given to families.

## 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 may 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 classroom's teachers work cooperatively to create a daily schedule and plan activities that meet each child's developmental abilities and needs. 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 will 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.

### FREE PLAY

"Free-play" (also called child initiated activities, free choice, self selection) activities are incorporated into the morning and afternoon schedule. During free-play, teachers actively participate with the children 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. Free-play is another opportunity for a child to grow socially and cognitively through the development of relationships.

### OUTDOOR PLAY

Outdoor play is incorporated into the daily schedule for both the morning and afternoon. There is less structure in an outdoor learning environment; however, 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.

Children will go outside year-round, including winter. Only during extreme weather conditions will the children remain indoors. Our teachers refer to the *Child Care Weather Watch* poster from the Iowa Department of Public Health to determine if it is too hot or cold to play outdoors.

It is important for parents to send their children in appropriate clothing and outerwear for the weather conditions (e.g., coat, snow pants, boots, gloves, etc.). **Please clearly label all articles of clothing with your child's name.** LilyPad has a few extra hats and mittens, but not enough for every child. If a child is not dressed appropriately for the weather, he or she may have to remain inside. Please ask your child's teacher if you have any questions about weather-appropriate clothing.

### NAP/REST TIME

The Iowa Department of Human Services requires that all children must be provided a regularly scheduled nap or resting 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.

Children are encouraged to bring a familiar item from home to use during nap/rest time, such as a small blanket or stuffed animal. These items will be stored in your child’s cubby or on his/her cot or mat; there is limited space for storage of such items. Please take this into consideration when deciding which items to bring. All items should be clearly labeled with your child’s name, as all class laundry is washed weekly.

### **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	<b>0 minutes/week</b>
Butterflies/Fireflies	<b>Maximum 20 minutes/week</b>
Grasshoppers	<b>Maximum 30 minutes/week</b>
Dragonflies	<b>Maximum 30 minutes/week</b>
Wise Guys	<b>Maximum 1 movie/month; or 30 minutes/week</b>

### **TOOTHBRUSHING**

LilyPad Learning Center will provide a toothbrush for each child. At least once a day, all children will practice brushing their teeth after a meal. A toothbrush will be discarded immediately if contaminated. All toothbrushes are replaced on the first of the month. 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**

Parent-teacher conferences will typically be held twice per year, as well as each time your child transitions classrooms. The goal of the parent-teacher conference is to gain insight into your child’s development both in the center setting as well as the home setting. During conferences, your child’s development and any goals you may have for your child will be discussed. Parents are encouraged to request conferences whenever they feel it necessary.

### **ASSESSMENT PORTFOLIOS**

A permanent assessment portfolio will be kept for each child, and passed to the next teacher when a child transitions. Assessment portfolios will contain a variety of items, including photographs, examples of artwork, assessment profiles, and parent-teacher conference forms. Portfolios may be periodically taken home by families but should be returned promptly. When a child leaves LilyPad, the assessment portfolio will be given to the family.

## Field Trips

LilyPad offers a variety of experiences both at and away from the center. Field trips outside the Huxley city limits and/or longer than two hours will require a “Field Trip Permission Form.” Parents will be notified at least one week in advance of all field trips requiring a “Field Trip Permission Form.” If you do not wish for your child to attend a particular field trip, please find alternative childcare arrangements for that day, as we will not have staff available to stay behind with children not participating in the field trip.

As a participant in our child care program, your child may participate in 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 are maintained at all times. A “Parent/Guardian Permissions” form must be completed at the time of enrollment for this type of field trip.

### 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. Individuals who volunteer to provide transportation for a LilyPad event must be at least 21 and provide:

- Proof of a valid driver’s license and current insurance
- Evidence of a safe driving record for at least 5 years, with no crashes where a citation was issued
- No record of substance abuse or conviction for crimes of violence or child abuse
- No alcohol or other drugs associated with impaired ability to drive within 12 hours prior to transporting children
- No criminal record of crimes against or involving children, child neglect or abuse, or any crime of violence

## Meals and Snacks

At LilyPad Learning Center, children are provided a nutritious breakfast, lunch, and PM snack. LilyPad follows the nutritional guidelines established by the Child and Adult Care Food Program. Menus will be posted on the bulletin board near the main entrance. You may request a copy to take home if you would like.

Children will be encouraged to sample all foods that are offered, but will never be forced to eat. Please inform your child’s teacher if your child cannot eat a certain food or has different dietary needs (e.g. vegetarian, vegan, lactose intolerant) so a substitution can be made. For certain dietary restrictions, you may be asked to provide food from home for your child.

### 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.

### FOOD ALLERGY ACTION PLAN

If your child has a food allergy, please complete a Food Allergy Action Plan form, available in the office. This form will be posted in your child's room, as well as in food preparation areas. If medication for an allergic reaction is provided, please have your physician sign the Food Allergy Action Plan as well.

## 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 you are breastfeeding, please discuss with your child's teacher when your child should be fed breast milk, and when you would like to come in and feed your child.
- 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. Please inform your child's teachers on the daily charts of any new foods your child has tried.

### 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.

## Clothing and Items From Home

### PLAY CLOTHES

Please send your child to LilyPad in comfortable play clothes and shoes. Play is usually active and often messy; comfortable, washable clothes are important if your child is to participate fully in the program. Outdoor play is scheduled every day as an essential part of our planned curriculum. We expect all children to be dressed appropriately for both indoor and outdoor activities.

All children occasionally get their clothes wet and have toileting accidents. Whenever this occurs, it is best to change the child into an extra set of clothing provided by the family. Your child's teacher will request that you bring a complete change of clothing, including underwear, to be kept at school and replenished as needed. Please be sure to clearly label all items of clothing. Let the teacher know whenever your child's clothing or other items cannot be located.

### ITEMS FROM HOME

Toys, stuffed animals, or other items from home may help your child feel more comfortable at school from time to time. However, it is often difficult for young children to share their special "treasures" with classmates. We ask that all items brought to LilyPad from home be placed in your child's cubby shortly after arrival. Please clearly label all belongings brought from home. It is recommended that items of value, such as iPods or handheld gaming systems be left at home, due to the risk of damage or theft. LilyPad is not responsible for lost, stolen or damaged items.

### 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.

## Arrival and Departure

### ARRIVAL

Parents are required to accompany their child into the center and into their child's classroom. Parents should also speak with the teacher in the classroom, if only briefly. We encourage parents to communicate with their child's teacher, about their child's temperament that particular day, how he/she slept the night before, whether he/she has eaten that morning, etc.

Most children go through periods of difficulty with separating from their parent(s). This is common and developmentally appropriate. Try these tips for a successful drop-off:

- **Establish a regular, predictable routine.** Whether you have a kiss and a hug and go, or help your child put his things in his cubby first, do it the same way every day. What often makes separating stressful for children is the uncertainty. If your child can predict what will happen, the separation won't be as difficult.
- **Separate once.** If you come back into the classroom again and again, it will increase your child's stress. Remember the moment of separation is the worst part for your child, so doing it more than once makes it more stressful for your child.
- **Be reliable.** Return when promised. Children who are picked up later than expected may have more difficulties separating. Phrase time in terms your child will understand. For example, you will be back after snack time or before nap time.

### DEPARTURE

LilyPad closes at 6:00pm Monday through Friday. If you will be late picking up your child, please provide us with as much notice as possible. Please note that there is a late fee for arriving after 6:00pm. If someone we are not familiar with is to pick up your child, it is essential that you inform your child's teacher in advance of the pick-up. This person must be listed as an authorized person on the Emergency Contact and Parent Consent form. Remind the authorized person that they may be asked for identification such as a driver's license to ensure your child's safety. Even if the individual has picked up before, he or she may still need identification if the teacher in charge has never met him or her.

Be sure to say good-bye to your child's teachers so they know you are leaving. Once you have reunited with your child and are departing, LilyPad Learning Center is no longer responsible for your child. For safety reasons, please do not let your child run ahead of you inside or outside of the building.

If parents do not arrive to pick up their child from the program, staff members will first try to contact the parents using all phone numbers provided on the Emergency Contact and Medical Consent form. If parents are unable to be reached, staff members will try to contact all emergency contact persons. If staff members are unable to contact emergency contact persons, the Director and/or Assistant Director will be notified and she will then notify the Department of Human Services and/or the Huxley Police Department.

### ATTENDANCE

Regular attendance is strongly encouraged for the benefit of the child as well as the classroom as a whole. If your child will be absent, please **call the center by 9:00am** so your child's teacher may make accommodations to the lesson plan.

If your child will be absent for an extended period of time (more than 2-3 days), the center must be notified in writing of the date the absence begins and the expected date your child will return. Enrollment will be terminated if a child is absent for a period of 2 weeks or more, and no notice has been received or contact made by the family.

## Health and Safety Policies

### ILLNESS

Our first priority at LilyPad is providing a healthy, safe learning environment for all children. A child 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
- **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
- **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)
- **Hand Foot and Mouth** sores have dried and crusted and no fever
- **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. For this reason, we ask families to make every effort to pick up a sick child as soon as possible.

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.

**Please contact LilyPad at 597-5437 by 9:00AM whenever your child is ill.**

### NOTICE OF EXPOSURE & REPORTING DISEASE

If your child is exposed to a communicable disease, a notice will be posted at the door to your child's classroom. Additionally, families who have provided an email address will receive email notification of the illness. If your child or anyone in your household becomes ill with a communicable disease, please notify the Director immediately.

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](mailto:Shannon.knudsen@micaonline.org)

## HAND WASHING

Frequent hand washing with soap and warm, running water is the most effective way to reduce and prevent the spread of illnesses commonly found in childcares such as the flu, diarrhea, and pink eye. Parents are encouraged to assist their child in the hand washing process upon arrival. Other times your child (and staff members) will be expected to wash their hands:

- Upon arriving at the center or when changing classrooms
- After **each** diaper change or using the toilet
- Before and after meal times
- Before and after administering medication
- After handling bodily fluids (mucus, blood vomit)
- Before and after using the sensory table
- After coming indoors from the playground
- After handling pets and other animals
- After cleaning or handling garbage

Warm, running water (no colder than 60 degrees F) and soap must be used. Hands must be rubbed vigorously for at least 20 seconds, including the backs of hands, between fingers, under nails, and under any jewelry. A disposable paper towel should be used to dry hands and turn off faucet. Help reinforce the importance of hand washing by encouraging frequent hand washing at home as well.

## MEDICATIONS

Prescription and over-the-counter medications must be given to a staff member in the original container, clearly labeled with the child's full name and birth date. LilyPad staff will not administer any medication without a signed Medication Authorization Form. Forms can be obtained from your child's teacher or from the Director and/or Assistant Director.

Medications are 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 are 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.

## PHYSICALS AND IMMUNIZATION RECORDS

Each child must have a current physical and immunization record on file at LilyPad. The physical on file must be updated at least annually; immunization records must be updated whenever a new immunization is received. Updated immunization records and physicals may be faxed to LilyPad directly from your healthcare provider. LilyPad's fax number is **597-5438**.

## 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, a Health Incident Form will be completed. A copy of the form will 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 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 specific health care needs.

## 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.
- 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.
- The Director or Assistant Director will contact the parent(s).

## TRANSPORTATION

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. Individuals who volunteer to provide transportation for a LilyPad event must be at least 21 and provide:

- Proof of a valid driver's license and current insurance
- Evidence of a safe driving record for at least 5 years, with no crashes where a citation was issued
- No record of substance abuse or conviction for crimes of violence or child abuse
- No alcohol or other drugs associated with impaired ability to drive within 12 hours prior to transporting children
- No criminal record of crimes against or involving children, child neglect or abuse, or any crime of violence

In addition, the following guidelines must be strictly adhered to when transporting children:

- Children are not permitted to sit in the front seat of a vehicle 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 must 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.**

## SUNSCREEN & INSECT REPELLANT

Between the months of March and October, all families will be required to supply sunscreen for their child/ren for outdoor activities. A permission slip must be on file before sunscreen will be applied to a child. Sunscreen must be SPF 15 or above, and will be applied by classroom teachers regularly throughout the day. Parents are encouraged to apply insect repellent to their child before arriving at LilyPad for the day, as LilyPad staff are not permitted to apply insect repellent.

## PETS AND VISITING ANIMALS

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 Learning Center 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.

## CLOTH DIAPERS

Only commercially available disposable diapers or pull-ups may be used at LilyPad Learning Center, unless the child has a documented medical reason that does not permit their use. Documentation from the child's physician must be provided to the Director and/or Assistant Director before cloth diapers will be used while the child is at the center. Families must provide a container for storage of soiled cloth diapers while at the center.

## MANDATORY CHILD ABUSE REPORTERS

As childcare professionals who interact with children on a daily basis, each staff member of LilyPad Learning Center is a mandatory child abuse and neglect reporter and must contact the Iowa Department of Human Services whenever abuse or neglect is suspected.

## 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.

## 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.

## AFFIDAVIT POLICY

At times families may be dealing with difficult situations at home. When legal matters are present in the home, families may need to collect affidavits for their legal team. Due to the nature of the relationship between caregiver and child, families may choose to ask a LilyPad Learning Center staff member to provide such a statement. Our program's priority is providing the best possible care when children are away from home and our focus will remain on the child, making sure all their needs are met during what could be a difficult time at home. LilyPad Learning Center staff members will not provide written statements or affidavits of a professional nature to families.

## 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.

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



## Home and School Partnership

### NEW FAMILY ORIENTATION

Each family is strongly encouraged to schedule a time with the Director to complete a “New Family Orientation.” This orientation is a great time for parents to drop-off routine care items (diapers, bottles, etc.) as well as an opportunity to participate in a portion of classroom activities with their child, familiarizing themselves with their child’s routines at LilyPad. Important policies and procedures are also reviewed with the Director at this time, as well as the paperwork required for enrollment completed. Typically, “New Family Orientation” is scheduled one week prior to the start date.

### DAILY SHEETS

For children enrolled in the infant, toddler, and two year old programs, a daily “recap” sheet will be completed to tell you about your child’s day. This chart contains information about toileting, meals, naps, and activities. Parents of children in the three and four year old program rooms may request a daily chart be filled out for their child.

### NEWSLETTERS

A center-wide bi-monthly newsletter will be posted on the bulletin board near the main entrance. If the Director and/or Assistant Director has your email address on file, a copy of the newsletter will be emailed to you. This newsletter provides you with general information and announcements about the center.

### ROOM TRANSITIONS

Your child will transition to a new classroom when he/she has reached the developmental milestones for a particular classroom. As the time for a transition to a new room approaches, you will receive a letter containing information about your child’s transition into his/her new classroom. Both your child’s current and future teacher is available to address any questions or concerns you have during the transition process. Before the transition into a new classroom has been completed, parents are encouraged to schedule a meeting with the new teacher in order to familiarize themselves with the new classroom, children, and curriculum.

### PARENT PARTICIPATION

Parent participation is strongly encouraged in our program. Some possible opportunities to participate and contribute to your child’s LilyPad experience:

- Field trip transportation and supervision
- Leading or assisting special projects (sewing, carpentry, cooking, etc.)
- Construction or collection of raw materials for art projects, dramatic play props, etc.
- Eating lunch or snack with your child – please inform the teachers one day in advance
- Volunteering in your child’s classroom

### PARENT-TEACHER CONFERENCES

Parent-teacher conferences will typically be held twice per year, as well as each time your child transitions classrooms. The goal of the parent-teacher conference is to gain insight into your child’s development both in the center setting as well as the home setting. During conferences, your child’s development and any goals you may have for your child will be discussed. Parents are encouraged to request conferences whenever they feel it necessary.

### PROGRAM EVALUATIONS

LilyPad asks parents to complete a program evaluation annually. The information gathered from these anonymous surveys is used by the staff to develop goals for our center and to improve the overall quality of care at our center. A parent’s point-of-view is different from a teacher’s point-of-view. Therefore, parent feedback on the program evaluations is very important to the success of our program and satisfaction of our families.

### QUESTIONS/CONCERNS

If you have a question or concern, do not hesitate to bring it to the attention of the teacher most directly involved. If the concern is not resolved, the director, Sara Hillebrand, can be reached at 597-5437 or by e-mail at [lilypadlearning@gmail.com](mailto:lilypadlearning@gmail.com). The director is available to assist parents and staff in resolving concerns.

## Fees and Billing Policies

### FINANCIAL AGREEMENT

Upon enrollment and any changes to tuition, families are provided a Fee Policy & Financial Agreement. This agreement should be carefully reviewed, checked for errors

### AUTOMATIC PAYMENTS

Effective January 1, 2008, all future enrollments must make childcare payments electronically with a checking or savings account. A Direct Debit Authorization form must be completed and returned with a voided check before or on a child's first day at the center. Special arrangements must be discussed and arranged with the Director if unable to make electronic payments. Payments cannot be made with a credit or debit card at this time. Cash is strongly discouraged.

Payments are withdrawn on Monday for the upcoming week of care. If a holiday falls on a Monday, payments will be withdrawn from your checking or savings account on the next business day.

### PART-TIME ENROLLMENT

LilyPad Learning Center generally does not offer a part-time enrollment rate. However, part-time rates may be available if two or more families seeking part-time enrollment are able to coordinate their schedules to occupy **one** full-time spot. For example: Family A attends Monday, Tuesday, and Wednesday. Family B attends Thursday and Friday. Part-time rates are at the discretion of the Director and based upon several factors including number of hours of care needed. Due to the nature of a part-time enrollment, all changes to a part-time schedule must be approved by the Director and cannot be guaranteed. Part-time families are not eligible for vacation days.

### MULTIPLE CHILD DISCOUNT

Families with two or more children enrolled full-time at LilyPad are eligible for a 10% discount to be applied to the youngest child's weekly tuition fee. Example:

Child #1			\$140.00
Child #2	+		\$165.00
	<b>10% discount</b>	-	<b>\$16.50</b>
Weekly Tuition Rate			\$288.50

Families with children in the Wise Guys school age program may not be eligible for this discount.

### LATE PICK-UP FEE

LilyPad closes at 6:00PM, Monday through Friday. Parents will be charged **\$5.00 for every 15 minutes** a child is present after 6:00PM. Teachers will record late fees for processing. If there is a late pick-up fee, parents will receive a written notice from the Director stating the amount of the late pick-up fee. The fee will be added to your payment the following week.

### RETURNED CHECKS/INSUFFICIENT FUNDS

All returned checks or direct debit payments rejected due to insufficient funds will be charged a **\$25.00 penalty**. Missed payments and late fees must be paid within 2 weeks. Repeated incidents of returned checks or insufficient funds notices could result in termination of child care services. A payment plan should be discussed with the Director if a family is having trouble making tuition payments.

### DELINQUENT ACCOUNTS

Families that are more than 4 weeks or \$800 behind in payments may have their child care services terminated. For information about assistance programs that will help cover the cost of child care tuition, please speak with the Director. A payment plan must be agreed upon between family and Center before an account will be considered "in good standing" and no longer eligible for termination.

### SCHOOL AGE SUMMER TUITION POLICY

If a child is enrolled in full-time child care (4 or more days per week), families will be charged the current full-time rate each week. If a child is enrolled in part-time child care\* (3 or fewer days per week), families will be charged a daily rate

each week. Field trip fees will be assessed with weekly tuition fees; if a child does not attend a scheduled field trip, the fee for that field trip will not be charged. If any full-time or part-time enrolled child will be absent for one week or more, weekly tuition fees will not be assessed **if a two week notice is provided in writing to the Director.** *\*Part-time child care requires a pre-determined schedule arranged between family and Director.*

## Holidays and Vacation

### PAID HOLIDAYS

LilyPad will be 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 or Monday. Families will be given one month's notice in the event of additional closings. Vacation days may not be used on a holiday, but may be used on days immediately preceding and following a paid holiday.

### VACATION DAYS

Each family who attends LilyPad full time will receive seven vacation days per calendar year. Each vacation day is equivalent to a \$30\* credit per day to a family's weekly tuition. **Please note:** vacation days are *per family*, not per child. Any vacation days not used by December 31 of each year will expire. Vacation days may not be used on a paid holiday. Please provide the Director and/or Assistant Director with one week's notice when you wish to use vacation days. Requests to use vacation days must be provided in writing.

*\*Families with only school-age children do not receive vacation days.*

### EXTENDED ABSENCE

In the event that a child needs to take an extended absence, such as summer break, and wishes to return to the program after a period of time, a fee of **50% of the monthly tuition** must be paid each month the child is absent. More than two consecutive months of non-payment and no contact with the Director and/or Assistant Director could result in termination of enrollment. If possible, notify the Director and/or Assistant Director at least 30 days before an extended absence.

## 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.
- 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.

### FIRE, TORNADO, BOMB OR OTHER EMERGENCY SITUATIONS

Fire regulations and tornado warning procedures are posted near the exits in each classroom. Fire and tornado drills are conducted each month; all classrooms are required to participate.

In the event of a fire, bomb threat, or other evacuation emergencies, the children and teachers will immediately leave the building and meet on the sidewalk northeast of the building. In case of a tornado, each classroom has a designated area to seek shelter until the emergency is over. Parents will be called as soon as safely possible following an emergency situation.

**For the safety of children, parents, and staff, we ask that parents do not attempt to pick up their child during an emergency situation.**

### 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.

### 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.

## WEAPONS

LilyPad Learning Center will not permit or tolerate the possession, display, or use of weapons by any person on school premises or vehicles, while the person is participating in or attending LilyPad events and activities, or while the person is away from school grounds if such conduct directly affects the good order and management of the District. Students who violate this policy may be subject to expulsion and/or other disciplinary action. Weapons shall be taken from students and others who bring them onto school premises, vehicles or to school activities. Violations of this section will be reported to law enforcement agencies in accordance with law. Weapons under the control of law enforcement officials shall be exempt from this policy. The principal may allow authorized persons to display weapons for educational purposes on a limited basis.

### Definition.

Any object which could be used to injure another person and which has no school-related purpose will be considered a weapon. An object which has a school-related purpose but which is used to threaten or inflict injury will also be considered a weapon. Weapons include, but are not limited to, knives of all types, guns, firearms, fireworks, explosives or other chemicals, and simulated (including toy) weapons.

### Sanctions.

Students may be subject to expulsion for violating this policy. The administration may impose a lesser sanction if in their judgment all of the circumstances surrounding the incident warrant a less severe sanction. The following serve as guidelines for the administration when weapons which are not firearms are involved.

1. Suspension for three to five days for possession of a weapon.
2. Suspension for five to ten days for display of a weapon.
3. Suspension with recommendation for expulsion for displaying a weapon in a threatening manner or for use of a weapon to inflict harm or injury to another person or for placing others in imminent danger.

## Community Resources

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

### FOOD PANTRIES

<b>Mid-Iowa Community Action (MICA)</b> Monday-Friday 8:30am-5pm. Can be visited once every 2 months. Story County residents only. Photo ID required with current address. <a href="http://www.micaonline.org">www.micaonline.org</a>	<b>(515) 956-3333</b>	<b>125 S 3<sup>rd</sup> St Suite 100 - Ames</b>
<b>Bethesda Lutheran Church</b> 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. <a href="http://www.bethsdanet.org">www.bethsdanet.org</a>	<b>(515) 232-6256</b>	<b>1517 Northwestern Ave - Ames</b>
<b>Calvary United Methodist Church</b> Tuesday 2-3:30pm. Can be visited once a month.	<b>(515) 232-6329</b>	<b>1403 24<sup>th</sup> St - Ames</b>
<b>First Evangelical Free church</b> 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.	<b>(515) 232-2765</b>	<b>2008 24<sup>th</sup> St - Ames</b>
<b>Food at First (First United Methodist Church)</b> FREE MEALS: Sunday, Monday, Tuesday, Thursday and Friday from 5:30-6:15pm. Saturday from 11:30-12:15pm. <a href="http://www.foodatfirst.com">www.foodatfirst.com</a>	<b>(515) 232-2750</b>	<b>516 Kellogg Ave - Ames</b>
<b>Grand Avenue Baptist Church</b> Call first to schedule an appointment with the on-call person.	<b>(515) 232-8803</b>	<b>312 24<sup>th</sup> St - Ames</b>
<b>Good Neighbor Emergency Assistance</b> Monday-Friday 9am-noon or call for an appointment. Food vouchers available for eggs, milk, cheese and fresh produce.	<b>(515) 296-1449</b>	<b>508 Kellogg Ave - Ames</b>
<b>Seventh Day Adventist Church</b> Call to schedule an appointment and address will be provided. Proof of income required.	<b>(515) 232-0472</b>	
<b>The Help Center</b>	<b>(515) 232-3074</b>	<b>110 Duff Ave - Ames</b>

Thursday 3-7pm. Can visit 3 times in a 6 month period. Provides bread and other food items.

<b>Meals on Wheels</b>	<b>(515) 239-6730</b>	
Prepares and delivers meals to the elderly and disabled.		
<b>Cambridge Food Pantry (First United Methodist)</b>	<b>(515) 383-4392</b>	<b>215 2<sup>nd</sup> St - Cambridge</b>
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.		
<b>Huxley Food Pantry (Fjeldberg Lutheran Church)</b>	<b>(515) 597-2831</b>	<b>209 N 2<sup>nd</sup> Ave - Huxley</b>
Wednesday 6-7pm. Can be visited once a month. Will deliver in an emergency situation. Huxley and Kelley communities only.		
<b>Maxwell-Collins Food Pantry (First Presbyterian Church)</b>	<b>(515) 387-8505</b>	<b>221 Main St - Maxwell</b>
3 <sup>rd</sup> Tuesday of each month from 6-7pm. For Maxwell and Collins communities only. Proof of residence required.		
<b>Slater and Sheldahl Food Pantry (Slater City Hall)</b>	<b>(515) 228-3122</b>	<b>105 Greene St - Slater</b>
Wednesday 7-8pm. Can visit once a month.		

## RENT AND UTILITY ASSISTANCE

<b>Community Services</b>	<b>(515) 382-7290</b>	<b>126 S Kellogg, Suite 201 - Ames</b>
Monday-Friday 8-4:30pm. Helps with current rent or utility bills when funds are available. Does <u>not</u> assist students.		
<b>Emergency Residence Project (ERP)</b>	<b>(515) 232-8075</b>	<b>225 S. Kellogg Ave - Ames</b>
Helps with past due rent, deposits and utilities when funds are available.		
<b>City of Ames</b>	<b>(515) 239-5400</b>	<b>515 Clark Ave, Rm 214 - Ames</b>
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 <a href="http://www.city.ames.ia.us/housingweb/Default.htm">www.city.ames.ia.us/housingweb/Default.htm</a>		
<b>Good Neighbor Emergency Assistance</b>	<b>(515) 296-1449</b>	<b>508 Kellogg Ave - Ames</b>
Monday-Friday 9am-12pm. Appointment is <u>required</u> for assistance.		
<b>Mid-Iowa Community Action (MICA)</b>	<b>(515) 956-3333</b>	<b>125 S 3<sup>rd</sup> St Suite 100 - Ames</b>
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>		
<b>St. Thomas Aquinas Catholic Church</b>	<b>(515) 292-3810</b>	<b>2210 Lincoln Way - Ames</b>
Appointments only. Denials from MICA and Community Services required.		
<b>Evangelical Free Church</b>	<b>(515) 232-2765</b>	<b>2008 24<sup>th</sup> St - Ames</b>
Thursday 1-3pm. Takes applications for rent and utility assistance. Does not take appointments.		
<b>St. Patrick's Catholic Church (Good Samaritan)</b>	<b>(515) 382-2974</b>	<b>1110 11<sup>th</sup> St - Nevada</b>
Monday-Friday 9am-12pm. Appointment is <u>required</u> for assistance.		
<b>USDA Rural Development</b>	<b>(515) 332-4411</b>	<b>1301 6<sup>th</sup> Ave N - Humboldt</b>
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. <a href="http://www.rurdev.usda.gov">www.rurdev.usda.gov</a>		
<b>Commission for Veteran's Affairs</b>	<b>(515) 382-7290</b>	<b>126 S Kellogg, Suite 201 - Ames</b>
Provides assistant to eligible Story County veterans and/or their family members who were discharged under Honorable Condition. <a href="http://www.iowava.org">www.iowava.org</a>		
<b>Telephone Assistance Program (Life-Link/Lifeline)</b>		
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.		
<b>Story County Community Housing Corp.</b>	<b>(515) 292-3676</b>	<b>130 S Sheldon Ave – Ames</b>
Monday-Friday, 8:30am-4:30pm. Provide homeownership opportunities and affordable rental housing for low-income families in Story County. <a href="http://www.storyhousing.org">www.storyhousing.org</a>		

## CLOTHING AND FURNITURE

<b>Ballard Community Clothes Pantry</b>	<b>(515) 597-3553</b>	<b>908 N Hwy 69 – Huxley</b>
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.		
<b>Bethesda Luther Church</b>	<b>(515) 232-6256</b>	<b>1517 Northwestern Ave – Ames</b>
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		
<b>Bethany Life Communities</b>	<b>(515) 733-5304</b>	
Clothing available with a referral from MICA. Open Saturday and Monday afternoons.		
<b>Birthright of Ames</b>	<b>(515) 292-8414</b>	<b>108 Hayward Ave – Ames</b>
Maternity and baby clothes.		
<b>Furniture Bank</b>	<b>(515) 382-7290</b>	<b>126 S Kellogg, Suite 201 - Ames</b>
Must provide own transportation for furniture (appliances are not available). Income guidelines apply. Students are not eligible.		
<b>Maxwell United Methodist Church</b>	<b>(515) 387-8594</b>	<b>501 2<sup>nd</sup> St – Maxwell</b>
3 <sup>rd</sup> Tuesday of the month, 6-7pm. Toys and household items also. Come in the west door.		
<b>Nevada Resource Center</b>		
On the corner of 8 <sup>th</sup> and K Avenue. Wednesday 10-11am, Saturday 10-11:30am. Clothing for infants through teens.		
<b>The Help Center</b>	<b>(515) 232-3074</b>	<b>110 Duff Ave – Ames</b>
Thursday 10am-2pm. Clothing and books.		
<b>St. Mary’s Catholic Church</b>	<b>(641) 377-2422</b>	<b>422 4<sup>th</sup> St – Colo</b>
Available 3 times a year (March, July, October) or by appointment in case of emergency. Clothes and household items. Also has referrals for furniture.		
<b>Suited for Work Clothing Closet</b>	<b>(515) 232-6064</b>	<b>130 S Sheldon Suite 305 – Ames</b>
Monday 11am-1pm, Thursday 5-7pm, and the 3 <sup>rd</sup> 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.		

<b>Subsidized Housing</b>
---------------------------

<b>City of Ames Department of Planning and Housing</b>	<b>(515) 239-5400</b>	<b>515 Clark Ave – Ames</b>
Monday-Friday 8am-5pm.		
<b>Eastwood Apartments</b>	<b>(515) 232-2413</b>	<b>420 E 7<sup>th</sup> St – Ames</b>
Hunziker Property Management.		
<b>Oakview I and II Apartments</b>	<b>(515) 233-2752</b>	
Jensen Property Management. 1-3 bedroom units. CIRHA housing certificates only.		
<b>Southcourt Townhomes</b>	<b>(515) 382-5258</b>	<b>710 S 11<sup>th</sup> St – Nevada</b>
Nevada Properties.		
<b>Nevada Village Apartments</b>	<b>(515) 223-0300</b>	<b>725 S 11<sup>th</sup> St – Nevada</b>
National Property Management		
<b>Viking Village Apartments</b>	<b>(515) 733-5118</b>	<b>910-920 Fairview – Story City</b>
1-2 bedroom units.		
<b>South Side Apartments</b>	<b>(515) 221-2100</b>	<b>305 S Center St – Zearing</b>
1-2 bedroom units.		
<b>Central Iowa Regional Housing Authority (CIRHA)</b>	<b>(515) 986-1882</b>	
CIRHA is a Section 8 Rental Assistance Program for Boone and Story County, except for the city of Ames.		

<b>Counseling and Support Programs</b>
--

<b>ACCESS (Assault Care center Extending Shelter &amp; Support)</b>	<b>(515) 292-0500</b>
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.	
<b>“Living with HIV” Program</b>	<b>(515) 956-3312</b>
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](http://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 3<sup>rd</sup> 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 13<sup>th</sup> 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 6<sup>th</sup> 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 3<sup>rd</sup> 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](http://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](http://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 6<sup>th</sup> 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 14<sup>th</sup> 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 300<sup>th</sup> St – Des Moines**

Free medical services for eligible military veterans.

**Pyfferoen Pediatric Dentistry**

**(515) 232-0994**

**301 5<sup>th</sup> 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**

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

**Adult Education**

<b>DMACC (Des Moines Area Community College)</b>	<b>1-800-362-2127</b>	
<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		
<b>ESL (English as a Second Language) Classes</b>		
St. Cecilia’s Church	(515) 233-3092	2900 Hoover Ave – Ames
Evangelical Free Church	(515) 232-2765	2008 24 <sup>th</sup> St – Ames
Memorial Lutheran Church	(515) 292-5005	2228 Lincoln Way - Ames