

Open Door Handbook for Parents



Open Door

A CHILD CARE PROGRAM

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Grand Haven
Area Public Schools

Child Services Department

106 S. Sixth Street, Grand Haven, MI 49417

Phone: 616.850.6825

www.ghaps.org Children@ghaps.org

Dear Parents,

Welcome to Open Door from our well-trained, caring, and enthusiastic staff! We always welcome your suggestions, questions, and comments. You and your children are very special to us. We are willing to discuss your questions and/or concerns by phone or in person at our Child Services office located at Central School.

Listed below are things we will need from you:

1. Completed current school year/summer Open Door Registration.
2. Completed Child Information Card
3. Completed Health Appraisal and Immunization Record - for preschool aged children only
4. Schedule with payment. Schedules and payment are due no later than 6:00pm on the Wednesday prior to the scheduled week unless specified otherwise.
5. To inform staff if your child will be absent.
6. To keep staff informed if your child is dealing with a new situation or has any temporary problem so that we can be supportive.
7. To pick up your children by 6:00 p.m.

Note: We will go outside each day unless it is very hot, cold, or stormy . . . so please see that your children are dressed for the weather.

We are looking forward to a wonderful year of fun with our Open Door family!

Warmly,
Child Services Coordinator
Grand Haven Area Public Schools

WHAT IS OPEN DOOR?

Open Door is Grand Haven Area Public School's licensed child care program designed to meet the needs of children ages 3-12 years old between 6:30am – 6:00pm. We offer both before and after school care as well as care for preschool aged children throughout the day.

Open Door's mission is to impact and improve the quality of life for all children. We wish to create and build a safe, fun-filled and healthy environment for children to enjoy, as well as creating a general feeling of well-being for parents. We pride ourselves in our commitment to nurturing, caring and educating children of all ages. Our team believes that all children deserve a positive environment that is staffed by professionals who are deeply committed to the children's well-being and happiness. Early childhood teachers work with the children daily to help them prepare for a school routine. Children of this young age need structure and encouragement. We provide this continuity along with meeting each child's needs on an individual basis. Children learn and socialize with other children to create a positive feeling about school.

SUMMER, FULL DAYS, VACATION, DELAYED STARTS, HALF DAYS AND SNOW DAYS:

During summer and holiday breaks Open Door schedules special activities. Some activities might include hikes, and tours of local attractions, snow house making, an elves workshop, and much more. We try to make every effort to keep your children occupied in an enjoyable and constructive way. We welcome your ideas as well! Please remember that if school is not in session your child will need to bring a lunch.

Open Door reserves the right to close on a snow day if major roads and businesses are closed.

Daily Schedule

6:30 – 8:30 a.m.	Arrivals and check in Quiet games – finish homework Conversation, drawing or other art activity, etc.
7:45 – 8:30 a.m.	Games, Puzzles or Art Sometimes a “read aloud” time or group game Breakfast can be purchased through GHAPS at some of the schools. Please call your school/site for more information.
8:15 a.m.	Short meeting and roll call (sharing on certain days)
8:30 – 8:45 a.m.	General clean-up and dismiss for school aged children
8:30 – 3:30 p.m.	Open Door for Preschool aged children
3:30 – 3:45 p.m.	School age children Check-in and Snack
4:15 – 4:45 p.m.	Outdoors (weather permitting), gym activities, or special activities.
4:45 p.m.	Free choice, games, creative materials, homework, etc.
5:30 p.m.	Quiet Time
6:00 p.m.	Close

For Preschool Open Door schedule, see information on pages 13 – 17.

ADDITIONAL NOTES

We feel that parents are an important part of our program so we will keep you Informed of our activities.

During school vacations, snow days, or summer care we will only be at **Central School**. Your child will need to bring a sack lunch on these days. If your child does not bring a lunch we will call you to bring one in.

MEDICATION POLICY

If a child requires medication while at Open Door, the parent or guardian must fill out a medication form and give it to the Site Leader. The leader will administer the medication as directed and log the date, time and dosage given on the form. The medication will be kept in the Open Door program's locked metal cabinet. We need all medication in the prescription bottle with the child's name on it and dosage directions. The medication and form will be sent home at the end of the session or kept at school as agreed upon by the parents and leader. Children are not allowed to bring medication in their **bag or lunch box**. Medication of any kind should not be with the children at any time. The following is Grand Haven Area Public Schools medication policy. Please read it so that we are able to work together to benefit your child.

Definition: Medication includes both prescription and non-prescription medications and includes those taken by mouth, inhaler, or those which are injectable (epi-pen), applied as drops to eye or nose, or applied to the skin.

Procedures:

1. The student's parent/guardian must provide the school with written permission and request to administer medication.
2. Written instructions that include name of student, name of medication, dosage, time to be administered, route of administration, and duration of administration must accompany the medication. (*See program leader for form*)
3. Medication must be administered by one adult in the presence of a second adult, with both individuals being designated by the Child Services Coordinator.
4. Medication must be administered in the presence of a second adult except in an emergency that threatens the life of the student.
5. Child Services Coordinator will designate a person(s) responsible for assuring that a student receives medication as prescribed. Any persons involved in the administration of medication shall maintain student confidentiality.
6. Any staff person designated to administer medication receives in-service training on all district policies and procedures related to this responsibility. Documentation of individual completion of this training should be maintained and be available upon request by parent/guardian, physician, or school official.

Sample Medication Form:

School Medication Permission and Instruction

Parent/Guardian Permission:

Student's Name: _____ Birthdate: _____

Address: _____

School: _____ Grade: _____ Teacher: _____

I hereby grant permission for the above-named school to administer prescription or patent medication for my child as indicated below, and to exchange information with my child's physician as deemed necessary.

_____ to be given at _____
(Amount of Med.) (Kind of Medication) (Time)

Possible Side Effect _____

Parent/Guardian Signature: _____ Date: _____

INCLUSION POLICY

All children are welcome and bring value to our program. Children learn best when they participate with others who have different goals and abilities. Children with disabilities will be included in the full range of activities and services. Provisions for any modifications and accommodations necessary for children will be provided to the best of the program's ability. The safety and well being of all children will be considered at all times.

Children are not discriminated against due to race, religion, family backgrounds, or culture. Teachers provide both sexes with equal opportunities to participate in all activities. Teachers speak positively about all children, their background, and their family.

CULTURAL COMPETENCE POLICY

Our early childhood educators will work to make the most of children's potential while strengthening and building upon the skills they bring with them when entering our programs. All children are cognitively, linguistically and emotionally connected to the culture and language of their home. Children will be given the opportunity to acquire the use of English while respecting their home language. Staff will actively involve parents and families in programs and honor their culture and home language learning. Teachers will provide all children with equal opportunities to participate in all activities.

CONFIDENTIALITY POLICY

Working with children and families will sometimes bring us into contact with confidential information relating to children and their families. Parents will have ready access to files and records of their own children. Staff and volunteers will maintain confidentiality at all times and not discuss their observations of children outside of Open Door and Primetime.

OPEN DOOR ACTIVITIES

Below is a more detailed description of the various activities available to your children:

Meeting: The whole group will gather both A.M. and P.M. for roll call and to plan activities and discuss solutions to any problems that may arise. Children may share news or interesting possessions and/or discoveries at this time.

Arts & Crafts/Free Choice: Each child will have a variety of materials to choose from and may create whatever he/she wishes. Different items will be added and removed for variety.

Specific Art or Projects: Written or oral directions (depending on age) will be given and materials provided to make certain craft items. The directions will be general so that a child has freedom and can create in his/her own way.

Quiet Time: There will be a choice of board games, puzzles, computers, manipulative activities, listening (to tapes or stories), reading, or (if the child and/or parent wishes) time for and help with homework.

Free Choice/Outdoor: One or more staff members will always be supervising the playground while children are there. Balls and other equipment may be checked out. Please make sure your child has appropriate clothing for the weather.

Free Choice/Indoor: This is a time when the children may choose many different activities from active group play to quiet chatting with a friend or reading a book. We will vary some of the games and craft items available each day.

Custodial Duties: Everyone will have a job, which will rotate each day or week. Each child needs to help in order to keep our rooms clean and orderly. This gives the Open Door members a sense of responsibility. As soon as a child completes their job for the day, he/she then reports to the leader in charge and may participate in free choice until school begins (a.m.) or a parent comes for him/her (p.m.)

Activities & Special Events for Summer Open Door

Walking, hikes, and picnics will be some of the many special opportunities we will have planned for your child. We will also have some field trips planned throughout the summer. We are planning to explore many wonderful parks and other areas of interest. A longer field trip may be taken at summer's end. Added to the activities are academic experiences in a fun filled way as well as sports, art, and music.

Transportation will be provided by the district's school buses, sports vans, or Harbor Transit. Many times, only certain groups will go on a trip as we like to gear activities according to age groups. Since preschool children younger than four years of age cannot ride on the school bus, we will make every effort to be creative in our attempts to provide field trips closer to home for these children. If you do not work everyday and would like to volunteer for a field trip, please let us know.

We will be taking walking trips around the area of our summer site.

Guests

We will have guests and some performers that will visit us occasionally. All activities will be listed on the monthly calendar. If you have a talent and would like to share with our group, please talk to the Site Supervisor.

Water Fun....

There will be days that we have sprinklers, water tables, and water games. On these days, please provide your child with a bathing suit and towel. Specific dates and times will be on our summer calendar.

Surprises...

Some special surprises will be planned, adding to the fun throughout the summer. Parents will be notified before such events.

OPEN DOOR CODE OF CONDUCT

Open Door Golden Rule

The Open Door Staff members are taking the place of your parents while you are in care. We strive to provide an environment where staff and children treat each other with respect.

People and Feelings:

1. Treat each other gently and with respect.
2. Remember that teasing and name-calling hurts people's feelings.
3. Always use appropriate language.
4. If it's not nice, don't say it.

Property:

1. Open Door property must be used with care and concern.
2. Open Door property belongs to all and must be shared by all.
3. Respect personal property; ask the owner if you may use it.
4. A creative project is personal property.

Safety:

1. Swings and slides should be used in a sitting upright position only.
2. Pebbles, woodchips, rocks, sticks, sand, grass, or plants may not be misused or thrown.
3. Carrying of audiovisual equipment, heavy furniture, etc. must be done by adults.
4. Help others if they're hurt or upset.

General Conduct:

1. Children must stay within the bounds of school property unless accompanied by an Open Door staff member.
2. Windows should be opened and closed by staff.
3. Ball bouncing, throwing and running may only be done in the gym or outdoors.
4. Be polite and friendly and you will have fun.
5. If something upsets you, tell a staff person.

Discipline

In Open Door and Prime Time, we emphasize **Positive Behavior Intervention Support** which is an approach used to promote successful behavior and learning.

What does PBIS look like?

- Teachers and students have warm supportive relationships.
- Environmental issues are considered to resolve behavior challenges.
- Classroom has visible consistent rules and expectations.
- Rules and expectations are practiced and acknowledged.
- It is not a specific practice or curriculum...it's a general approach to preventing problem behavior.
- It is not limited to any particular group of students...it's for all students.
- It is not new...it's based on long history of behavioral practices, effective instructional design, and strategies.

PBIS Philosophy:

We do not discipline young children for:

- Not knowing what to do
- Not knowing how to do it, or
- Lacking the personal skills to manage their own behavior.

During the first 2 weeks, the rules will be taught – after that if a child forgets a rule, we will follow these procedures:

DISCIPLINE TIME LINE:

1. **1st time** – child will be asked if he or she knows the rule – he or she will be reminded and helped to find a better solution to the problem.
2. **2nd time** – he or she will sit in the “Better Choice Chair” (away from the group) for 2 or more minutes (dependent on the child’s age) and a better solution discussed.
3. **3rd time** – he or she will sit in the “Better Choice Chair” (away from the group) for 2 or more minutes (dependent on child’s age) and parent contacted.
4. **4th time** – (for still repeating the same or similar offense) the child will sit in the “Better Choice Chair” for 2 or more minutes (dependent on child’s age) and a conference with the parents requested.
5. One-day suspension, parent may be called to pick up child.
6. Three-day suspension.
7. Dropped from program.

Some steps may be skipped if behavior is severe or violent. Offensive and/or inappropriate language will not be tolerated.

When a child sits in the “Better Choice Chair” he/she will always be in sight of the teacher or assistant. Working together as teachers and parents can help most children to develop appropriate group behavior. Our staff respects the dignity of each child and will discipline a child accordingly.

Physical contact in disciplining is avoided unless it is necessary to restrain a child from harming themselves or others. Our staff members try to tell and show the child what he/she should be

saying or doing rather than focusing on the unwanted behavior. They also tell the child the reason for the rules to be followed.

Because we feel that we can be most effective in working with each child if we form a partnership with parents, we will observe the Discipline Timeline. Children will not be excluded from outdoor play, gross motor activity or daily learning experiences as a form of discipline. It is very helpful for parents to go over the rules with children at home before their first day of attendance.

The Open Door Program strives to set boundaries that are helpful in promoting good discipline. Families benefit from understanding the behaviors that can jeopardize their children's participation. We create mechanisms to ensure that everyone is treated fairly and that other solutions are fully explored prior to terminating a child's participation.

Unacceptable behaviors are not a result of unmet needs. We terminate due to the behaviors of a child, not because "we are unable to meet the needs of the child".

Behaviors that can lead to termination include:

- Unprovoked physical violence
- Persistent bullying
- Verbal harassment of peers or staff
- Unauthorized departure from the grounds or building of the program

VOLUNTARY WITHDRAWAL:

One week's written notice is required if you wish to withdraw your child from the program for any reason, otherwise regular fees will be paid for that week.

PRIME TIME

“Child Care with an Educational Flare”

Program Philosophy

The Grand Haven Area Public School Prime Time program is designed to meet each child’s individual needs and help them reach their full potential as learners. Our centers are designed to address the developmental needs of young children by recognizing each child as a whole person; physical, social, emotional, and intellectual needs are all part of our curriculum.

We believe:

1. That children have different needs, interests, and talents, and develop at different rates.
2. That social, emotional, physical, and aesthetic development are just as important to the development and well being of the whole child as intellectual development.
3. Children learn best when there is a planned, multi-cultural, non-sexist, developmentally age-appropriate curriculum.
4. That children learn and develop by discovering, through direct experience, how the world works.

DAILY SCHEDULE:

9:00 a.m.	Greet children, calendar, circle time, weather chart, and story
10:15 a.m.	Children’s choice time – centers
10:30 a.m.	Snack
10:40 a.m.	Large motor skills – outside
11:30 a.m.	Lunch
12:15 p.m.	Free time, open centers, story
12:45 p.m.	Rest, quiet time
1:50 p.m.	Children’s choice
2:30 p.m.	Snack
2:45 p.m.	Outside

Explanation of Daily Schedule

Children's Choice Time – Centers

Centers are set up for children to choose an activity. Teachers vary the opportunities at each center. The following is a list of some centers that may be available:

Art	Books	Dramatic Play
Music	Trucks/Blocks	Writing
Science	Math	Manipulative Area

Children have a choice each day during this time to choose which center they would like to be at.

Snack

At this time, children are encouraged to socialize. Many self-help methods are used to help children build self-confidence and self-esteem. Children are enthusiastic about pouring, serving and cleaning up after themselves.

Large Motor Skills

During this period of time children may go outside, move with music or have an active gym period. Large muscle development is an extremely important skill for young children to master at this age.

Lunch

Lunchtime may vary according to the time your child arrives or leaves for school. Children may bring their own lunch or purchase the school lunch (check with your site for school lunch availability). **When Grand Haven Area Public Schools has a ½ day session or is not in session, all children will need to bring their lunch, as school lunches will not be available.**

Free Time, Open Centers, Story

In order to provide a relaxed lunch, we allow children time to finish eating. This short period of time allows children who are finished eating the freedom to choose an activity. When everyone is finished eating, it is story time.

Library Time, Quiet Reading

During this time, children are allowed to look and explore the world of books. This helps to quiet them down and also be exposed to many varied forms of written works. The teacher may read to them at this time also.

R & R

Rest and relaxation. It is a state licensing rule that children under 5 years of age be given quiet time to rest. We have mats available for children to rest on. They do not have to go to sleep but need to slow down and give their bodies a little rest. We choose to call this "R & R" rather than naptime. Children will rest and relax for 1 hour each day. If they fall asleep, we will wake them after 1 hour. Prime Time parents need to provide a small blanket and pillow; these will

need to be cleaned weekly by parents. Please do not forget to bring it back the next week. An alternative to forgetting is to have 2 sets.

Children's Choice

At this time the children choose what they would like to do. They also decide if the choice will be a group activity or individual activity.

Program Goals

1. To provide a nurturing, relaxed, and non-sexist environment with caring adults where self-concepts are enhanced; independence encouraged; free choice decisions offered; social skills acquired and individuality respected.
2. To provide large portions of time in which the child can spend with their friends in a range of different and satisfying activities. The activities will be drawn from the following curriculum areas: art, science, woodworking, cooking, music and movement, drama, language arts, large muscle, fine motor, and math games.
3. To provide the child with opportunities to gain competence in a variety of skills and techniques that increases their interest and control over their environment.
4. To provide for each child's physical well being while in our care.
5. To provide opportunities to develop large motor skills and coordination through physically active play.
6. To develop in the child an active curiosity about the world in which they live and an enthusiasm for learning which stimulates exploratory behavior and creativity.
7. To help the child gain self-discipline in an environment where they know the limits and expectations.
8. To develop in each child an appreciation for beauty and nature.
9. To provide an atmosphere in the classroom which promotes respect for others and materials.

PRIME TIME OPEN DOOR

Locations: Central, Lake Hills, Robinson, and Rosy Mound

Hours: 6:30 a.m. – 6:00 p.m.

Payment and schedules need to be turned in by Wednesday for the upcoming week.

Breakfast: Information available from your child's school and may be paid daily or by the week to the school

Lunch: Bring a sack lunch or purchase a school lunch-check with your site for school lunch availability

Our Prime Time program has its own room and teachers at our Open Door sites. Children will experience a wide variety of activities, as well as have access to academic learning in a fun way. Space is limited, so early registration is necessary. We strive to provide creativity, learning, and nurturing in a positive, uplifting atmosphere. We work to build self-esteem and confidence in all children.

FOOD & NUTRITION

BREAKFAST - Grand Haven Area Public Schools will provide breakfast for a small fee at most schools. If you would like to participate in the program, talk to the Open Door staff concerning costs. The school does not serve breakfast at Central. Breakfasts are not provided during summer, vacation days, or snow days.

SNACK – Our afternoon snacks will consist of a variety of nutritious foods: crackers and cheese, fruit, graham crackers, pretzels, etc. We will also sometimes bake muffins, cookies, and cakes, or make pudding or Jell-O as an activity. If you wish to send a treat for a special occasion or supplement our food cupboards that is fine and will be greatly appreciated. Please talk to the staff if your child has a food allergy. Food allergies will be posted and we will try our best to provide snack options within the allergy guidelines or a healthy alternative. Parents may choose to bring in a boxed snack for their child with allergies as an alternative to the snack provided by the program.

LUNCH – Again, Open Door does not have the facilities to provide lunch when Grand Haven Area Public Schools is not in session. Please send a sack lunch any day that your child is with us on a full day or a half-day that school is not in session. Prime Time children do have the option of buying hot lunch on days when elementary school is in session.

DURING THE SUMMER - All lunches will need to be provided by parents. We suggest packing lunch in a cooler bag. This helps keep things fresh as we do not have refrigeration or microwave services available. Please make sure that your child's lunch is marked with their name so there is no confusion.

YOU CAN HELP!

We are self supporting so we are always looking for occasional donations of the following items:

Paper cups (5 oz.)
Paper plates (small or large)
Plastic utensils
Crackers (any type)
Napkins
Staple items
Jell-O
Packaged snack items
Juice

Please think of us when getting rid of toys, games or puzzles as well!

Volunteer Policy

Please be aware that everyone who plans to participate inside the classroom must have a completed volunteer form on file in the classroom. Volunteers will always be supervised by a staff member. Volunteers will not participate in any diapering or toileting needs. If a volunteer is to participate in an unsupervised educational activity with children in the program the volunteer will need to have:

1. Central Registry Clearance
2. Zero Tolerance Child Abuse signed
3. Documentation that a volunteer has not been convicted of child abuse or neglect or a felony involving harm or threat to others

Exclusion Policy

Control of communicable illness among the children is a prime concern. Policies and guidelines related to outbreaks of communicable illness in our centers have been developed with the help of the Health Department and local pediatricians. In order to protect the entire group of children, as well as your own child, we ask that parents assist us by keeping sick children at home if they have experienced any of the following symptoms within the past 24 hours:

- A fever over 100° orally or 99° axillary (under the arm)
- Signs of a newly developing cold or uncontrollable coughing
- Diarrhea, vomiting, or an upset stomach
- Unusual or unexplained loss of appetite, fatigue, irritability, or headache
- Any discharge or drainage from eyes, nose, ears, or open sores
- Itching, skin rash or lesion on the chest, back, shoulders, scalp, or other areas.

Children who become ill with any of these symptoms need to be picked up immediately. We appreciate your cooperation with this policy. If you have any questions about whether or not your child is well enough to attend school or our program that day, please call the program *before* bringing your child. Remember-your child must be fever and symptom free (**non-medicated**) for 24 hours before returning to Open Door! Staff and volunteers will also adhere to the same illness exclusion policy as the children.

Thank you for your cooperation,
Child Services Staff

Health Care Policy

DAILY HEALTH: Please monitor this closely and do not send your child to Open Door if he or she seems ill or very tired. Your child will enjoy their day so much more.

ILLNESS

We have worked with the Health Department of Ottawa County and local Pediatricians to develop a health policy that will help to control the spread of communicable diseases. Please keep your child home if they have experienced any of the following symptoms within the past 24 hours:

- **Fever:** A fever over 100° F orally or 99° F axillary (under arm).
- **Colds/Coughs:** Signs of a newly developing cold or uncontrollable coughing.
- If a cough becomes severe we will request that the child be kept at home or see a doctor.
- **Diarrhea, vomiting, or upset stomach:** All symptoms must be gone upon arrival at our center.
- **Sore Throats:** Sore throats can be very contagious. If after 3 days it is not better and a fever exists it is your responsibility to see a doctor.
- **Discharge/Drainage:** From eyes, ears, nose, or open sores.
- **Rashes/Itching:** We will request that the child be kept at home and/or see a doctor.
- **Head Lice:** A child shall be lice and nit free before returning to the program.

SUDDEN ILLNESS: If your child becomes ill at Open Door, we will keep him or her as comfortable as possible, away from the group, and call you or your designated emergency number. That is why filling out each part of the *Child Information Card* is so important.

MEDICATION: If your child needs medication during Open Door hours, the teacher can give it, if you fill out a medication form and bring the medication in its original container. Children cannot carry any medication in their backpack or pockets. Medication will be stored in a locked cabinet and you will need to ask for it at the end of the day.

MINOR INJURIES: If a child receives a bump, bruise, or scrape while at Open Door we will provide first aid (band aid, ice) and a “Boo Boo Note” will be sent home with your child describing how the injury occurred and treatment given.

SERIOUS INJURIES: If a child is seriously injured, a staff member will stay with the child – giving any necessary first aid. Another staff person will go to the nearest phone and call an ambulance (if necessary) and parents/emergency contacts. Again, we stress the importance of listing emergency phone numbers on the *Child Information Card*.

FIRE/TORNADO/LOCKDOWN: We will have seasonal fire/tornado drills and explain this procedure to the children in a non-threatening way. All drills will follow the individual school’s policy.

BACKGROUND CHECKS: All our staff members are carefully screened through the Child Protective Services stating that there is no child abuse or neglect on their records. All staff are fingerprinted and a criminal background check is done as well. We also require all staff to be CPR and First Aid Certified.

EMERGENCY EVACUATION PROCEDURES: If a building needs to be evacuated for any reason all mobile children will be escorted by staff to the nearest safe zone. Children with special needs who use mobility devices will be escorted by staff to the designated evacuation area. Staff have received site specific training on evacuation procedures. Parents will be contacted by phone, television and/or website (ghaps.org) on the location to safely pick up children.

Health Care Procedures

The Child Services employees shall use precautions when handling potential exposure to blood, including blood - containing body fluids and tissue discharges, and when handling other potentially infectious fluids.

SANITIZING AND CLEANING:

The following steps are to be followed for cleaning and sanitizing:

- Wash the surface or article vigorously with warm water and detergent with bleach
- Rinse the surface with clean water
- Submerge, wipe or spray the surface or the article with a sanitizing solution
- Let the article or surface air dry

HAND WASHING PROCEDURES:

The following steps will be taken to wash hands for both children and adults

- Turn on water to comfortable temperature.
- Moisten hands with water and apply soap.
- Rub hands together vigorously until a soapy lather appears and continue for at least 10 seconds.
- Rub areas between fingers, around nail beds, under fingernails, jewelry, and the back of hands.
- Rinse hands under running water until they are free of soap and dirt. Leave the water running while drying hands.
- Dry hands with a clean paper towel. Turn water taps off with the towel if they do not shut off automatically.
- Dispose of the towel in the trash.

DIAPERING PROCEDURES:

Diapers will be changed in designated diapering areas only using the following procedures.

- Have the child get on the changing table by using the step stool, **DO NOT** lift the child onto the changing table.

Diapering Procedures Continued...

- Put on gloves.
- Wipe the child from front to back.
- Discard diaper in closed container with wipes and gloves.

3 Step Cleaning Process:

1. Soapy Water
1. Water
2. Bleach Solution

MAINTENANCE OF SLEEPING EQUIPMENT:

- All mats are to be stored away from daily traffic.
- Each Mat is cleaned on a weekly basis using the 3 Step Cleaning Process.
- All sheets are to be changed and washed weekly.
- All bedding must be in separate plastic bags so that no material is touching.

REPORTING SUSPECTED CHILD ABUSE AND NEGLECT:

In the event of suspected abuse or neglect, to a child, the caregiver shall call The Family Independence Agency (protective services) and report the situation. The number is 1-855-444-3911. The caregiver will also report the information to the Coordinator.

HEALTH RESOURCES

The following resources are available to parents and staff for information regarding health issues.

- Ottawa County Health Department 616-846-8360
- American Red Cross Literature
- Parent resource display
- North Ottawa Community Hospital 616-842-3600

FINANCIAL MATTERS

ADMISSION: You may register your child any time at the Child Services office at 106 S. Sixth St. (in Central School), by paying the required (non-refundable) registration fee. If you cannot come in, you may request an application by phone, 850-6825. We also have all our forms on the GHAPS website available to you. Registration papers may be turned in to the Child Service office or they may be turned in at the site. The registration fee goes toward supplies, snacks and equipment. A 48-business hour waiting period takes effect after all paperwork is turned in before new enrollees can attend Open Door.

BILLING INFORMATION

For billing information please call our office (850-6825) and speak with our Open Door Billing Secretary.

1. Schedules and payments must be turned in each week by Wednesday for the following week's care. If you do not turn in a **schedule and payment**, we will reserve the right to turn your children away for care. If your **schedule and/or payment** are late, there is a \$10 late fee per child. The child who uses the most hours will be considered the 1st child.
2. There is a \$10.00 charge for picking your child up after 6:00pm. You will be charged an additional \$10.00 for every 15 minutes you are late. This can be paid by cash, check or charge to Open Door at the site or in our Child Services office. This is to be paid immediately. Late pick up payments not made within 24 business hours will incur additional late fees.
3. Visa and MasterCard are accepted. Call our office at 850-6825 to make these arrangements. A **\$25 returned check fee** will be charged for any returned checks we receive. A **\$10.00 late fee** will be assessed should your credit card be declined for any reason.
4. Please check over any invoice you may receive. If you notice a discrepancy, call our billing secretary right away. We will not go back further than two months to make any adjustments.
5. Actual Hours are rounded up to the next ½ hour.
6. You are charged from the time children are dismissed from school as they are considered our responsibility at that time. Your schedule should indicate this.
7. Permanent schedules may be used if your child has the same schedule every week. However, you must inform us if the schedule will change.
8. If you have not paid your outstanding bill, we have the right to deny care going forward.

Parent Accounts with Irregular Situation

DIVORCED OR SEPERATED PARENTS ACCOUNTS:

The parent enrolling a child/children in our Child Services Program will be considered the Primary Parent.

- The primary parent who enrolls the child is the person who will be billed for the account
- Information on the account is only to be given to the primary parent.

An exception will be made if the Primary Parent has given us permission to give out information concerning the account or if both parents would like to receive separate statements and schedule separately. *(Both parents will be required to pay the enrollment fee in this case)*

- Any parents may receive information concerning a child's education providing that person is the child's biological parent.
- A court order must be obtained or contact from the Friend of the Court must be on record before any information concerning billing is to be given out.

LEGAL GUARDIANS:

Documentation of legal guardianship must be on file as well as any information regarding the birth parent's rights.

DOCUMENTATION OF PARENTAL CUSTODY RIGHTS:

Documentation (court order) of parents terminated rights must be on file or the biological parent has the right to pick up the child. If a visitation schedule has been set this also needs to be on file and staff on site are informed that the parent can only visit when it is their time for visitation.

DAYCARE ASSISTANCE AVAILABLE

****Michigan DHS****

1-855-ASK-MICH