

ANNA'S BANANAS
DAYCARE & PRESCHOOL

Parent
Handbook



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Parent Handbook Policy

Anna’s Bananas Daycare and Preschool reserves the right to modify and update the Parent Handbook at any time. Updated handbook policy is given upon enrollment and can be obtained at the parent board of your center or by visiting the link: <http://www.annasbananas.com/enrollment-forms/>

Anna’s Bananas Daycare and Preschool Licensing

Anna’s Bananas Daycare and Preschool is licensed by the State of Minnesota Department of Human Services to operate with the following amounts of children:

Farmington

Infants (six (6) weeks to 19 months)	32
Toddlers (19 months to 33 months)	37
Pre-Schoolers (33 months to 1 st day of kindergarten)	103
School-Age (1 st day of kindergarten up to 12 th birthday)	48
TOTAL CHILDREN	220

Apple Valley

Infants (six (6) weeks up to 19 months)	24
Toddlers (19 months to 33 months)	34
Pre-Schooler (33 months-Kindergarten)	60
TOTAL CHILDREN	118

Burnsville

Toddlers (19 months to 33 months)	42
Pre-Schoolers (33 months to 1 st day of kindergarten)	70
TOTAL CHILDREN	112

Northfield

Infants (six (6) weeks up to 19 months)	20
Toddlers (19 months to 33 months)	28
Infant Toddler Combination-34, not to exceed 28 Toddlers	
Pre-Schoolers/School-Age (33 months up to 7 th birthday).....	43
TOTAL CHILDREN	91

Lakeville East

Infants (six (6) weeks up to 19 months)	20
Toddlers (19 months to 33 months)	21
Pre-Schoolers (33 months to 1 st day of Kindergarten)	86
TOTAL CHILDREN	127

Lakeville West

Infants (six (6) weeks up to 19 months)	45
Toddlers (19 months to 33 months)	34
Pre-Schoolers/School-Age (33 months up to 7 th birthday) NTE 5 SA.....	50
TOTAL CHILDREN	129

Baby Bananas

Infants (six (6) weeks up to 19 months)	40
TOTAL CHILDREN	40

*Ages listed for each age group are a general guideline. Center rates will not be changed for a child until the child officially changes age groups and all required information (Updated Healthcare Summary and Immunization Records) are turned in, in accordance with policy and DHS licensing requirements. Credits or rate changes will not be provided if a child’s age exceeds the general guideline before the child officially moves to the next age category.

Hours of Operation

Anna's Bananas Daycare and Preschool will provide child care for your child(ren) Monday through Friday, 6:00 am to 6:00pm. Parents or legal guardians of enrolled children are welcome to visit the center and have access to their child any time during the hours of operation while the child is in the care of Anna's Bananas Daycare and Preschool. Anna's Bananas Daycare and Preschool does not accept drop off for children between the hours of 11:00 a.m. to 2:30 p.m. without prior approval (such as doctors' appointments, dental appointments) as we have found it is in the children's best interest to avoid these times and limit the disruption in the classrooms during lunch and rest times. Please notify the center director if you are requesting a special accommodation on a particular day so we can work with your family.

Holiday Closings

- ◆ New Year's Eve (Early Closing)
- ◆ New Year's Day
- ◆ Good Friday
- ◆ Memorial Day
- ◆ July 4th and possibly 1 additional day during the Independence Day holiday.
- ◆ Labor Day
- ◆ Columbus Day (Staff Development Day)
- ◆ Thanksgiving Day
- ◆ Thanksgiving Day After
- ◆ Christmas Eve (If it falls on a weekday we will be closed)
- ◆ Christmas Day
- ◆ Floating Holidays
- ◆ Spring staff development day-half day closing

On days between a holiday and a weekend, Anna's Bananas Daycare and Preschool may choose to close as an additional floating holiday, the entire list of paid center closings will always be put out by December 31st of the current year for the following year.

****2020 CLOSINGS****

Wednesday, January 1 st , 2020	New Year's Day
Friday, April 10 th , 2020	Good Friday
Friday, May 22 nd , 2020	Early Closing 3:00 p.m.
Monday, May 25 th , 2020	Memorial Day
Friday, July 3 rd , 2020	Independence Day
Monday, September 7 th , 2020	Labor Day
Monday, October 12 th , 2020	Columbus Day-Staff Development Day
Wednesday, November 25 th , 2020	Floating Holiday
Thursday November 26 th , 2020	Thanksgiving
Friday, November 27 th , 2020	Thanksgiving Day After
Wednesday, December 23 rd , 2020	Floating Holiday
Thursday, December 24 th , 2020	Christmas Eve
Friday, December 25 th , 2020	Christmas Day
Thursday, December 31 st , 2020	New Year's Eve-Closing at 3:00 p.m.

If a holiday falls on a Saturday we will be closed on Friday and if it falls on Sunday we will be closed on Monday. Parents are required to pay in full for all center closings. *Vacation days, coupons or other promotions may not be used on a scheduled center closing unless otherwise defined.

Unplanned Closings

Unplanned closings due to inclement weather will be considered "paid" days by parents as Anna's Bananas Daycare and Preschool will compensate the staff members scheduled to work that day on the hours that they miss, not to exceed a 40-hour work week.

Tuition Payment Policies

Reserving a Spot

Anna's Bananas Daycare and Preschool is unique as they charge a one-time fee for each child to reserve their spot. Unlike most childcare facilities who charge an annual registration fee. In order to hold a spot for your family of multiple children we require that you pay a **\$150.00 non-refundable** registration fee. If you are a family enrolling one child you will be required to pay a **\$100.00 non-refundable** registration fee. After your family has been enrolled with Anna's Bananas Daycare and Preschool and your family adds additional children to our program it is a **\$50.00 non-refundable** registration fee per child. The registration payment is to be paid as a separate payment than your weekly tuition and must be paid as cash or money order in center. Registration fees are only valid for 90 days (except in the event a family enrolls an unborn child) to hold a spot. After 90 days the spot will no longer be held and no refunds will be given.

During COVID-19, while the company provides School Age Hybrid and Distance Learning care, Anna's Bananas Daycare and Preschool will require a \$150.00 registration fee to reserve a spot within the program. At the end of the hybrid/distance learning term, the \$150.00 registration fee will be applied to the last week of care as long as all of Anna's Bananas Daycare and Preschool policies, including that of payment policies are adhered to and an account is in good standing. Once the fee is paid, if a family decides to withdrawal before the end of the term, the fee will be considered **non-refundable**.

Temporary Holding (Minimum of a 4 consecutive week absence)

In the event that you choose to temporarily suspend services but plan to return (i.e. summer vacations, extended vacations etc.), Anna's Bananas Daycare and Preschool will require that you pay a **\$100.00 non-refundable** holding fee for one child. A family with multiple children will pay a **\$150.00 non-refundable** holding fee. There will be no refunds given. This non-refundable fee assures your child's spot is held during the absence. The holding fee may only apply to absences that would result in the child/children being away from the facility for consecutive 4 weeks or longer and require a written 2 weeks' notice to be emailed to the center your child attends. Holding fees are only applicable for up to **six months** after the withdrawal date unless prior management approval in writing is obtained. Anna's Bananas Daycare and Preschool does not accept a verbal or written form of notice for temporary holding. This temporary hold does not go into effect until you have received a confirmation email from the company.

School-Age Non-School Days

When your child does not have school, such as Martin Luther King, Jr. Day, MEA, Conferences, there is a tuition increase for those days. In the event that there is a field trip scheduled for that day, there may be an additional charge for the cost of that event which includes gas and additional staff fee. You are responsible to look for the sign-up sheet, which will be posted in the front entryway at least one week prior to the non-school day and sign up your child. The additional tuition fee associated with the week will be billed with regular tuition and must be paid in accordance with the tuition payment policy. Some activity fees may be required to be paid in cash as we will then pay the vendor at the time of the activity. If your child/ren does not attend on a non-school day that you previously signed them up for your account will still be charged unless notified by 6:00 p.m. on Tuesday the week before the non- school day. If your child will not be attending

Anna's Bananas Daycare and Preschool on a non-school day your account will be charged the normal tuition rate unless you request to use vacation days in accordance with the vacation policy.

Weekly Tuition

The current weekly rates are posted in center as well as on our website. Weekly tuition is due by 12:00 p.m. noon each Wednesday of every week. If your payment is received after 12:00 p.m. noon each Wednesday, you will be charged the standard rate and in addition **a \$10 per day late fee will accrue (including weekends and holidays)**. If your tuition or co-pay is 1-week delinquent, your childcare services will be suspended until payment is received in full including late fees. Additionally, any DECLINE or credit card return payments must be received within 24 hours of notification in order for services to continue and are subject to an additional return fee and late fees when applicable if payment is received in excess of 24 hours. All Declines must be paid via cash or money order in center. We do not run Tuition Express more than once per week (Monday's).

Tuition rates increase on an annual basis and the upcoming rates for the next calendar year are provided to the parents by December 15th of the current year.

Sibling discounts offered to multi-child families are only applicable if tuition is paid in accordance with our payment policies and by noon on Wednesday. Failure to make payment on time in accordance with our payment policies and procedures will result in a family being charged late fees as is outlined above. Services will be suspended after the account is in arrears for 1-week, and the balance must be paid in full. Multi-child discounts will no longer be honored and must be paid in full prior to the account being considered in good standing.

The age range designation listed for the centers rates are a general guideline. The center rates will not be changed for a child despite their age until they officially move up to the next age group and all required information (Updated Healthcare Summary and Immunization Records) are turned in, in accordance with policy and DHS licensing requirements. Credits or rate changes will not be provided if a child's age exceeds the general guideline before the child officially moves to the next age category.

In the event a cash paying family elects to terminate their services and provides a two-week notice following the withdrawal procedures, the family will be required to make their final payment on Monday of the last week of billing if they are a weekly family, or Monday of the last Monday of the biweekly period.

Financial Billing Errors

Anna's Bananas Daycare and Preschool billing department follows a strict regime of procedures to ensure billing is accurate. However, human error may occur and there are times when errors might present themselves. Should an over-billing error be found exceeding 90 days, it will not be honored. If an error is found where Anna's Bananas Daycare and Preschool has been under-billing and it was not reported, Anna's Bananas Daycare and Preschool reserves the right to obtain the proper difference in compensation and will work with the families on the best method and time of payment. It is the parent's, or those who are held financially accountable for the accounts, responsibility to be checking statements and notify management immediately in writing if something appears incorrect on their statements.

Scheduled Enrollment and Change of Terms

At the time of enrollment, families sign up for a specific number of days of attendance and certain days of the week of attendance. Please note, we reserve your child(ren)'s spot for the days you enroll for and thus have ordered food and staffed accordingly. Anna's Bananas Daycare and Preschool may sometimes have the ability to add days per week to your child's schedule per email request submitted to your center's email address in which case you would be charged the difference in number of days per week. Payment for all drop-in care must be paid via cash in center prior to the drop off takes place unless the drop in is known in advance of the billing period and the parent requests that funds for the drop in be added to their regularly scheduled tuition run. Balances will not be rolled into a new week and all drop-in fees are subject to late fees in accordance with our payment policies. As with most licensed facilities, Anna's Bananas Daycare and Preschool does not allow swapping of days of attendance. If a family is wishing to **permanently** switch the number of days or the days of the week in which they attend, Anna's Bananas Daycare and Preschool requires a TWO (2) week written notice if your child's enrollment is changing. The two weeks will begin from the business day and within business hours of which the email was received. If a notification is received after normal business hours, the date in which the change of terms will begin from will start from the next business day we are open. For Example: A change of terms is received on Tuesday at 8:00 p.m., the beginning of the two week notice for the change of terms will begin on Wednesday when individuals are back in the office to process the request.

If the two-week notice is not provided, you will be billed accordingly. For change of terms, you can find a change of terms process card on the parent board at your center or may request one from your center director. You will receive a confirmation e-mail stating that we have received your request. If you do not receive a confirmation email within 48 hours of your request please note this is your responsibility to notify your Center Director as your request has not been confirmed by our billing department and you will continue to be billed until appropriate written request has been received. This applies for all those receiving county assistance as well as those enrolled in the Flex Schedules option.

How to submit a Change of Terms:

Please send an email with the below information to your center's email address.

- *Child's Name*
- *Classroom*
- *Center Attending*
- *Your Name*
- *Phone Number*
- *Current Number of Days Enrolled*
- *Future Number of Days Enrolled*
- *Effective Date of Change*
- *Reason for Change*

Minimum Enrollment

Anna's Bananas Daycare and Preschool has a minimum enrollment of 2 full days per week. Half days may be added in addition to the 2-full day minimum. If the rate of 2 full days

and up to 3 half days EXCEEDS that of the full-time rate, you will be billed the lower of the two. Anna's Bananas Daycare and Preschool has a minimum School Age enrollment of 4 full days per week during the Summer Camp months June-September at select locations for children who are five years old or who have completed kindergarten up until 12 years of age.

Flex Schedules

Anna's Bananas Daycare and Preschool offers families who do not have a consistent weekly schedule to have the opportunity to be a flex family. This option was created and intended for families who have parents/guardians who work in the medical field, police officers, pilots and any other employers that may require a rotating schedule. Flex families are also held to the 2 full days per week minimum enrollment. Families who wish to be flex families must submit an Anna's Bananas Daycare and Preschool provided monthly calendar to the Center Director no later than the Monday prior to the last full week of the month. Flex families will be charged for the days they have signed up to attend for the month regardless of the days their child/ren actually attended. All dates will be locked in, the only flexibility will be to add additional drop-in days as days will not be allowed to be swapped or removed once this schedule has been submitted to administration.

Qualification to be Considered a Flex Family

Anna's Bananas Daycare and Preschool's definition of flex scheduling is a family whose schedule is **NOT** consistent and does **NOT** show a weekly pattern. There should be multiple times in a month where the days and weeks differ. A family must flex a minimum of 4 times per month whether that is a change in the days attended per week or the number of days in attendance, there must be a minimum of 4 flexes in the schedule to continue to be considered for this type of scheduling. These 4 flexes should not be consistent or repetitious. Please see the attached example of flex scheduling.

Temporary flex schedules for November and December will not be offered to families who did not flex January through October.

Alternating Day Off Schedule

Anna's Bananas Daycare and Preschool's definition of an alternating day off is a family whose schedule is consistent with the amount of days a week that their child/ren attend however, the day/days off alternate on a weekly basis.

Examples of an Alternating Day of Schedule:

Johnny Johnson always attends **4 days a week**.

Week 1: Johnny is attending Monday, Tuesday, Thursday, Friday

Week 2: Johnny is attending Tuesday, Wednesday, Thursday, Friday

Week 3: Johnny is attending Monday, Tuesday, Wednesday, Friday

Week 4: Johnny is attending Monday, Tuesday, Wednesday, Thursday

If Johnny did not need childcare on Thursday on week 4 that would not qualify him to be a flex because his schedule showed a pattern and consistency with the exception of one week which would make his scheduling eligible for an alternating day off schedule.

This provides Anna's Bananas Daycare and Preschool families three scheduling options to commit to: flex schedule, alternating day off schedule or a set schedule where the child/ren come the same days each week.

Calendars Required as Formal Scheduling

Anna's Bananas Daycare and Preschool will email the families who have committed to flex scheduling or alternating day off a calendar for them to fill out and complete for the upcoming month. Calendars must be turned in no later than the Monday prior to the last

full week of the month. Emails sent to Managers containing the dates (without being on the official calendar) of which you wish to bring your child/ren to Anna's Bananas Daycare and Preschool is not accepted as formal scheduling protocol. If your schedule is not sent on our provided calendars it will be denied and you will be requested to fill out an updated calendar. All flex and alternating day off schedules must be submitted on the official Anna's Bananas Daycare and Preschool flex calendars (see sample calendar attached). Calendars will not be accepted until they have a signature from the parent or guardian each and every month.

How to Submit Your Calendar

Scan and email the signed calendar to your Center Director or personally hand the completed calendar to your Center Director.

Vacation

Should a family not sign up for any days in a week, that family will be billed the average number of days they have been attending unless they have previously requested to utilize their vacation days two weeks in advanced (please refer to the vacation policy).

Flex Families Holiday Tuition Requirement Examples

Holiday closings are announced each year in November for the following year, these closings will be clearly marked on the flex calendars we provide to the families. These dates are all considered paid days for all flex families regardless how many average days a week your child/ren attends. In an effort to ensure consistency and fairness for all families we require all flex families to pay all closed holidays which is consistent with our full-time families. Every year Anna's Bananas Daycare and Preschool has up to 13 holiday closings, all of these days will be your financial responsibility and will not be considered for vacation or non-paid days.

Anna's Bananas Daycare and Preschool charges all flex, alternate day off and full-time families for all closed holidays. This allows us to provide all of our full-time employee's days and/or weeks of paid time off (PTO). These employees are able to use their PTO at their discretion; they can choose if they want to apply their PTO on physical holidays or center closings. They may also use this hard-earned time at a time of their choosing throughout the 12-month calendar year, and while some may choose to add it to the physical holiday and have it "paid" others will bank it for later use.

Examples of Holiday Tuition Requirements:

1. Johnny Johnson attends 4 days a week and there are 3 holiday closings Johnny family will be charged 4 days that week or he may use 1 vacation day.
2. Sally Sampson attends 3 days flex there are 3 holiday closings Sally's family will be charged 3 holiday closings that week.
3. Daniel Thompson attends 2 days flex there are 3 holiday closings that week. Daniel's family will pay 3 holiday closings that week.

Payment

Anna's Bananas Daycare and Preschool does not accept personal or business checks for tuition. Families have the option to pay tuition through automatic withdrawals of a Checking Account, Saving Account, Visa, Mastercard, Discover. We also accept in center payments via cash or money order which is due by 12:00 p.m. noon Wednesday each week. This in center payment will only be accepted by a manager and the guardian will be provided a receipt at the time of payment. Each receipt has a number and must be

then signed by a manager to be valid. If a parent/guardian should dispute a payment any and all receipts must be present. Parents may elect to have pay tuition on a weekly or biweekly basis as long as you follow our bi-weekly cycle. Parents wishing to prepay for services in a large sum may do so, however these funds will be considered non-refundable should the parent decide to discontinue services before the credit has been used. Parents will acknowledge this in writing each and every time an advanced payment is made.

Tuition Express

Anna's Bananas Daycare and Preschool offers a convenient automatic checking or credit, weekly or bi-weekly tuition withdrawal program. Upon enrollment, you will fill out a Tuition Express form and consent to weekly or bi-weekly withdrawal from the account. Parents have the ability to access their online account through Tuition Express to keep track of their account as well as print off statements. If you so choose, please see the center director for login and passcode information. Should a family decline two times in a 90-day period, Anna's Bananas Daycare and Preschool will revoke the right to use Tuition Express. Tuition Express processes by 10:00am on Mondays. In instances where your account has been closed, you have lost your card over the weekend or an account is frozen due to fraud, or any other type of account change has occurred, you are required to email billing@annasbananas.com as well as speak directly with the Center Director by 8:00 a.m. Monday to have the card or account removed from processing. Both actions: email to billing@annasbananas.com and notifying your Center Director is required to disable the account. In the event we are not notified directly prior to 8:00 a.m. on Monday regardless of the reason and the account declines, you will be subjected to paying the \$35.00 decline fee that will not be waived by the company. If when filling out the Tuition Express paperwork and the wrong credit card number, account number or expiration date was given by the account holder and your payment is returned due to incorrect information, you are still responsible to pay the \$35.00 return fee. Anna's Bananas Daycare and Preschool only runs Tuition Express once per week, no additional runs will take place to satisfy a decline/return.

Declines/Returns

In the event you are notified that your weekly withdrawal was declined, your account will be charged a \$35.00 DECLINE fee which you will be required to **pay cash or money order in center** in addition to the amount that was declined within 24 hours of your notification. If you are notified on Friday of the decline, the latest available time you have to pay would be Monday of the following week by 10:00 a.m. Anna's Bananas Daycare and Preschool will not refund any DECLINE fee including those due to fraud. It is the account holder's sole responsibility to contact their bank if they want the bank to reimburse for the DECLINE fee.

Any DECLINE or credit card return payments must be received within 24 hours of the notification. If the funds are received after noon on Wednesday the account will be subject to late fees at a rate of \$10.00 per day until the balance is satisfied in accordance with our payment policies. If payment is not received by 6:00 p.m. on Friday of the week of the decline, services will be suspended or terminated for non-payment and late fees will continue to accrue on the account until it has been paid in full. Should a tuition express account decline two times within 90 days, Anna's Bananas Daycare and Preschool will revoke the right to use Tuition Express and in center payments will be

required. Anna's Bananas Daycare and Preschool only runs Tuition Express once per week, no additional runs will take place to satisfy a decline/return.

Childcare Assistance Programs (CCAP)

Anna's Bananas Daycare and Preschool accepts Childcare Assistance Programs (CCAP) from select counties with the proper authorization and paperwork. All families receiving CCAP must adhere to the rules and guidelines set forth by the program as well as the policies of Anna's Bananas Daycare and Preschool. In order to start care, Anna's Bananas Daycare and Preschool must receive written or verbal authorization from a representative of the county, often called a "worker", stating the date care is effective, the number of hours authorized for each child and if any copayment needs to be made by the parent to the facility. Upon enrollment and before any children can attend the parent must obtain the Childcare County Assistance Contract from the center and/or can be easily downloaded from the Anna's Bananas Daycare and Preschool website, fill out the form and turn it into the center.

Once this information is received from the county worker, the contract is completed and all required center enrollment paperwork is received, a child may begin their attendance. Copayments are due by noon on Wednesday in accordance with our payment policies or will be subject to late fees and possible suspension of services for non-payment. Unpaid copayments will also be reported to the county via the billing forms that are provided in a biweekly period and services may be terminated by CCAP for failure to make the required payments.

It is common that the center will receive notification from the county that a case has an "Eligibility Ending" status with a specified date in which care is no longer authorized. It is the guardian's responsibility to get in contact with their childcare worker and turn in any necessary forms or information to ensure their case remains active. If your case goes to inactive status, and you wish for your child or children to still attend the facility while your information is processed, you may elect to self-pay the tuition balance, as listed on the Anna's Bananas Daycare and Preschool Website, for up to two weeks (one biweekly billing period to which you have the opportunity to be credited on your daycare account.

Any family receiving child care assistance that has paid full tuition out of pocket due to loss of authorization whose child care assistance was reinstated, Anna's Bananas Daycare and Preschool will credit up to 2 weeks of tuition that was paid out of pocket (1 full-service period) back to the families Procure Account. This includes any copay changes that result in a credit to the families account; the credit will be used within the system towards future copays, absent days or any other denied fee by CCAP. Credits owed to any family will only be provided within the Procure system. No physical reimbursements will be made until the following conditions are met; 1. Your account is in good standing and you have no outstanding monies owed on any accounts. 2. You have complied with Anna's Bananas Daycare and Preschool Policies and Procedures as outlined in the Parent Handbook including but not limited to the written withdrawal procedures found on Page 13 under "Cancellations" and 3. Your child is officially withdrawn from the program in accordance with required policies and you provide the appropriate address to where you wish your final reimbursement to be mailed along with the correct spelling of your first and last name.

Any payments made exceeding a 2-week period, despite receiving back billing authorization forms from a county agency, will not be billed to that agency and will be considered self-pay by the guardian.

Guardians are required to physically check their child in and out daily by signing the CAB book citing the drop off and pick up times by clearly printing his/her first and last name along with the time of the drop off/pick up on the correct date/line on the provided form. Failure to do so is considered non-compliance with the CCAP record keeping requirements and a family may be suspended by the facility for failure to clearly and legibly complete the requirements.

If a child is authorized to attend for example 6 hours per day per his/her county authorization, that is the threshold of time in which the child can attend. Should your child attend more than the hours allotted, you will be charged the difference between the maximum CCAP rate per your case and Anna's Bananas Daycare and Preschool posted rates.

Example: You are authorized to attend the program 30 hours per week and you selected to receive care 6 hours per day, 5 days per week to equal your 30 hours. You ended up utilizing 8 hours per day, 5 days per week, equaling 40 hours per week. You used 10 hours over the maximum allowable to be paid by the CCAP program. You will be charged the difference between the maximum CCAP payment and Anna's Bananas Daycare and Preschool posted rates to compensate for the extra hours of service provided.

Multi-child discount is not offered to the CCAP program as payment for services rendered is not paid by noon on Wednesday in accordance with our payment policies. Payment received by CCAP is received 3-5 weeks after services are rendered.

The CCAP program will pay up to 10 holiday closings in a calendar year in accordance with the terms of the program. Anna's Bananas Daycare and Preschool typically closes more than 10 days in a calendar year in which we cannot bill the CCAP program for thus the financial responsibility becomes that of the parent to fulfill the payment requirements of holiday closings.

Full Time/Part Time Vacation Policy

If your child is on vacation, you may request to use a vacation day **AFTER** your child has been enrolled and attending for at least 90 days. This must be done **two weeks prior** to the day/dates requested off in writing via the official Anna's Bananas Daycare and Preschool vacation form which is located on the parent board of each location and turned into the Center Director. Your child will receive up to 5 vacation days per year depending on how many days a week he/she attends daycare. If your child attends three days per week, he/she will receive three days per year, etc. Flex families receive the average amount of days per week they attend per year. Effective January 1, 2018, vacation days will be split into two six-month periods with half vacation days being valid January-June for use and the other half being valid July-December 31st. Allotted vacation days not utilized in the first half of the year can be rolled over into the second remaining half of the year. This policy is only valid if your weekly tuition for each child is paid in full by noon on Wednesday in accordance with our payment policies at the time of your vacation. If your tuition is not paid in full by noon on Wednesday in accordance with our payment policies, standard rates will apply and you will be ineligible for vacation days. If your child is ill or absent without a vacation request, your weekly rate will remain the same. All unused vacation days are invalid after December 31st of each year. Vacation days may not be rolled over to the following year. Vacation days cannot be used after

submission of a withdrawal notice nor as part of a two-week notice if previously requested. If your child is **only** enrolled in our summer program, **not** year-round, you are not eligible for vacation days. Vacation days may only be used if your child is not physically in attendance. Vacation days may not be used on any Anna's Bananas Daycare and Preschool holiday closings.

If a family takes a temporary leave of absence, they will be allowed to utilize prorated vacation (with consideration to the time spent away from the center and overall average attendance to reach the prorated amount) upon their return, after their child has been back in attendance for 90 days.

Late pick-up charge

Anna's Bananas Daycare and Preschool Day Care Center closes at 6:00 p.m. A **\$1.00 per minute** late fee will be charged for each minute that your child is picked up late. This payment should be paid directly to the closing teacher or Center Director in cash that evening as Anna's Bananas Daycare and Preschool cannot pay them for childcare services beyond 6:00pm (closing time) due to licensing standards. Failure to make necessary payments to the closing teacher or Center Director who stayed with your child will result in a manual billing on your tuition account which will be subject to the late-fee policy if the balance is not satisfied in full.

Cancellations

Anna's Bananas Daycare and Preschool requires a TWO (2) week written notice if your child will no longer attend our center. The two weeks will begin from the business day and within business hours of which the email was received. If a notification is received after normal business hours, the date in which the withdrawal notice will begin from will start from the next business day we are open. For Example: A withdrawal notice is received on Tuesday at 8:00 p.m., the beginning of the two week notice for the withdrawal will begin on Wednesday when individuals are back in the office to process the request. If the two-week notice is not provided, you will be billed accordingly until the end of the two-week time frame. For cancellations, you can find a withdrawal process card on the parent board at your center or may request one from your center director. You will receive a confirmation e-mail stating that we have received your request. If you do not receive this, it is your responsibility to notify management as your request has not been confirmed by our billing department and you will continue to be billed until appropriate written request has been received. This applies for all those receiving county assistance as well. Failure to provide a two-week notice will result in your account being charged up to a two-week period. Any unpaid balance will be turned over to collections after 30 days. If your child/ren's last day of attendance will be a Tuesday and they normally attend five days a week your account will then be charged the two-day weekly rate as listed on the Anna's Bananas Daycare and Preschool website. If you do not receive a confirmation email within 48 hours of your request please note this is your responsibility to notify your Center Director as your withdrawal has not been confirmed by our billing department and you will continue to be billed until appropriate written request has been received. All families who pay cash will be required to make their final payment on MONDAY of their last week of service.

How to submit a withdrawal:

Please send an email with the below information to your center's email address.

- *Child's Name*
- *Classroom*
- *Center Attending*
- *Your Name*
- *Phone Number*
- *Last Day of Service*
- *Will you be placing a hold fee via TE or cash in center?*
- *Reason for Withdrawal*

Sick Days

If your child is sick on a day that he/she is scheduled to be at the center, you are required to pay for that day. Please be courteous and call the center or message on the Daily Connect application by 8:30 a.m. to advise the staff of your child's absence. See Illness Policies on page 30.

Holiday Days

If your child is scheduled to be at daycare on a day that a holiday is observed and the center is closed, you are required to pay for that day. You may **not** use a vacation day or other promotional coupon on a holiday. All families are subject to holiday closings including that of Flex Families and those utilizing CCAP.

**Under the holiday closings it lists that each are paid holidays. This means that families are required to pay for those days following the aforementioned guidelines. Flex families please see "Flex Families" on page 9 for paid Holiday closings protocol. CCAP families please see "Childcare Assistance Program-CCAP" for additional information regarding paid closings and policies. In regards to employees who meet the eligibility requirements for paid time off (PTO), they are not forced to apply their accrued PTO on physical holidays or center closings. They may use this hard-earned time at a time of their choosing within the calendar, and while some may choose to add it to the physical holiday and have it "paid" others will bank it for later use.

Summer Programs (at select locations)

At select locations preschool through school-age children attending in the summer will be enrolled in the Mini-Camp/Summer Camp Programs. Mini-Camp will be for all preschool aged children at Anna's Bananas Daycare and Preschool and will have a mandatory activity fee to cover the cost of in-center events. Children will be exposed to events such as bounce castles, face painting, Dodge Nature Center, Mad Science, A Touch of Magic, comedians, balloon artists, etc. Guardians will receive a calendar prior to the onset of summer outlining all the included events. The activity fee for the Preschool Mini-Camp is \$150.00-\$200.00. Summer Camp Program for School- Aged children will require a mandatory activity fee to cover the cost of in-center and out of center events. Children will have the opportunity to engage in activities such as, park visits, the Minnesota Zoo, Valley Fair, waterparks, restaurants, Base Camp Ropes Course, The Old Log Theater, bowling, Grand Slam, etc. The Summer Camp program is

at select locations only and requires a four-full day per week minimum attendance. School Age Summer Campers will also receive a commemorative shirt that will be worn during field trips and the child can take home at the end of the summer. Guardians will receive a calendar prior to the onset of summer outlining all the specific included events. The activity fee for the Summer Camp Program for School- Aged children costs \$400.00-\$450.00.

Center Enrollment Promotions

Anna's Bananas Daycare and Preschool frequently offers Enrollment promotions for potential for new families whom have never been enrolled with the company. Families who have previously been enrolled among any of the Anna's Bananas Daycare and Preschool facilities and are reenrolling do not qualify to receive any promotions including coupons or advertised new enrollment promotions. These promotional incentives, such as coupons, waived registration fee, or childcare credits, have no cash value and may only be used as a daycare credit. In the unlikely event a family chooses to terminate their position with Anna's Bananas Daycare and Preschool, coupons for example, may not be paid to the family, as they have no cash value.

Coupon restrictions:

1. Only one coupon may be used per week
2. If lost or stolen, coupons will not be replaced
3. Each coupon is good for ONE child on ONE day
4. Coupons hold no cash value; no reimbursements will be issued for unused coupons
5. Coupons cannot be credited towards the current week after tuition has been processed. After tuition is processed for the week, the coupon may **only** be credited towards the next applicable billing cycle.
6. Any coupon with a **VOID** notation holds no credit value and cannot be used.
7. Physical coupons must be provided to the center director in order to receive the center credit value.
8. Coupons are only valid after attending Anna's Bananas Daycare and Preschool for 90 days. Those who have attended less than 90 days will not be eligible to receive coupon credit.
9. Coupons may not be applied after a withdrawal notice is placed or in accordance with the final two weeks of billing.
10. Coupons may not be used if your account is not current.

If a family temporarily withdrawals for any period of time, they will be required to wait the 90-day period before use of the coupons upon their return.

General Information about Anna's Bananas Daycare and Preschool Daycare Center

Classrooms

Our facility provides separate classrooms for age groups so that the children may develop to their fullest possible potential along with their peers.

Each classroom consists of a variety of age-related equipment, activities and supplies.

Possible Temporary Classroom Changes

On occasion, it may be necessary for Anna's Bananas Daycare and Preschool to temporarily move your child to another classroom due to ratios and group size, but will only do so within the legal age boundaries as determined by the State MN Guidelines. Anna's Bananas Daycare and Preschool depending on location has multiple classrooms for the same age group. It is understood a child may move from one classroom in a similar age group as often as daily to maintain ratios and group size which is common practice among all licensed daycare and preschool facilities. Classrooms within the same age group administer the same curriculum and education as well as same ratios and group size. If you would like to request to have your child always stay in his/her classroom, please email "yourcentername@annasbananas.com" (for example, Farmington is farmington@annasbananas.com)

What to expect when your child transitions to another age group
Ages listed for each age group are a general guideline. Center rates will not be changed for a child until the child officially changes age groups and all required information (Updated Healthcare Summary and Immunization Records) are turned in, in accordance with policy and DHS licensing requirements. Credits or rate changes will not be provided if a child's age exceeds the general guideline before the child officially moves to the next age category.

Infant to Toddler:

, All snack and meals in the toddler program are solely provided by Anna's Bananas and we do not allow snacks and food to be brought in from home once in toddlers unless in the case of a specialized Care Plan obtained from a family physician. Your child will be entering the toddler age group where they will be officially on the classroom's schedule of one nap per day and the 1:7 ratio for teachers to toddlers.

Like infants, toddlers can receive breakfast between 7:30-8:00am each day and will typically have morning snack between 9:30-10:30, lunch between 11:15-12:15, nap between 12:45-3:00 and afternoon snack between 3:30-4:30 depending on the classroom and center.

Toddlers will go outside two times per day weather permitting and it is important to follow the guidelines for appropriate outside attire at all times to ensure children's safety. Additionally, as a licensed facility we are not permitted to allow a child to stay inside due to lack of attire or parent request. All children must go outside as a group when it is safe enough to do so. Anna's Bananas follows the Child Care Weather Watch chart to determine outside safety conditions. In the winter, be prepared to keep a warm pair of gloves (not knit), snow-pants, snow-boots, warm hat, and warm coat at the center at all times. In the summer, be prepared to provide SPF 50 or higher sunscreen.

Diaper changes with your child will continue to happen every two hours unless the child has a visibly soiled diaper in which case it will be changed immediately or in the case of naptime in which it will happen immediately upon waking. During nap times, children are allowed to bring a comfort item, blanket and/or pillow if desired and we ask you keep it at the center and take home each week to wash.

What to Expect: Curriculum

During the toddler years, your child will continue to develop and grow physically, socially and academically. With the move to the toddler age group you can expect an increase in their language and social emotional gestures towards others.

Toddlers are encouraged to make independent choices, develop self-help skills and begin to solve problems. Using words is not always easy, so continuing to incorporate the Signing Time® Program in the classroom gives each child a voice. In the Toddler Program, the Houghton Mifflin Alphafriends Letters and Language© Program allows children to experience letters and sounds through engaging alphabet characters and fun educational songs. Your toddler will enjoy our daily physical fitness, art and music activities as well as at least two large group circle times per day where they will learn shapes, colors, weather and all things involving the calendar and days of the week through a fun and interactive learning experience.

What to Expect: Daily Connect

As your child continues to advance to the next age group, you can expect to see a decrease in the amount of details of Daily Connect updates. While your child was in infants, they were at a 1:4 ratio and had frequent naptimes in which teachers were able to ensure a more constant uploading of information, pictures, and details each day. With all the new exciting group times, mobility and learning that occurs in the toddler program, you may not see as many updates on the Daily Connect application that you did when they were an infant. We encourage our staff to make the children their first priority as always and maintain an organized classroom. Additionally, with the toddler age, children are much more on the move exploring their surroundings and finding new ways to interact with their peers requiring more supervision which will lead to less time having the ability to update the tablet. A lack of Daily Connect information does not mean your child is not having an incredibly busy and impactful day learning new concepts, working on table top activities, singing songs in group time, completing art projects, etcetera- in fact it can mean quite the opposite! Our teachers will continue to update Daily Connect and give you key information about your child's day as well as photos but it is natural and expected to see a decrease in the amount and detail noted when transitioning to a higher age group. Please see the office if you should ever have any questions or concerns.

What to Expect: Biting

This is a very exciting time when toddlers are learning all sorts of new skills but can also be a time of confusion as they process everything around them and learning new skills and rules. Biting is very common amongst the toddler age group. Anna's Bananas recognizing biting will always occur in a large-group setting and cannot always be prevented but has a number of preventative strategies in place to help prevent and limit the occurrence.

We recognize many reasons children bite such as they are exploring their world, they are looking for a reaction, they are asking for attention or they are frustrated. Working closely with you the guardians, we teach children to use their words and signs to express their needs for attention and help when frustrated. We encourage "nice touches" with friends and will attempt to keep children in smaller groups to help limit an overwhelming environment which might lead to biting. Each classroom is carefully organized into smaller groups with a daily schedule that is followed to assist in the toddlers learning to recognize what is coming next to limit further frustration.

In addition to all of our proactive strategies, we do have reactive strategies that we will enact should additional redirection be required. If we do notice a particular child is biting frequently, we will work directly with the parent/guardian and the teachers and management to formulate a biting plan to facilitate more 1:1 attention to help decrease the amount of biting and hopefully prevent it fully in the future. Anna's Bananas takes each biting report and logs in in our biting log. This log is constantly reviewed to see if we have any specific children who are biting so we can focus on helping them properly express

themselves as well as any other patterns of biting regarding specific times of the day, activities, child interactions, etc. so that we can modify the classroom appropriately to give the children tools to succeed and minimize further incidents of biting.

We recognize biting can be difficult both for the parent/guardian whose child was bit as well as for the parent/guardian of the child doing the biting. We want to assure both that biting is typical to see in this age group and is of no fault of anyone. We all must work together to help teach replacement behaviors and ensure a successful environment for all children to safely thrive and flourish.

What to Expect: Potty Training

Potty Training! As a younger toddler, your child will be learning so many new exciting things with their new group of friends in a large group setting. The licensed age range for the toddler program is anywhere from 15 months to 35 months. Potty training typically occurs around the 28-month mark but varies from child to child. Your child might start showing signs such as having dry diapers and wanting to sit on the potty. We strongly encourage teachers and parents/guardians to work with each other in determining when a child is ready to begin potty training. This can be a daunting task for any parent/guardian and we want you to know we will work with you in developing a program that works best for your child. Most children may not be ready to begin potty training until they are in the youngest preschool classroom and this is very natural and expected. Our younger preschool classrooms have diaper changing facilities to further assist in the process of potty training.

Toddler to Preschool:

What to Expect: Schedule

Similar to the toddler classrooms, the preschool classrooms will have consistent schedules that will be followed by teachers and children daily. These schedules will vary slightly between classrooms but will include two times outside (weather permitting) and the following meal time and nap schedule. Breakfast for all age groups is served between 7:30-8:00am each day and will typically have morning snack between 9:30-10:30, lunch between 11:15-12:15, nap between 12:45-3:00 and afternoon snack between 3:30-4:30 depending on the classroom and center.

As children will continue to go outside two times per day, weather permitting, it is important to follow the guidelines for appropriate outside attire at all times to ensure children's safety. Additionally, as a licensed facility we are not permitted to allow a child to stay inside due to lack of attire or parent request. All children must go outside as a group when it is safe enough to do so. Anna's Bananas follows the Child Care Weather Watch chart to determine outside safety conditions. In the winter, be prepared to keep a warm pair of gloves (not knit), snow-pants, snow-boots, warm hat, and warm coat at the center at all times. In the summer, be prepared to provide SPF 50 or higher sunscreen.

What to Expect: Curriculum

Our Preschool Program focuses on school readiness with a structured weekly curriculum by Houghton Mifflin Harcourt Scholastic Big Day for Pre-K© that teaches oral language and vocabulary, social and emotional development, physical development, emergent reading, emergent writing, social studies, mathematics, science, music and fine arts. The Handwriting Without Tears Program will begin later once your child moves to our older preschool classrooms (beginning with Pre-2). This wonderful and scientifically based program, introduces students to step-by-step basic strokes used to form all the upper/lowercase letters and numbers in the Handwriting Without Tears Practice Page Book.

Our staff helps to strengthen each child's decision making and self-help skills in a safe and supportive classroom environment at a 1:10 ratio. As a part of our Physical Fitness Activity our Teachers will instruct Yoga poses for the children to follow along with- just as if they were in their own private Yoga studio! Please make sure to bring in a white towel, as they use this on a regular basis each week!

What to Expect: Daily Connect

As your child continues to advance to the next age group, you can expect to see a decrease in the amount of details of Daily Connect updates. With the continued increase in learning applications and more difficult subject knowledge at a 1:10 ratio we want to ensure every child is being tended to individually to help them excel and grow. We encourage our staff to make the children their first priority as always and maintain a safe and organized learning environment. Additionally, with the preschool age, children are even more on the move exploring their surroundings and finding new ways to interact with their peers requiring more supervision which will lead to less time having the ability to update the tablet. A lack of Daily Connect information does not mean your child is not having an incredibly busy and impactful day learning new concepts, working on table top activities, singing songs in group time, completing art projects, etcetera- in fact it can mean quite the opposite! Our teachers will continue to update Daily Connect and give you key information about your child's day as well as photos but it is natural and expected to see a decrease in the amount and detail noted when transitioning to a higher age group. Please see the office if you should ever have any questions or concerns.

What to Expect: Preschool Summer Mini Camp

One of the most exciting additions to becoming a preschooler, is that each summer, they get to participate in our on-site Mini Summer Camp Program! Enrollment in the Mini Camp program during the summer is not optional and is automatic if enrolled in the preschool program at Anna's Bananas. For a nominal activity fee paid at the start of summer, we bring in outside activities, animals, bounce castles, live magic shows, face-painting, visits from Dodge Nature Center, other outside events and many more to give an amazing experience beyond their imagination! During the summer months children will continue learning each day but will be receiving curriculum based on the mini-camp summer theme and will not use the Big Day for Pre-K© Curriculum as we reserve that curriculum for a "school year" experience.

What to Expect: Potty Training

As we are still in the beginning stages of potty training with most of the children transitioning, please make sure you bring in a few pairs of undergarments, pants/shorts, socks, and maybe even an extra pair of shoes to be on the safe side as accident can sometimes happen even with those who are fully toilet trained. Diaper changes will continue to happen every two hours, unless noticeably soiled in which case they will be changed immediately or in the case of naptime in which the diaper will be changed immediately upon waking. We recognize this can be a daunting task for any parent/guardian and we want you to know we will work with you in developing a program that works best for your child.

Pets

There are no pets of any kind allowed in our center at any time due to severe allergies, unless prior permission is given by upper management. With exception of contracted vendors such as but not limited to: Dodge Nature Center, RAD Zoo.

Security Code

In order to enter the secured section of Anna's Bananas Daycare and Preschool, you will need to enter a security code. A keypad is located at the front door of the center and upon entering the assigned code the door will unlock allowing access.

The code number is routinely changed to increase security. All currently enrolled parents will be given the new code number.

It is required that children not be given or shown the code for security reasons. Additionally, those who are authorized persons to pick up your child but are infrequent should **not** be given the PIN number for security purposes. To ensure safety, it is important to limit the amount of people who have secured access to the building. The guardian is to notify the Center Director that the authorized persons will be picking up their child/ren. The Center Director will then greet the authorized persons at the door, let them enter the building and bring them back to pick up the child/ren and their belongings.

One is never to hold the door open for another person. Each person entering the locked facility is to enter the security code themselves. This is to prevent an unauthorized person from entering the facility. We ask that parents help us by observing individuals on our property that don't "fit in" or seem suspicious. If you see anyone on our property that doesn't seem right, we ask you to please immediately notify an employee. If someone at the door seems to not be an authorized person attempting to enter the building you are not permitted to allow them to enter the building. You are required to notify the Center Director and he/she will determine if that is an authorized or unauthorized personal and take the proper steps within Anna's Bananas Daycare and Preschool policy.

Cleanliness/Sanitization

A health consultation was conducted before the initial licensing of the Day Care Center. Anna's Bananas Daycare and Preschool has a certified Registered Nurse on staff who visits each location a minimum of one time per week and who does monthly compliance checks. Toys and equipment are sanitized on a regular basis to provide the cleanest atmosphere possible via a dishwasher/sanitizer or a three-step bleach process.

Infant room

- Toys and equipment are sanitized weekly or more often if needed. Mouth toys are sanitized daily.
- Cribs are assigned to the infants so that they will be in the same crib on a regular basis.
- The cribs are sanitized weekly.
- Crib sheets washed minimally one time per week or as needed when they are soiled.

Toddler room

- Toys and equipment are sanitized weekly or more often if needed. Mouth toys are sanitized daily.
- Cots may be assigned to the children so that they use same cot on a daily basis. These cots are then sanitized on a weekly basis unless soiled.
- Cots may not be assigned to a specific child therefore these cots are then sanitized daily.

Preschool/School Age rooms

- Toys and equipment are sanitized weekly or more often if needed. Mouth toys are sanitized daily.
- Cots may be assigned to the children so that they use same cot on a daily basis. These cots are then sanitized on a weekly basis unless soiled.
- Cots may not be assigned to a specific child therefore these cots are then sanitized daily.

Toys and Items from Home

Children are required to leave toys, food, gum, pets and money (but not limited to) at home. Lack of concern about one's own toys being lost or broken enables the child to participate more fully in our educational environment. Anna's Bananas Daycare and Preschool provides ample supply of equipment, materials, and food for the day. Anna's Bananas Daycare and Preschool is a peanut/tree nut free facility. If food is brought from home to share on a special occasion (i.e., Birthdays) it must be commercially prepared and packaged. No other food is allowed from home- please see "Care Plans" and "Food Allergies and Prescribed Diet Needs" for further information. If your child is a school age child and brings a toy to school for show and tell, it MUST stay in their backpacks while at the daycare. If your child disregards this policy, the toy will be confiscated and put into the office for the remainder of the day and reminded by the office staff of the rules. Anna's Bananas Daycare and Preschool is not responsible for any lost or damaged possessions children bring into the center.

Technology. No cell phones, digital cameras, tablets or other Wi-Fi capable/recordable devices allowed with the exception of the School Age program in Farmington whose school district requires an iPad as part of their curriculum. The iPads must be kept in the child's backpack unless being used during designated homework time.

We request that children not bring money for any reason as coins are a significant choking hazard. Anna's Bananas Daycare and Preschool is not responsible or liable for lost, stolen and/or damaged property.

Personal Storage Space

Each child is assigned a cubby and a coat hanging area or a locker for which he/she can store their personal belongings. This also allows the children to learn respect for their property and other children's property. There are also "Art Folders" available for children in various classrooms in which daily art projects as stored. Please check both the assigned cubby and art folder each night.

Clothing/Personal Items

PLEASE LABEL ALL DIAPERS, CLOTHING, OUTERWEAR, BOOTS, AND SHOES. It is required to bring in a complete change of clothing to leave at the center (pants, shirt, underwear and socks) in case your child should get wet, dirty, etc. Infants and Toddlers should have each diaper labeled with their first and last initials on the fold of the diaper.

Appropriate clothing must be brought into the center in accordance with the season. It is Anna's Bananas Daycare and Preschool policy to go outside twice per day each time it is safe to do so and weather is permitted. Failure to bring in appropriate items will result in a phone call requesting appropriate items immediately so we can ensure all children can enjoy outside safely. Please see Indoor/Outdoor Play for more information.

Diapers/Wipes/Creams

Parents need to provide all diapers and wipes to be used by their children to the facility. The diapers/wipes/creams that the parents provide are only intended for their child. It is important that parents label their child's diapers with first and last initial on the fold of the diaper, as well as labeling the wipes container and all creams with first and last name per MN licensing guidelines. *No baby powder is permitted in the center and all diaper creams must be in original packaging per our Nurse guidelines. No creams may be used that are not specifically for diaper rash or homemade creams without a specified Doctors note.* Diaper changes will occur minimally every two hours or immediately upon noticing a soiled diaper. In the event the diaper change is at the two-hour mark and a child is sleeping, we will allow the child to continue to sleep and change immediately upon waking. *Should you wish to have your child woken up for diaper changes, please notify yourcentername@annasbananas.com - example Burnsville's email is burnsville@annasbananas.com.*

Parents who elect to utilize cloth diapers for their child, you are required to provide the center with a closed plastic container that has a lid to place soiled diapers. This may be a bucket with a lid, a small tote with a lid, or a small trash can, if you have questions regarding a particular storage device and its appropriateness, please contact the center director.

Sign In/Out

For Anna's Bananas Daycare and Preschool to accept legal responsibility, your child must be signed in and out each day. Parents are also responsible for seeing that belongings are placed in the child's cubby and that the child arrives in the appropriate classroom. Children are to always be dropped off inside of the classroom to ensure the staff personal recognize the child is now in their care.

Please remember to sign your child in and out each and every day at the check in computer located in the lobby of the center. It is extremely important to make these entries as we would use this system as a secondary form of attendance should there be an emergency.

Daily Connect

Daily Connect is a web/phone application in which Anna's Bananas Daycare and Preschool will track your child's daily activities from circle time to naps and feedings all in one convenient place that you can check from your phone or computer anytime throughout

the day! Daily Connect replaced traditional "daily sheets" and an end of the day report will be emailed to the account of your choice at the end of the business day. Anna's Bananas Daycare and Preschool utilizes tablets to access the Daily Connect web application where we log events throughout the day that pertain to your child. Once an event is logged, it automatically is available for you to view via the web application or on your iPhone, Android or Windows device.

Anna's Bananas Daycare and Preschool philosophy is that the children come first and the updates come second. The care of the children will always come first and thus there may be times the teachers are busy with the children and updates may not be immediate. Please do not worry as the teachers will update as soon as they are able. Not only does Daily Connect serve as a way for us to communicate with you about your child, this is a way for us to communicate with you about the center, our programming, Curriculum, upcoming events, changes in rates/pricing, etc. It is important that you review your end of the day e-mail at the very least to see if any pertinent center-based information was sent out.

Child Care Program

The Child Care Program Plan can be reviewed upon request by parents of enrolled children. Please see your Center Director if you would like to view this document.

Supervision

Children will be under qualified supervision at all times during the day in a wholesome, positive and safe environment.

Educational Methods

It is our goal to educate and entertain your children so that they may develop to their highest potential. Teachers will try to give and teach your children the following:

- Educational activities
- Recreational activities
- Cultural activities
- Individual attention
- Develop positive self-esteem
- Understand and respect individual differences
- Learn about personal hygiene, health and fitness
- Develop language and communication skills so that the children are able to express their feelings including sign language skills
- Develop fine and gross motor skills
- Encourage the children to create, manipulate, build and explore
- Learn to recognize colors and shapes
- Learn to recognize letters and numbers
- Develop math and reading skills
- Develop the five senses

Religious Views

The owners/operators of Anna’s Bananas Daycare and Preschool believe in Christian values and we will observe Christian holidays such as Easter and Christmas by having some activities and projects centered around these holidays. However, religious lessons will not be conducted in our daily programs.

Goals and Objectives to Promote Physical, Intellectual, Social, and Emotional Growth

Our staff will strive to provide the best atmosphere, activities and experiences for your child to develop physically, intellectually, socially and emotionally. Through the use of activities in the following areas, we will be able to provide experiences to meet these goals:

- ♦ creative arts and crafts
- ♦ dramatic play equipment
- ♦ music equipment
- ♦ large muscle activities
- ♦ construction equipment
- ♦ science equipment
- ♦ fine motor activities
- ♦ sensory stimulation activities

Activities to Meet the Listed Goals and Objectives

Anna’s Bananas Daycare and Preschool offers an enriched curriculum created by national

Infants	Toddlers	Preschool
<p>Staff will provide activities for the children to learn eye/hand coordination through the use of fine motor and large muscle activities; communication skills, develop listening skills through the use of music and play time activities.</p>	<p>Staff will provide activities for the children to further develop communication skills, reinforce listening skills through the use of music and teacher directed activities and to begin learning ABC’s and numbers.</p> <p>The staff will also work with the child and parents on potty training when appropriate.</p>	<p>Staff will provide activities for the children to further develop communication skills, reinforce math and reading skills, fine motor and large muscle activities to further develop coordination, activities to provide for further development of creative thinking and problem solving.</p> <p>The physical, intellectual, social and emotional growth of each child will be recorded biannually in the child’s records and reported to parents during Parent Conferences.</p>

leading educational publishers, including Handwriting Without Tears© and Scholastic Big Day for Pre-K©. Our curriculum is based on scientific research and provides our preschool, pre-kindergarten, and kindergarten students with the foundational skills they need to succeed in today’s classrooms. Because our curriculum is aligned with local elementary schools and state standards, we have created an innovative bridge for our students to cross

from preschool to kindergarten. Our well-rounded educational program promotes children's intellectual growth and kindergarten readiness through several subjects, including:

Language Arts - Anna's Bananas Daycare and Preschool uses Scholastic Big Day for Pre-K© and Alphafriends Letters and Language© programs to allow students to experience letters and sounds through engaging alphabet characters and fun educational songs. The Handwriting Without Tears© program introduces students to step-by-step basic strokes used to form all the uppercase and lowercase letters. These balanced literacy programs, along with daily read-aloud books, support your child's learning in letter identification, phonemic awareness, rhyming, writing, reading, spelling, speech, and listening.

Mathematics - Through the Scholastic Pre-K© and Math Expressions© programs, our students are able to practice mathematical ideas and relate them to daily experiences. These hands-on math activities promote learning in mathematical concepts such as number operations, colors, shapes, patterns, and money.

Science and Health - The Scholastic Pre-K© science curriculum stimulates curiosity and encourages students to explore science in various environments. By having an inquiry-based approach to teaching science, students are engaged and involved in hands-on science and health activities.

Social Studies - Anna's Bananas Daycare and Preschool helps students begin to understand the foundation of social studies through age-appropriate history, geography, government, and economic activities. The Scholastic Pre-K© social studies curriculum encourages students to develop their interpersonal skills by learning about themselves, their families, community, and globe.

Visual Arts - Our art studio is a fun atmosphere, where students can practice their fine motor skills and express their creativity. Students are encouraged to explore our wide varieties of mediums and techniques as they create art projects. Because students show great pride in their work, teachers regularly put student's crafts on display!

American Sign Language (ASL) - Our ASL curriculum utilizes Baby Signing Time© and is designed so that children, ages 6-weeks through 12-years-old, can experience success and build up self-confidence by learning a new language!

The physical, intellectual, social and emotional growth of each child will be recorded bi-annually via conference forms which will be shared with parents during Parent Conferences in the Fall and Spring. Parents will receive the carbon copy while the original document will be kept on site per licensing requirements. Parents will be offered a personal conference two-per year where they have the opportunity to meet with their child's teacher.

The childcare program plan is available to parents at any time upon request.

Indoor/Outdoor Play

Our curriculum will include time periods in each day for outdoor and indoor play. Outdoor play is dependent upon weather conditions. **All children in care toddlers and above**

are required to go outdoors with their class, weather permitting. Infants will go outside when it is safe enough to do so. If they are well enough to attend the center and participate in daily activities, they are well enough to participate in outdoor activity. Please provide appropriate **LABELED** clothing (snow-pants, boots, warm winter coat, hat and mittens). During the winter months, snow-pants, appropriate hats, appropriate mittens and boots must be brought in each and every day or left at the center. The children must have these **LABELED** items as they are required to go outdoors, weather permitting.

Variety of Activities

Through the use of quiet and active play, indoor and outdoor activities, teacher directed and child-initiated activities, a variety of equipment and materials and cultural activities, the children will grow physically, intellectually, socially and emotionally.

Nap/Rest Period

Infants nap on an individual basis. Crib sheets and sleep sacks are provided for the infants.

- Each infant will be placed to sleep on a firm mattress with a fitted sheet that is appropriate to the mattress size, fits tightly on the mattress, and overlaps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort.
- Anna's Bananas Daycare and Preschool encourages to work with us and crib sleep at home to ensure the safest possible environment for the children.
- Nothing can be placed in the crib with the child except a pacifier with no attachments and a one-piece sleeper (sleep sack).
- Anna's Bananas Daycare and Preschool does **NOT** accept infant sleep directives signed by the child's physician which would allow for children to be placed to sleep in any position besides on their back.
- An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the child is at least six months of age. Children under 6 months will be physically turned by a staff person to a back-sleeping position until they have reached the age of 6 months old.
- Crib timers must be used at ALL TIMES when an infant is placed in a crib, in any room utilizing cribs, and set to 5-minute intervals in which infants must be physically checked on. This requires staff to enter the crib space, walk up to each crib in which a child is placed in and check for potential hazards as well as the safety and well-being of the child that is sleeping or awake. Upon exiting the crib room, the timer must immediately be turned back on and set for 5 more minutes.
- An infant will not be allowed with parent permission to "cry it out" and be left unattended for more than 5 minutes at a time. If during the 5-minute check the infant is crying, the staff will comfort the child in the crib, and reset the timer again for 5 minutes and repeat. Self-soothing methods do not exclude a child from being physically checked on every 5 minutes.
- If an infant falls asleep before being placed in a crib, staff are to move the infant to a crib as soon as practicable, and must keep the infant within sight and sound until the child is placed in the crib.

- When an infant falls asleep while being held, the staff member must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep.
- The sleeping infant may never be in a position where the airway may be blocked or with anything covering the infants face.
- Anna's Bananas Daycare and Preschool does not allow swaddling

Toddlers and Preschoolers nap/rest after lunch. Each child will lie down on a cot for a period of thirty (30) minutes to rest. If the child does not fall asleep in the thirty (30) minute period, they will be allowed to get up and participate in a quiet activity. Toddlers and Preschoolers may bring in a small blanket to help them be comfortable during naptime. Blankets may be left at the center however; we do ask that it is brought home on Friday so that it may be laundered. Every year at the end of Summer the Preschool 2/ Five's Classrooms will begin to slowly transition away from a nap during the final weeks prior to the start of school to prepare for Kindergarten.

Nap and rest areas must be provided in a quiet space that is physically separated from children who are engaged in an activity that will disrupt a napping or resting child. Cribs and cots must be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of napping and resting equipment. Cribs and cots must be placed directly on the floor and must not be stacked when in use.

Termination of Enrollment by Anna's Bananas Daycare and Preschool

In certain circumstances, it may be necessary for the Director, Regional Director or Chief of Operations to decide to discontinue a child's attendance. Such a decision would be based on whether it is in the best interest of that child, the other children in the class and the overall operation of the center to terminate enrollment. Every effort will be made to correct a problematic situation before a final decision is made. Termination of enrollment may be the result of the following:

- ⊙ Non-payment of tuition (immediate termination)
- ⊙ The center's inability to meet the child's needs physically, socially and/or emotionally within a 1:7, 1:10, 1:15 ratios in accordance with the age group.
- ⊙ Abuse of other children, staff or property
- ⊙ Continued violation of Anna's Bananas Daycare and Preschool policies by student OR parents (such as but not limited to: profanity, derogatory language, threatening remarks)
- ⊙ Consistent persistent unacceptable behaviors that cannot be contained in a behavior plan.

Whenever possible, written notification of one week will be provided to the parent in the event of termination of enrollment. Parents will be responsible for any legal or collection fees incurred in settling delinquent accounts.

Insurance

Anna's Bananas Daycare and Preschool has a liability policy in effect to the limits required by the State of Minnesota Department of Human Services.

Parent / Staff Relations

Parent Conferences/ Open Communication

Parent conferences will be offered two times per year. These conferences will be recorded and available on site. A parent will receive a copy of this conference report and the center will have one in the child's file. We will cover the intellectual, emotional, physical and social growth of each child.

We provide "Daily Reports" via the Daily Connect application for infants, toddlers and preschoolers, plus personal conversations with you to let you know how your child is progressing.

Daily reports for infants and toddlers will include child's food intake, elimination, sleeping patterns, the activities they participated in during the day, and health and general behavior.

Daily report for preschool children will include child's food intake, sleeping pattern, the activities they participated in during the day; morning activities (art, circle time, etc.), afternoon activities and end of day behavior.

Anna's Bananas Daycare and Preschool would like to encourage open communication between the parents and our staff. We feel that nurturing not only comes from the home environment, but is also influenced by outside sources. We would like our daycare center to be a positive outside source in your child's life. It is therefore necessary to form a partnership with the parents of our children, so that we are able to work together in giving your child(ren) the opportunities needed to develop in a positive manner. Please feel free to call, email or stop in our offices whenever you have a concern, suggestion, opinion or idea to better our programs or staff relations.

When enrolling your child(ren) in our program we will provide the following:	
Parent Tour	Parent Information
An opportunity for you and your child(ren) to become familiar with our facility and staff. We encourage the tour to be done during normal operating hours so that you may observe our program under normal situations.	<ul style="list-style-type: none">◆ Parent Handbook once enrolled◆ All necessary forms for enrollment

Parent Question or Grievance Policy

Anna's Bananas Daycare and Preschool provides our parents with a Director at each location. Please feel comfortable to address **any and all** questions or issues to your Center Director. If the Center Director are unable to give you an immediate answer, our

staff will respond to or take action regarding the situation. Please follow the "Chain of Command" listed below:

1. Teacher
2. Center Email (please see page 2)
3. Regional Manager
4. Chief of Operations
5. Email corporate@annasbananas.com

Health Care Summary and Immunization Record Requirements

An Immunization Record must be completed and on file at Anna's Bananas Daycare and Preschool at the time of admission. This immunization record must be completed by a Health Care Provider and updated each time the child changes age groups.

A Health Care Summary completed by the child's physician must be on file within thirty days of admission. An updated Health Care summary will need to be supplied each time your child moves up to a new age group.

It is the parent's responsibility to notify the center of any special needs, medical conditions, or allergies. A Care Plan may be required to accommodate, please see your center director for more information on what is required. If a Care Plan is required for your child/ren it must be completed by their physician and onsite prior to the child/ren's first day of attendance.

III Children Policies

Staff members will be aware on a daily basis of the children and their health patterns for the day. If a child develops symptoms of illness while at the center, we will excuse the child from activities with the other children, and bring him/her to the office area.

Any contagious infections (such as Strep, Pink Eye, or the flu) at the center or in the general area will be posted on the classroom door of which the contagious infection was reported.

A child is considered ill and must be excused from the daycare facility when they have

- ♦ an illness or condition that is considered contagious;
- ♦ a recommendation from the Minnesota Department of Health to exclude a child from care based on the extent of the exposure and what mitigation measures were in place at the time of exposure to an infectious disease
- ♦ chicken pox (until child is no longer infectious or until the lesions are crusted over- a doctor's note will be required);
- ♦ vomited one or more times since admission that day. They may return when they have been vomit free for 24 hours;
- ♦ had three or more abnormally loose stools since admission that day. They may return when they have been diarrhea free for 24 hours;
- ♦ contagious conjunctivitis or pus draining from the eye May return after completing a 24-hour period of antibiotics. OR if prescription is not recommended, child must not have any pus for 24 hours.

- ◆ a bacterial infection such as streptococcal pharyngitis or impetigo and has not completed 24 hours of antimicrobial therapy (on antibiotics for 24 hours);
- ◆ unexplained lethargy;
- ◆ lice, ringworm or scabies that is untreated and contagious to others. The child must be treated for 24 hours and be nit free before child can return;
- ◆ a temperature of 100.4° F or higher taken auxiliary of undiagnosed origin before fever reducing medication is given. The child may return when fever free for 24 hours (Anna's Bananas Daycare and Preschool has a medical grade Welch Allyn thermometer on site at each location);
- ◆ an undiagnosed rash of a suspicious nature or a rash attributable to a contagious illness or condition;
- ◆ significant respiratory distress;
- ◆ not been able to participate in child care program activities with reasonable comfort;
- ◆ if a child is too ill to participate in scheduled outside activities, the child is too ill to be in attendance of the center that day;
- ◆ a requirement of more care than the program staff can provide without compromising the health and safety of the other children in care;
- ◆ any child who is experiencing an unusually sore or sensitive bottom that is red in appearance, blisters and/or experiencing pain when urinating, will be sent home pending a doctor's notice. The doctor's notice does not apply if the staff cannot reasonably comfort the child.
- ◆ A doctor's notice stating the child does not have an illness of a contagious nature will be accepted on a case by case basis to allow the child to return to care. The doctor's notice does not apply if the staff cannot reasonably comfort the child.

Contacting Guardians When a Child is Ill

When a child becomes ill while at the daycare center, the parent will be contacted immediately. The child must be picked up within a **one-hour** time period after receiving the phone call. We will make the child comfortable until the parent arrives. We are unable to provide any medication including fever reducers without an updated doctor's note and medication permission form (these last a maximum of two weeks from the date in effect). If the parent(s) are unreachable we will call the emergency contact person(s) indicated on your child's registration form. Please make arrangements with your emergency contact person(s) in advance as to what will be done if your child becomes ill and you are unreachable. **It is your responsibility to advise us when your contacts or your emergency numbers change.**

Contagious Illness or Condition

It is the parent's responsibility to report to the day care within a 24-hour period if their child has contracted a contagious illness

When a child has been discovered to have a contagious illness, we will post an illness notice at the entrance of the center and/or on classroom doors.

Emergency / Accident Policies

Daily Inspection Procedures for Potential Hazards

All staff will investigate their classrooms, equipment and toys each day for any potential hazards. Corrections and repairs will be made on a regular basis to prevent any possible injuries.

Safety Prevention Techniques

We feel we have set up a secure and safe environment for your child(ren). Teachers are responsible for providing safe activities appropriate to the age level they are working with.

Fire Prevention Procedures

Anna's Bananas Daycare and Preschool will conduct monthly fire drills and have written record of all drills. Teachers and Assistant Teachers are responsible for evacuating the children in an organized manner. Aides are responsible for checking bathrooms to ensure no children are left in the building. Managers are responsible for ensuring everyone has evacuated the building. Evacuation routes will be posted in all areas of the day care center.

Blizzard/Tornado/Other Natural Disaster Procedures

During the months of April through September a monthly drill of what to do in the event of a tornado will be conducted and logged. During the drill, staff will be responsible for knowing and using proper safety techniques for these situations. In the event of inclement weather during the winter months, the facility may choose to close, or have an early release.

CLOSINGS DUE TO INCLEMENT WEATHER

In the event of a closing due to extreme weather or conditions that would affect the centers ability to operate normally, it will be listed on the major metro news channel KSTP's live coverage as well as their website. In the event of an early release due to inclement weather, Anna's Bananas Daycare and Preschool staff members will notify all families via Daily Connect and/or email until all family members have been reached. Effective 2/1/19, Unplanned closings due to inclement weather will be considered "paid" days by parents as Anna's Bananas Daycare and Preschool will compensate the staff members scheduled to work that day on hours, they miss not to exceed a 40-hour work week.

Emergency Preparedness Plan

- As defined in rule 245A.4, subp. 3, para (a-f), the center created an emergency preparedness plan using the Child Care Emergency Plan form developed by the commissioner which outlines procedures for an evacuation, relocation, shelter in place and lockdown. A designated relocation site and evacuation route, procedures for notifying a child's parent or legal guardian of the evacuation, relocation, shelter-in-place, or lockdown including procedures for reunification with families. Accommodations for a child with a disability or a chronic medical condition, procedures for storing a child's medically necessary medicine that facilitates easy removal during an evacuation or relocation, procedures for continuing operations in the period during and after a crisis and procedures for communicating with local emergency management officials, law enforcement officials, or other appropriate state or local authorities.

- All staff members will be trained on the company's emergency preparedness plan at orientation, at least once each calendar year, and when changes were made to the plan. Training will be documented in the staff members file.
- The company conducts fire and tornado drills as required in MN statute 9503.0110, subpart 3, and documented the date and time the drills were conducted
- The company will review and update the emergency plan annually.
- The review of the plan will be documented in the program's administrative records.
- The plan will be a part of the centers indexed policies and procedures.
- The company will provide a physical or electronic copy of the emergency plan to the child's parent upon enrollment
- The relocation site and evacuation route are posted in a visible place as part of the written procedures for emergencies and accidents in Minnesota Rules, part 9503.0140, subpart 21.
- See end of Parent Handbook for your locations specified Emergency Preparedness Plan

State/Mandated Procedures to Follow When a Child is Missing

If a child is missing and not found on Anna's Bananas Daycare and Preschool grounds, the staff will immediately:

1. Call the local Police Department to inform them of the situation,
2. Call the parents of the child,
3. Call MN Department of Human Services, Licensing Division.

Joint Custody

Parents are required to provide Anna's Bananas Daycare and Preschool with a monthly schedule in writing of which days each parent will be picking up and dropping off their child. The divorce decree or parenting plan is requested for the child's file in case of emergency.

Anna's Bananas Daycare and Preschool cannot deny access to another parent upon request. Under MN Statutes 245A.14, subpt 15 it states that a parent or legal guardian of an enrolled child will be allowed access to their child at any time while their child is in care.

Any and all issues regarding if a parent can pick up in accordance with their court documented visitation schedule/parenting plan/divorce decree will be turned over to the local police department for dispute resolution.

Unauthorized Person/Incapacitated Person/Minor/ or a Person Suspected of Abuse Attempts to Pick Up a Child

If one of these situations arises staff of Anna's Bananas Daycare and Preschool will do the following:

1. Try to convince the person to allow someone else to transport the child,
2. Try to contact all other contacts named in child's records,

3. If no one else is available to pick up the child, the staff will call the local police department and inform them of the situation and **NOT** allow the child to leave with that person.

Authorized Person Attempts to pick up a Child

If at any time you would like to grant an individual permission to pick up your child from daycare you must notify the office. We will verify that the person you have requested is listed as an authorized pick up person, assigned by you, in your child's file and that we have all the pertinent reference information for when they arrive.

Please advise anyone that is going to be picking up your child:

1. They must bring in a photo ID that matches the information we have on file. They need to have this EVERY TIME they pick up. Even if they are a "familiar" pick up, there may be a different manager on duty who does not know them and will ask for their ID. This is for the security of the center and despite their familiarity to someone else, they will not be allowed to pick up your child until that ID is presented and verified. It is important you let your contacts know this in advance.
2. They must be able to show proof that they have the appropriate safety seats for the children they are picking up (i.e. base for infant car seats, boosters etc.)
3. They will be escorted to the child's classroom and shown where the child's personal items are and will be assisted with gathering any pertinent items.
4. The staff will share with them any important information regarding the child's day.
5. They may be asked to sign incident, accident, biting, and observation reports at pick up time in accordance with our policies. If they wish to have a copy made for you, please have them check the appropriate boxes.
6. The individual must be 18 years of age or older. Anna's Bananas Daycare and Preschool cannot release a child into the care of a minor unless the minor is the legal parent or guardian.

If an individual comes to pick up your child and you have not given prior authorization for that day, we will call and verify with you and will not release the child, despite being listed in the child's file as an emergency or occasional pick up/transport without your strict authorization for that specific date.

Sources of Emergency Medical Care

The closest emergency medical center is the Fairview Emergency Care at Fairview Ridges Hospital-Burnsville and Northfield Hospital.

Procedures for Recording Accidents/Injuries and Incidents

All emergencies, accidents, injuries, incidents and biting occurrences are recorded on an Accident, Incident or Biting Report. This report is read and signed by the Teacher/Office Manager/Director/Assistant Director and a parent of the injured child. A compilation of all accidents and injuries are recorded on an Accident/ Injury/Incident Log. The State of MN Department of Human Services will conduct a bi-annual inspection of this log. A member of the management team assesses the accident logs twice a year and the center will make modifications to our policies based on the analysis of this inspection.

First Aid and Emergency Medical Procedures

All staff members are required to obtain certification in pediatric first aid within 90 days of their employment with the company. When a child receives an injury (flesh wound/cut/laceration, bump, bruising, bloody nose, etc.) the staff member will assess what or how the incident occurred, put on protective gloves, wash area with warm water and soap, apply pressure in instances where bleeding needs to be controlled, apply a cold compress and/or compress to the injured area and notify the director of the injury. For basic injuries, such as scratches, parents will be notified via an Accident/Incident report which they will be required to sign at pick up. In some instances, parents will be called to notify them in advance that an injury occurred prior to pick up and to notify them that a form is there to be signed.

In the event of more serious injuries such as dislocated limbs, broken bones, deep lacerations requiring stitches that do not require a call to 911, parents will be notified immediately and will be advised to seek medical attention for their child. An Accident/Incident report will be there for them to sign. In instances of (but not limited to): Anaphylactic reaction, severe bleeding, persistent difficulty breathing, severe broken bones, check pain, choking, electrical shock, frostbite, head, neck or back injuries, heat stroke, poisoning, seizure, shock, unconsciousness or deep wounds, staff are required to call 9-1-1 immediately. Staff members are **NOT** to use treatment methods beyond their skill level or scope of practice. **When in doubt, 911 will be called.** All persons working with children are required to obtain training in CPR/First Aid through an authorized agency.

In life threatening situations, 9-1-1 will always be called first, and then the parents. If any choking prevention measures including J-Stroke, Back Blows or Finger Sweep are used to clear an obstruction, 9-1-1 will be called routinely.

A child will be transported only by paramedics or parents and their authorized representatives. A staff member may accompany the child if the ratio at the center permits. Under no circumstances may staff members transport a child for medical treatment.

Policies on Administration of Medicines

Medication Permission Forms

When a child needs medication while under the care of Anna's Bananas Daycare and Preschool, a physician's signature is needed. A new "Medication Authorization/Administration Record" form MUST be completed for each medication (prescription or non-prescription). Medication Permission forms are valid for only two weeks at a time. If medication is needed to be administered at the center beyond a period of two weeks a new Medication Permission form or a Care Plan (ICCP) is required. All medication is to be kept in the office unless it is a life depending medication to be used in a life-threatening situation. All medications used to prevent life threatening reactions such as that of an epi-pen, emergency inhaler, nebulizer, or in accordance with an ICCP must be kept at the center at all times and can be found in your child's classroom emergency backpack. Bringing emergency medication back and forth is not permitted and care will not be provided until the center receives its own medication/device to be kept on site at all times. All medications must be properly labeled with the child's first and last name and in its original container. Non-Emergency medications will be stored out of reach of the

children at the Nurse's station or in the refrigerator, if needed. Emergency medication will be stored in the classroom for immediate access for teachers out of the reach of children.

The following are acceptable forms of the physicians' signature:

1. Prescription medications - must be brought in their original container with physician's name and all dosage information as well as expiration date. We will administer as prescribed on the bottle.
2. Over-the-counter (OTC) medications requiring a certain dosage (such as Tylenol, PediaCare, Benadryl, etc.) **MUST** have a written physician's authorization with clear information on the quantity of medication to be provided to the child in accordance with his/her age/weight. Your child's first and last name must be written on the original box/packaging as well as on the bottle/container itself.
3. Over the counter medications that are not recommended or prescribed by a physician such as lip balm, sunscreen, lotion may be provided to a child at Anna's Bananas Daycare and Preschool with parental permission and a signed green medication form. Certain restrictions apply.
4. Any child who has an allergy/intolerance requiring accommodations while at daycare must have an Anna's Bananas Daycare and Preschool Care Plan or ICCP filled out by their child's primary physician and brought to daycare. We cannot provide services without this form filled out and all medications listed on the form available at daycare.

Sharps containers are located at each facility and all sharp items used for children with special needs are disposed of in a sharps container which is inaccessible to children.

Apple Valley: Located in the adult women's restroom

Baby Bananas: Located in the Infant 2 (BOHO) adult bathroom located at the rear of the space.

Burnsville: Located in the adult restroom in the Tater classroom

Farmington: Located in the staff lounge

Lakeville East: Located in the women's restroom

Lakeville West: Located in the adult restroom closest to the fireplace and utility room

Northfield: Located in the lobby near the check in station.

Care Plans (ICCP)

- Care Plans are required for any child with an allergy as well as for any medication that needs to be administered at our center during our regular hours of operation on a continual basis.
- Care Plans are required for any parental requests of substitutions of snacks and meals. If you wish to provide food from home for your child to eat while in our care, a Care Plan will be required. Anna's Bananas Daycare and Preschool provides a balanced diet and thus will not allow outside food to be served to a child without a Care Plan from a physician.

- Care Plans must be completed by a physician and they must use Anna's Bananas Daycare and Preschool specific Care Plan form which can be requested from your Center Director or found on our website at any time.
- Care Plans expire every year at which time a new Care Plan must be provided to the center in order for care to continue.
- Any medication listed on the Care Plan must be provided to Anna's Bananas Daycare and Preschool so we are able to ensure compliance with the Care Plan as laid out by the physician.
- Children who require the use of an inhaler or nebulizer in accordance with short term or long-term conditions that may or may not require an ICCP must keep these medications (inhaler and nebulizer) at the daycare at all times. Parents are not permitted to bring the items back and forth home and school or only provide "as needed" as a child's conditions may rapidly deteriorate and the use of these medications may be required when a parent is not present despite them showing no signs of distress when with the parent. Epinephrine often is prescribed in a two pack, both auto-injectors that come in a designated box/package must be provided to the facility.

Allergies

- Before admitting a child with a known allergy, Anna's Bananas Daycare and Preschool will obtain documentation from the child's parent or medical source and will maintain current information about the allergy the child has in their child file.
- All allergies that require accommodations while at daycare will have an Individual Child Care Program Plan (ICCP-ICCPP) which includes a description of the allergy, specific triggers, avoidance techniques/triggers, symptoms of an allergic reaction, procedures for responding to an allergic reaction, including: medication, dosages, doctor contact information.
- Anna's Bananas Daycare and Preschool will ensure all staff members responsible for carrying out allergy-related ICCP/ICCPP have reviewed and followed the plan and documentation will be kept on site for review by the commissioner.
- All ICCP/ICCP's will be required to be updated annually and/or when changes are made to allergy related information. Documentation will be available to the commissioner on site that show that staff persons responsible for carrying out the changes were informed and trained on the changes.
- Allergy information must be made available at all times on site (Allergy Books located in each classroom as well as the child's file), on field trips and during transportation.
- Food allergy information will be available to staff both where the food is prepared as well as where it is served.
- In the event of exposure or allergic reaction, Anna's Bananas Daycare and Preschool will ensure that the child's parents are contacted as soon as possible after any instance of exposure or allergic reaction that required medication or medical intervention.
- If Epinephrine (EPI PEN) ever needs to be administered, Emergency medical services (911) will be called immediately.
- Staff members will be trained minimally once per year on the company's allergy prevention and response policies/procedures. New staff persons will also be trained

at orientation. Training will be documented on the in-service training record as is required by statute.

Red Plate Club

- Children who suffer from food related allergies/intolerances and/or have a documented ICCP for food preference accommodations (i.e. food from home) will be a part of the Red Plate Club.
- A white board is present in each center kitchen that lists all children with whom need special accommodations while at daycare for meals that require an allergen free meal, special milk and/or food from home.
- The children's Name, Photos, classroom, allergy and accommodation requirements are listed on their name card which is affixed to the white board.
- Children who are not eating regularly provided Lancer Dining Lunch as is outlined on the menu (i.e. food from home, allergen lunch) will have their lunches served to them in the classroom on a "RED" plate that has a clip affixed to it that also lists their name, photo, classroom, allergy and accommodations listed on it.
- When the kitchen is serving the lunch, they will give a warning to the classroom and ask all Red Plate Club children to prepare for lunch by washing hands and getting seated as that room is up next for serving.
- Upon entering the classroom, the Director/lunch server will name-to-face the child with the allergy with the classroom teacher, will verify the photo on the clip matches the child to which they are setting the "RED" plate in front of and then will set the plate down. The clip at that point will be removed and go with the Director/lunch server back to the kitchen to be reaffixed on the board.
- The Director/lunch server will place their initials on the board that they completed the protocol required for Red Plate Club and move on to the next room.
- Parental permission is required in order to utilize a Red Plate Club clip within the classroom. Parents are **NOT** required to sign a form if they do not wish to do so as the information is then considered public information as any other guardian, visiting family member, tour etc. could see that the child has an allergy when visiting the center. Parents are strongly encouraged to do so however.
- Children who provide their own milk alternative in accordance with their ICCP will not have a clip, however their milk will be served to them in a red cup that has a black tape line on the outside so as to designate that the liquid contained within that cup is for a child with an allergy/intolerance/parental preference.

Parental Permission for Field Trips and Other Activities

Field Trips

Parents will be notified in advance when a field trip is planned for children enrolled in school-age. A permission slip will be posted and will need to be signed by a parent or legal guardian for each child wishing to participate in the field trip.

Children attending fieldtrips must comply with Minnesota State Child Restraint Laws.

The cost of field trips will be charged as the trips are taken.

Other Activities Requiring Parental Permission

Written parental permission is required before a child may participate in any experimental research or public relations activity at Anna's Bananas Daycare and Preschool Daycare Center. A separate form must be filled out on each occasion.

Meals and Snacks

Breakfast is only served until 8:00am. Lunches are catered and are delivered daily. Daily snacks (morning and afternoon) will be prepared on-site for the children.

All meals will comply with the nutritional requirements of the United States Department of Agriculture, Food and Nutrition Service, Code of Regulations. Each meal will provide one-third of the child's daily nutritional needs. Meal items will have at least one whole grain-rich food per day, no more than one serving of 100% juice per day. Both a fruit and vegetable or two different vegetables will be served at lunch along with fluid milk whole, 1% or skim and no flavored milk will be provided.

Snacks will have two food components. This will not be served as either two fruits or two vegetables in accordance with USDA nutritional guidelines. Grain based desserts will not count as a food component but may be served as an extra item.

Each age group will dine in the comfort of their classroom with their teacher(s). The teachers will encourage children to use proper table manners.

Water is offered and available to the children regularly throughout the day.

Food Allergies and Prescribed Diet Needs

Please advise the Center Director and the staff of any food allergies or prescribed diet needs so alternate meals and snacks may be prepared. We will keep a posting of food allergies and prescribed diet needs in the kitchen area as well as in each classroom. Anna's Bananas Daycare and Preschool is very strict on our NO FOOD FROM HOME policy. This includes all "sippy" cups and breakfast items. We have friends with peanut and tree-nut allergies and we MUST respect the seriousness of this allergy. Anna's Bananas Daycare and Preschool is a peanut and tree-nut free facility. Please note, even with a Care Plan we are not allowed to replace your child's milk serving with an Almond or Coconut Milk substitute.

*All children with a food allergy/preference and/or prescribe diet will be required to have a care plan or ICCP filled out by the child's physician. We cannot provide care without this form filled out and all required medication listed available on site. If a child does have an ICCP that allows for certain items to be brought by the parent for meals and snacks, all items requiring refrigeration will need to be brought with an ice pack in the lunch bag and will then be placed in the companies refrigerator to keep cool, space allowing, until meal times.

Infant Formulas and Food

The parents will provide bottles of formula, breast milk and/or baby food. The Anna's Bananas Daycare and Preschool employees will then label each bottle with the child's first

and last name utilizing white and yellow electrical tape. White tape will be utilized if the child's bottle contains Breastmilk, Yellow tape will be used if the child's bottle contains Formula. White will be used if the bottle is a mixture of both breastmilk and formula to signify that breastmilk is present. Parents are required to bring in premixed bottles on a daily basis and should provide an ice pack for transporting purposes to and from the center. Infants are fed on demand unless otherwise instructed by the parents. All formulas and food will be refrigerated. You will be notified when your child is running low on diapers, wipes, food, etc. For safety reasons, Anna's Bananas Daycare and Preschool does not permit any glass bottles to be used for feedings.

Behavior Guidance Policies

Anna's Bananas Daycare and Preschool Behavior Guidance Policies and Procedures

- ◆ will ensure a positive model of acceptable behavior;
- ◆ are tailored to children's developmental level;
- ◆ redirect children toward constructive activities;
- ◆ teach children acceptable alternatives to problem behavior;
- ◆ protect safety of children and staff;
- ◆ will provide immediate and directly related consequences for unacceptable behavior.
- ◆ that staff observe and record the child's behavior and staff response;
- ◆ that a plan be developed to address the child's behavior in consultation with child's parents, other staff, and professionals when appropriate.
- ◆ **Note: There are written procedures dealing with persistent and unacceptable behavior that requires increased staff guidance and time specifying. Each family will be required to read and sign our centers Behavior Management Policy at the time of enrollment.**

These procedures are being followed for children who are separated from the group three or more times in one day, 5 or more times in one week or eight or more times in two weeks. We appreciate your support with all behavior issues that are brought to your attention by our staff, either in writing or verbally, by a staff person, or the Director. It is important for children to know that together we, Anna's Bananas Daycare and Preschool and the parents, are a team and are looking out for the best interested of the children.

Anna's Bananas Daycare and Preschool will not use physical restraint as a form of behavior guidance when not directly stated in a behavior plan signed by the parent, other than to physically hold a child when necessary to protect the child or others from harm.

The license holder has and enforces a policy prohibiting children from being subjected to corporal punishment, emotional abuse, separation from the group (except within rule guidelines), punishment for lapses in toilet habits, withholding of food, light, warmth, clothing, medical care, and/or use of physical or mechanical restraints.

Children are not being separated from the group until less intrusive guidance methods have been tried.

A child's return to the group is contingent upon, and occurs after, abatement of the unacceptable behavior, which precipitated the separation.

Children between the ages of 6 weeks and 15 months are not separated from the group as a means of behavior guidance.

Children who are being separated from the group remain in an unenclosed part of the classroom within continuous sight and hearing of a program staff person.

All separations from the group because of behavior guidance are noted on a daily log containing the child's name, staff person's name, time, date, less intrusive guidance methods first used, and how the child's behavior threatened the well-being of another child or group.

The daily log documents that parents were notified if a child was separated from the group three or more times in one day.

A Behavior Management Plan will be formulated for a child that exhibits excessive behavior issues in attempts to correct the negative behavior and encourage positive behavior. The plan will be agreed upon by the Director, Regional Manager, Chief of Operations, Owner and Parents and/or Legal Guardian of the child.

Anna's Bananas Daycare and Preschool Biting Policy

Anna's Bananas Daycare and Preschool recognizes that biting is an age appropriate action that occurs as children learn to develop their verbal skills. We will make every effort to deter biting when it happens however if it becomes consistent and persistent the following will be followed. If a child, 15 months and older, bites more than two times in one day, that child will be sent home for the day and must be picked up within one hour for the policy to be effective.

If a child bites another child and breaks the skin, that child will be sent home immediately and must also be picked up within one hour.

If a child is sent home more than two times in one week, the child's parents, the teacher and the Director or Regional Manager may meet to develop an action plan discussing the biting, the environment and an encouraged parent observation date.

If a child is exhibiting persistent biting which is also considered persistent unacceptable behavior, the child's parents, the teacher and the Director or Regional Manager will meet to develop an action plan discussing the biting, the environment and an encouraged parent observation date.

If all of the above listed actions are followed through and biting fails to stop, the result will be possible dismissal by writing or verbal notice by the Director, Regional Manager or Chief of Operations.

It is very important, when you receive a biting report, that you sign the report and give directly back to the teachers or center director. **DO NOT TAKE THESE HOME.** You may request a copy by noting it on the report. These forms are filed in your child's file and are reviewed by both the State and Health Department. We must have these forms filed in order to make this policy legally effective.

No Smoking

Anna's Bananas Daycare and Preschool is a smoke free premises, this includes the use of smokeless tobacco and vapes. We kindly ask that you, as well as any authorized pickups or guests that may accompany you to pick up your child refrain from using such products while on our property.

Zero Tolerance Policy

Inappropriate behavior or language will not be tolerated. Parents will be notified immediately and appropriate action will be taken. ZERO tolerance and parent support is much appreciated and needed to create a happy and safe environment.

Reporting Policy for Programs Providing Services to Children

MALTREATMENT OF MINORS MANDATED REPORTING POLICY FOR DHS LICENSED PROGRAMS Who Should Report Child Abuse and Neglect?

• Any person may voluntarily report abuse or neglect. • If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

• If you know or suspect that a child is in immediate danger, call 911. • Reports concerning suspected abuse or neglect of children occurring in a licensed child foster care or family child care facility should be made to county child protection services • Reports concerning suspected abuse or neglect of children occurring in all other facilities licensed by the Minnesota Department of Human Services should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600. • Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at Dakota County: 952-891-7459 Rice County: 507-332-6115 or local law enforcement at 911. • If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services Licensing Division at (651) 431-6500.

What to Report

• Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy. • A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident. • An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Failure to Report

A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with

persons receiving services from MN Department of Human Services Division of Licensing December 2016 programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

Retaliation Prohibited

An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Internal Review

When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

- (i) related policies and procedures were followed;
- (ii) (ii) the policies and procedures were adequate;
- (iii) (iii) there is a need for additional staff training;
- (iv) (iv) the reported event is similar to past events with the children or the services involved; and
- (v) (v) there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and Secondary Person or Position to Ensure Internal Reviews are Completed

The internal review will be completed by Regional Manager & Chief of Operations. If this individual is involved in the alleged or suspected maltreatment, Employee Relations/HR will be responsible for completing the internal review.

Documentation of the Internal Review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective Action Plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or the license holder, if any.

Staff Training

The license holder must provide training to all staff related to the mandated reporting responsibilities as specified in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under Minnesota Statutes, section 245A.04, subdivision 14. MN Department of Human Services Division of Licensing December 2016

The mandated reporting policy must be provided to parents of all children at the time of enrollment in the child care program and must be made available upon request.

Peacetime Emergency

Anna's Bananas Daycare and Preschool may alter normal policies and procedures and/or general practices when a Peacetime Emergency exists and in which executive orders allow for the flexibility within the licensing rule. Anna's Bananas Daycare and Preschool will adhere to all guidance provided by the executive order as well as the Department of Human Services. This includes but is not limited to the use of virtual monthly nurse visits and all trainings required to be in person may be on hold and/or taken online with the guidance of DHS including the C.A.R.S class which was provided modifications for compliance.

The modifications of requirements for licensed child care centers are as follows, as are outlined in the DHS communication to licensed providers with a document revision date of 5/21/2020, and may be implemented at Anna's Banana Daycare and Preschool in a frequent and/or infrequent capacity for the duration of the peacetime emergency:

1. Staff distribution requirements are temporarily suspended. Licensed child care centers are not required to have a teacher-qualified staff person in each classroom, but must have at least one teacher-qualified person on-site at all times when children are in care. This provides additional flexibility by not requiring as many staff to meet teacher or assistant teacher qualifications as workforce needs change in response to the pandemic.
2. Licensed centers must have a staff person on site who is responsible for overseeing the operation of the daily activities of the program, ensuring the health and safety of the children, and supervising staff. This staff person is not required to meet the qualifications of a director. While this is a new requirement for licensed child care centers, it is necessary due to staffing changes and fluctuations which are likely to increase as the spread of the pandemic increases.
3. At least one staff person who has had first aid training and one staff person who has had CPR training in the last three years must be present at all times when children are present in the center. Online training and testing will be accepted during the peacetime emergency when necessary to meet this requirement if pediatric first aid and/or CPR training are not available. This change provides additional flexibility by allowing a smaller number of individuals to be trained in CPR and First Aid and permitting individuals to work with children before the training is completed. DHS Licensing Updated: May 21, 2020 2 This modification is in addition to the extension of training timelines for existing staff that expire during the peacetime emergency and cannot be met, as temporarily suspended by the Commissioner of Human Services previously on March 20, 2020.
4. The child care center must follow the minimum staff-to-child ratios and maximum group size limitations as specified in Minnesota Rules, part 9503.0040. However, based on recommendations from the Minnesota Department of Health and the Centers for Disease Control to limit group activities and maintain social distancing, centers are encouraged to limit group sizes to no more than ten people total, including children and adults. If a center chooses to keep group sizes to less than 10 individuals, it does not mean that only 10 individuals can be in a classroom. The child care center can continue to operate within the overall capacity of the room, but staff are encouraged to separate into groups of 10 or fewer and respect social distancing recommendations. Note, this does not decrease the overall capacity of the center's license.
5. Children of different age groups may be mixed during all hours of operation as long as the ratio and group size for the youngest child present is met. In order to accommodate

lower numbers of children in attendance and fluctuations in staffing, this gives centers additional flexibility to mix age groups throughout the day rather than limiting it to 25 percent of the center's daily hours of operation at the beginning and end of the day.

6. During this pandemic, child care providers face a rapidly changing situation which makes it challenging to remain in compliance with all of the usual licensing standards. The child care center must have staff review guidance from the Minnesota Department of Health and the Centers for Disease Control for child care providers on health and safety practices that prevent the spread of COVID-19 in a child care environment, and make decisions based on their particular child care program in light of this guidance. This is an ongoing requirement, as the guidance will evolve as the understanding of the COVID-19 virus and how to prevent it evolves. DHS will communicate current guidance and any updated guidance to providers via email and on the DHS website.

7. To the extent that MDH/CDC guidance is inconsistent with a licensing standard, centers are permitted to deviate from licensing requirements to the extent necessary to follow the MDH/CDC guidance. Centers must document any changes they make to policies or programming. For example: a) In order to follow the CDC guidance to engage in more thorough or frequent cleaning of toys and other items used by children, a center is not required to have all required equipment and materials for children available at all times if some of it cannot be adequately disinfected or if it is being rotated in and out of use as it is being disinfected. b) In order to follow CDC guidance for social distancing, a center may decide to limit parent access to the center and deviate from their current policy of allowing parents to walk their child to the classroom and instead require parents to remain in the entryway at drop off time.

8. Immunization records must be obtained within 30 days of child's first date of attendance. This provides additional flexibility for child care centers by giving them additional time to obtain immunization records which currently must be obtained by the child's first day of attendance.

We thank you for choosing Anna's Bananas Daycare and Preschool for your childcare needs and we welcome your family into the Anna's Bananas Daycare and Preschool family!