



WELCOME!

For many parents, choosing child care is one of the most important **decisions** they will make during their child's early years. It can be an agonizing process, riddled with questions and feelings that are often hard to decipher.

At **Ladybug** Preschool Learning Center and AdventureCentre, we **understand** how difficult this decision can be—but we also know how wonderfully rewarding the right child care choice can be for both parent and child. Everything we do at **Ladybug** is designed with **children** in mind.

Ladybug is all about meeting the **needs** of your individual child. And when we meet the individual needs of your child, we are meeting your needs as a parent.

From your very first day at **Ladybug**, our goal is to assure a **warm welcome** and a smooth transition into this new environment. Some children are **comfortable** right away, while other children may need a bit more time to adapt and relax. For toddlers, a small piece of their favorite blanket tucked into their pocket as a touch point can be helpful. A family snapshot or a note tucked into her lunchbox can remind your preschooler that you are thinking of her. Our experienced teachers can help you provide the **loving reassurance** that will help your child to **trust** his growing ability to cope. Very soon these "strangers" will be best buddies!

Your *Parent Handbook* should answer most of your questions about **Ladybug**. We are here to **help** you, so please be sure let us know if you have any other questions.

WELCOME to **Ladybug**. We look forward to serving you and your family.

**"We have always felt that our children were well-cared for
and in an environment that encouraged their development.
We would recommend Ladybug to any family looking for a caring
and nurturing environment for their kids of all ages."**

Client of 6+ years



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OUR COMMITMENT TO YOU

Ladybug Child Care Center strives to provide **quality** services to your family. It is our goal to provide your child with the opportunity to explore, **learn**, and **grow** within a **loving** and **caring** atmosphere using Creative Curriculum as our foundation.

Ladybug does not discriminate based on race, creed, or national origin in its enrollment policies.

"We have enjoyed seeing our daughter grow and learn at Ladybug so much that we decided to enroll our son also!"
-Mike & Heide Woizeschke, Norwood Family

AGE GROUPS AT OUR CENTER

20 Infants:	6 weeks thru 15 months
28 Toddlers A & B:	16 months thru 32 months
20 Proddlers:	33 months thru approximately 40 or 42 months
40 Preschoolers:	approximately 40 - 42 months to kindergarten
40 School-age:	kindergarten thru grade 6 (age 12)

YOUR CHILD'S INFORMATION

To ensure your child's **health** and **safety**, we need to have on file:

1. a registration form with current address, phone, and emergency numbers
2. an emergency form for field trips, with current information
3. permission consent for emergency care
4. an enrollment contract agreement
5. current immunizations and the health care summary

We need your child's paperwork in and reviewed before the first day of attendance.

Please **help** us by keeping all information current--especially your name, address, work numbers, health information, and emergency contacts. And be sure to notify us right away of any changes. Also, we review the children's files periodically and may request updated information as your child **grows**.

Because this information is so important, missing, or incomplete forms may result in an assessment of \$25.00, which will be added to your tuition statement weekly until the information is received. To avoid a fee, or a possible interruption in your child care, please share upcoming doctor appointments with management.

Children's information is **Confidential**. It is available only to **Ladybug** staff, Minnesota Department of Human Services representatives, **Ladybug's** health consultant, and local law enforcement and social service agencies.

WE ARE OPEN

Our Chaska center is open from 6:30 a.m. to 6:15 p.m., Monday through Friday, throughout the year.

WHEN ARE WE CLOSED?

Ladybug centers are closed on the following **holidays**:

New Year's Day	Juneteenth	Christmas Eve
President's Day	Fourth of July	Christmas Day
Good Friday	Labor Day	
Memorial Day	Thanksgiving (Thursday & Friday)	

You will find reminders on your classroom's Parent Board and on our **Ladybug** website at www.ladybugcc.com. Full tuition is charged for holidays. School-age children will be billed at their no school day rate.

Ladybug does not close when the schools are closed due to weather or other emergencies. The school day automatically becomes a "school-release" day. All children registered for school-release days in the AdventureCentre program automatically have **care** available. The tuition fee for the day will be adjusted to the school-release day rate, whether the child attends or is absent that day.

When the schools close early, all children registered for before and/or after-school care that day will automatically be provided with **extended hours** of care. A tuition adjustment will be charged, based upon the time the schools close.

Except in the most extreme situations, the Center will be open. In bad weather, please call the Center before leaving your home. If there is no answer, please wait and try again, as staff members may be delayed. On those rare occasions when it is necessary to close a Center, **families** will be notified of the emergency.

AT DROP-OFF & PICK-UP

For your child's **safety**, please bring him into the Center, sign in, **escort** her to your classroom, and remain there until a staff member has greeted you. When picking up your child, please sign out and make contact with a staff member. The reception area and the parking lot are not safe places without a parent. Please keep your child with you.

Be sure to let us know—via written note, e-mail, or tadpoles--when anyone other than the authorized persons listed on your child's registration form will be picking up your child. EVERYONE picking up children should be prepared to show a **photo-ID** to the staff. Children will not be released without a custodial parent's specific permission. Without prior parental permission, when an unauthorized person arrives to pick up your child, the staff will attempt to reach you for **permission** or will refuse to release the child. Remember that **Ladybug** is a secured building, the code is for parents and legal guardians only.

EMERGENCY PICK-UP

In the event that no one arrives to pick up your child within 15 minutes after closing time, we will follow our emergency procedures. These include calling your work place and your home; then, if you cannot be reached, the authorized persons listed on your registration form will be called and asked to assume **responsibility** for your child.

WHAT ABOUT CUSTODY ISSUES?

You are responsible for furnishing any information necessary to maintain the safety and **security** of your child. It is important that the information clearly states with whom the child lives, who may pick up your child, and whether and how a non-custodial parent is involved in your child's life, including as an emergency contact.

If a court document indicates that a non-custodial parent or other person may not pick up your child at **Ladybug** or is restricted from other activity with the child, a copy of that signed document must be in your child's file.

It is **Ladybug's** policy to remain neutral in all custody matters and the Center may not serve as a visitation site.

SCHEDULING OPTIONS

Each family has unique needs, and Ladybug offers you the **flexibility** to choose scheduling options to meet those needs. A **full-time** schedule is Monday through Friday, every week, a minimum of 5 hours/day. A **part-time** schedule is less than five days per week and/or less than five hours per day. A **drop-in** option allows children to attend on an occasional basis. A **simple** phone call to the Center lets you know if there is room available. A minimum of two days a week, 2 hours per day, is required for enrollment in a **Ladybug** center (excluding drop-in enrollments and with limited availability in infant classrooms).

On your registration form, you will tell us your days and times, which will then become the contracted time for your child to attend **Ladybug**. Please help us to maintain appropriate staffing by adhering to this schedule.

Permanent schedule changes can be arranged with a two-week notice to your Center's managers. Adding days or hours to a part-time schedule can be arranged provided that space is available. However, we cannot "trade" or substitute days or hours.

Once your reservation has been accepted, the appropriate tuition will be charged. Absence or cancellation does not result in a credit. This includes drop-in care.

Ladybug does accept part-time enrollments. However, because full-time enrollments receive priority, at times it may become necessary to ask part-time families to adjust schedules or increase their enrollments to full-time status in order to maintain enrollment at a **Ladybug** center. Please be assured that every **effort** is made to avoid this possibility and that you would always be given the first right of refusal.

ADVENTURECENTRE SPECIFICS (in addition to above)

Ladybug's AdventureCentre program for school-age children has limited enrollment capacity. So that we may **serve** as many families as possible, all AdventureCentre clients are asked to re-register twice during the year, once for the summer program and once for the school-year program.

1. Requests for full-time care will be given priority over part-time. "Full-time" is defined as:
Summer--Monday through Friday, minimum of 5 hours/day
School-year--before and after school, Monday through Friday
2. Confirmation of a requested part-time schedule will be based upon Ladybug's ability to sell the remainder of the slot to another client.
Example 1: Child A--Tuesday, Wednesday, Thursday; & Child B--Monday, Friday
Example 2: Child A--Before school only; & Child B--After school only
3. School-release Days (school-year program):
 - a) Full-time schedules automatically include ALL school-release days.
 - b) Part-time schedules (Ex. 1 above) automatically include ONLY those school-release days which fall on the child's scheduled attendance days.
Example: Child A attends every Tuesday, Wednesday, Thursday.
Child A may not attend on Martin Luther King Day, a Monday.
 - c) Part-time schedules (Ex. 2 above) include NO school-release days as these schedules are sold to 2 different children and there is only 1 space on a school-release day.
Ladybug cannot guarantee placement.

4. **Siblings** of current AdventureCentre students will receive **priority** for enrollment. Children currently enrolled in Preschool will receive priority over new enrollments.
5. You will receive a written confirmation when your enrollment request is accepted. If **Ladybug** is unable to accept a request, your deposit check will be returned.
6. You may **Change** or cancel your confirmed registration only as follows:
 - a) You provide a written notice no later than two weeks before the start of the summer program or before the start of the school-year program.
 - b) **Ladybug** will retain the entire deposit.
 - c) A change from full-time to part-time cannot be guaranteed of acceptance.
 - d) A change from full-time to part-time, if accepted by **Ladybug**, may exclude school-release days which **Ladybug** may sell with the rest of the part-time slot.

"Thank you to you and all the staff at Ladybug.
 You all have been the glue that held our weekly schedule together.
 With my wife's schedule as a college instructor changing every semester,
 your flexibility to add days and
 change days of coverage has been critical."
 --Eric Jax, Chaska father of 2

TUITION & OTHER FEES

Classroom resources, furnishings, professional development for our staff—we are constantly **evaluating**, improving, and **investing** in our programs to ensure **Ladybug** provides you and your child with the very best early childhood care and education. These investments are funded by tuition, and a current Fee Schedule is included in your enrollment package. Tuition adjustments typically occur annually.

Weekly tuition invoices are emailed, and tuition is due one week in advance. Please make your check payable to **Ladybug Child Care Center**. A fee of \$25.00 will be charged for returned checks. Our scheduling is flexible, but please note that weekly fees are not pro-rated for fewer than 5 full days. For our families using subsidy programs, your bi-weekly co-pay is due before that service period. Payments will be applied first to any extras such as lunches, diapers, field trips, or late payment. Any remaining payment amount will be applied toward tuition (co-pay).

REFERRAL BONUS

Our very best marketing comes from our **happy** families. When you refer another family to **Ladybug**, you earn a \$100.00 referral bonus during the referred family's fourth week of attendance at a **Ladybug** center. For more information, please talk with your center's Manager.

"We have been with Ladybug since our daughter
 was only five months old.
 In the past six years, we have always felt that
 our children were well-cared for and
 in an environment that encouraged their development.
 We would recommend Ladybug to any family
 looking for a caring and nurturing environment
 for their kids of all ages."
 -Wendy Milligan, Chaska mom of 2

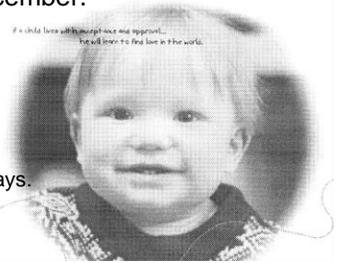
WE ARE TAKING A VACATION

Full-Time Enrollment Vacation (five days per week):

- Eight free **Vacation** days may be requested each year, January through December.

Vacation days will be pro-rated based on enrollment date:

- Enrollment during the months of January, February, or March receives eight free vacation days.
- Enrollment during the months of April, May or June receives six free vacation days.
- Enrollment during the months of July, August or September receives four free **vacation** days.
- Enrollment during the months of October, November or December receives two free vacation days.



Part-Time Enrollment (less than five days per week or varying schedules):

- Four free **Vacation** days may be requested each year, January through December.

Vacation days will be pro-rated based on enrollment date:

- Enrollment during the months of January, February or March receives four free vacation days.
- Enrollment during the months of April, May or June receives three free **vacation** days.
- Enrollment during the months of July, August or September receives two free vacation days.
- Enrollment during the months of October, November or December receives one free vacation day.

To receive vacation credit, we require a two-week notice in writing. Vacation Request forms is available to make this easy. Your account will be credited your approved vacation days and your child's place will be reserved for his/her return. Part time schedules may not be adjusted to accommodate the holiday schedule. You may add days, but not switch days.

Families that are attending summer only, receive two free vacation days for full-time families and one free vacation day for part-time families.

If you choose to withdraw your "bug" from Ladybug, all unused vacation days will be forfeited.

If you need to take a leave of absence from **Ladybug**, we ask that you reserve your "bugs" space by completing the Leave of Absence form and paying your returning first week tuition fees. **Ladybug** reserves the right to cancel a reservation after 90 days of absence.

To keep our tuition as **affordable** as possible, vacation rates DO NOT apply to school days for children in grades 1-6 since full tuition rates for these days are already at the minimum level for billing. Summer and school-release days do qualify for vacation rates.

- Vacation credit will not apply to holidays Ladybug is closed.
- Varying schedules will pay for their contracted days per week on holiday weeks.

I'LL BE AT HOME TODAY

If your child will not be coming to school, please notify your Center by 9:00 a.m. And, if your child is not feeling well, be sure to let your teacher know so we can watch for symptoms with your child's playmates. **Ladybug** charges full tuition for absent days.

I'M LATE! I'M LATE FOR A VERY IMPORTANT DATE

Because our **wonderful** staff members need time at home, we charge extra for early arrivals and late departures. If you arrive before the Center opens or leave after closing time, a fee will be charged at a rate of \$10.00 per child per five (5) minutes or part thereof, which will be added to your next tuition bill. Also, please **help** us by letting us know if your child will leave after closing time.

Your weekly tuition is due by 9:00 a.m. on the due date printed on your invoice. To ensure timeliness, **Ladybug** charges a fee of \$5.00 per day for late payment. We know that sometimes families encounter the "unexpected". If you need some **flexibility** in your payment plan, please talk with your center's Manager.

If a payment is more than two weeks late, **Ladybug** may end your child's enrollment and place any unpaid balance for collection. A fee of 35% of the unpaid balance will be added to the total amount due, in addition to any other costs such as court costs, sheriff's fee, interest and late fees, etc. incurred directly or indirectly by Ladybug to collect amounts owed.

WHEN IT IS TIME TO LEAVE

"Good-bye" is one of our least favorite words. But, if you make the decision to withdraw your child from **Ladybug**, we require a two-week notice in writing. If notice is not given, we will charge two weeks' tuition.

Occasionally, continuing at **Ladybug** is not the best choice. In those cases, we reserve the right to discontinue a child's enrollment. Whenever possible, every effort will be made to provide the parent with a two-week notice and/or assistance in finding another provider.

WE NEED MEDICAL RECORDS

To **protect** your child's health and that of all the children at the Center, you must submit your child's current medical and immunization records prior to the first day of attendance. Your enrollment package contains a *Health Care Summary* for you and your health care provider to complete.

All immunizations required by law for admission into public school must be kept up to date. Your child's health record is **Confidential** but will be periodically reviewed by the Minnesota Department of Human Services and **Ladybug's** health consultant. We will ask you for a new Health Care Summary each time your child makes a transition to the next age group.

Ladybug Child Care requires all children to be fully vaccinated to attend. Exceptions are made for medical exemption.

OWIES + OUCHIES



Bumps and scrapes are a normal part of childhood, and they can happen even under the **watchful** eyes of our classroom staff. When they do happen, your child will be comforted and her "owie" fixed by our skillful staff, who are trained in both first aid and pediatric CPR. You will receive a Band Aid Report with details of the occurrence. You may also receive a phone call if your child needs additional **comforting**, or it seems medical care may be beneficial. In the event of a serious accident or illness, an ambulance may be called if needed. **Ladybug** recommends that you call your health insurance provider for reimbursement of the related costs. We also cover the children with an accident policy designed to reimburse any of your out-of-pocket expenses that are not covered by your insurance. For more information, please talk with the Manager in your center.

MOMMY, I DON'T FEEL GOOD

On those "don't feel good" days, there is no place like home and no one as comforting as mommy or daddy. To make sure an illness does not spread, sick children may not come to **Ladybug**. Please notify the Center when your child is too ill to attend.

If your child becomes ill while at **Ladybug**, we will make him as **comfortable** as we can. And we will contact you as you may need to pick him up.

We will keep you informed of any contagious illness or disease affecting children at the Center. In certain instances, we will also notify the health authorities. If your child develops a contagious illness or disease, please notify the Center right away. To keep your child and all our other children safe and **healthy**, **Ladybug** reserves the right to determine when a child may return to school.



For the **protection** of all our **Ladybug** families, a child is considered to be sick:

- with chicken pox until all lesions are dry and/or crusted over;
- who has vomited 2 or more times in the last 24 hours; (must be excluded until 24 hours after last episode)
- who has had 3 or more abnormally loose stools within the last 24 hours; (must be excluded until 24 hours after last episode)
- who has contagious bacterial conjunctivitis (pink eye) or pus draining from the eye and has not completed 24 hours of antibiotics;
- who has a bacterial infection such as streptococcal pharyngitis or impetigo and has not completed 24 hours of antibiotics;
- who exhibits unexplained lethargy;
- who has lice, ringworm, or scabies that is untreated (when treated for head lice, child must be nit-free before returning to **Ladybug**);
- who has a 100-degree Fahrenheit auxiliary or higher temperature of unknown origin; (must be excluded until fever free without the use of fever-reducing medication);
- who has an undiagnosed rash or a rash attributable to a contagious illness or condition;
- who has significant respiratory distress;
- who is not able to participate in the regular classroom activities with reasonable comfort;
- who are under-immunized and a vaccine-preventable disease to which the child is susceptible has been introduced;
- who requires more care than the staff can provide without compromising the **health** and **safety** of other children in care.

MEDICATIONS

There will be times when your child may need to take medication while at **Ladybug**. To ensure that it is **administered safely**, we require that all medications be in their original containers and labeled with your child's name. We also require that you complete a Medication Authorization form for each medication, both prescription and over the counter. These guidelines apply to sunscreens, hand/body lotions, and diaper ointments as well as Tylenol, antibiotics, etc.

Please remember that **Ladybug** staff must follow the instructions on the manufacturer's label. If these instructions say to consult a physician for some age groups, a doctor's note will be required before we dispense medication to a child of the specified age.

All medication is stored out of reach of children.

OUT AND ABOUT

FIELD TRIPS & EVENTS

Class outings to the zoo or the beach add **excitement** and diversity to your child's **learning** and are an important part of **Ladybug's** Preschool and AdventureCentre programs.

Your **permission** is needed for each trip. You will receive a summer field trip packet for your bug that will include a calendar of all field trips and a parent consent form. For last minute trips, you will find sign-up sheets

on your classroom's Parent Board. To help ensure your child's **safety** on the trip, most trips also require **Ladybug** T-shirts. You may ask your child's teacher for an order form. Our **Ladybug** bus is most often used for these trips.

Outings are carefully planned to match the children's interests and abilities. We consider their ability to safely ride the bus, listen to the chaperones, and remain with the group as well as their **ability** to enjoy the event. We apologize that, occasionally, we may decide that a trip is not appropriate for a particular child. Also, in the event of serious misbehavior, Ladybug may exclude a child from the next event.

Field trips fees are covered by your tuition except for Wise Guys end of the summer trip to Valley Fair.

Whether out and about or back in their classroom, your child is **protected** by our general liability and accident insurances.

OUR BIG BACKYARD

Geese on the lake, wildflowers to smell, hills for sledding, people at work, rabbits under the bush, pretty rocks to collect—there is **much to see and do** beyond our gate. To help connect your child to nature, he may go on supervised walks within the area (Proddlers, Preschool, and AdventureCentre children only).

During the warm-weather months, the AdventureCentre program also uses various community parks for outdoor play. These parks are a just short walk or **Ladybug** bus ride away.

These activities are not considered as field trips but are a regular part of our daily activities, and so no special permission is required. Your classroom teacher can help you if you wish more information or a list of the parks.

THE WHEELS ON THE BUS

Your child's **safety** is our primary goal. Our licensed and insured **Ladybug** bus is equipped with seat belts and booster seats with 5-point harnesses for the children's use. And our staff drivers are trained and licensed as commercial drivers.

Children enrolled in the AdventureCentre program ride to and from schools on school district buses or the **Ladybug** bus. Your child's teacher can help you with information specific to your child's school.

Field trip transport will be on leased school buses or the **Ladybug** bus.

Ridership is a **privilege**, and we expect all **Ladybug** students, including those who ride the **Ladybug** bus, to follow the school district bus policies, available from your child's **school**. You will be responsible to provide transportation if your child's privilege is suspended.

DAILY HAPPENINGS

CLOTHING

Learning and play are usually **active** and often messy, so comfortable, washable play clothes are best. For health and safety, **Ladybug** has a "no bare feet" policy—so, if your child is accustomed to removing her outdoor shoes or simply likes to take off his shoes, please send slippers, socks, or indoor shoes for wear in the classroom. Since your child will be so active all day, we ask you to bring a change of clothes, just in case. Also, because your child's **friends** will have similar things, please label all items

Children love to play **outdoors**, and your child will enjoy plenty of time outside most days, including during the winter months. To ensure that your child is comfortable, we ask you to bring full winter gear every day throughout the season. We also encourage the use of sun block and/or sun-proactive clothing during the summer months. For safety, **Ladybug** does not take children outdoors if the heat index is above 95 degrees the wind-chill factor is below zero, or upon presentation of a doctor's written instructions.

MEALS

We know that children learn better with full tummies. So, at 8:30 each morning, your child may join their **Ladybug** friends at the **breakfast** table.

And, after a busy morning busy with fun and educational activities, they will be more than ready for **lunch**. You may choose from two lunch options:

- A **Ladybug** lunch is a **convenient** alternative to brown-bagging. Our **healthy** lunches are prepared fresh daily in our licensed and inspected commercial kitchen. Not just nutritious, **Ladybug** lunches also **taste good** and let the children experience a variety of foods as they learn good manners and enjoy table talk with their friends. Menus are available monthly, at the Center or on our website. You may choose any or all the lunches; the small additional cost will be added to your tuition account.
- You and your child may pack a lunch from home. Lunch needs to include one serving each of a grain, a protein, and a dairy plus 2 servings of vegetables and/or 1 serving of vegetable and 1 serving of fruit —Ladybug will provide milk to drink. Add your child's name, a spoon if needed, and a freezer pack to keep things chilled, and you are all set.

Hot foods are especially comforting on cool days. But **Ladybug** cannot heat individual lunches. These foods should be packed hot in a good thermos.

Toddlers are **messy** eaters, so please add a bib.

Foods served in the Toddler A classroom need to be finger foods—please, no soups, stews, yogurts, puddings, spaghettios, etc.

All foods served at **Ladybug** are age appropriate. For **safety**, these foods are restricted in the indicated classrooms and may not be included in any lunches brought from home:

Infant Restrictions:

- Foods **NOT** served to infants: raw carrots, frozen peas, nuts, marshmallows, popcorn, hard candies, large hard pretzels, grapes (unless cut lengthwise), hotdogs (unless cut lengthwise, then crosswise), strawberries, peanut butter, and honey. For more information, see Infant policies.

Toddler Restrictions:

- Foods **NOT** served toddlers: raw carrots, frozen peas, nuts, marshmallows, popcorn, hard candies, large hard pretzels, grapes (unless cut lengthwise), hotdogs (unless cut lengthwise, then crosswise) and peanut butter.

Preschool Restrictions:

- Grapes must be cut lengthwise, and hotdogs must be cut lengthwise, then crosswise.



Just in case . . . Your child is without a lunch, **Ladybug** will provide a back-up lunch and will add a \$6.00 fee to your account. Or a food group is missing in a lunch from home—usually that second serving of vegetables/fruits—we will provide the missing item and \$4.00 will be added to your account.

And, finally, we want to make your trip home pleasant. A mid-afternoon **snack** definitely improves our “bugs” coping skills!

REST TIMES

Although he will undoubtedly protest otherwise, your child will need to rest after a busy morning. To **refresh** their minds and their bodies, a quiet rest time is scheduled each day for all children, except infants and older school children. Hushed voices, dim lights, music, and **quiet** activities help the children quiet themselves. Your child will be encouraged to rest and/or sleep, according to his individual needs. Most children rest between 1½ and 2 hours; a minimum of 30 minutes is required, after which they will be invited to play quietly at the tables allowing others to finish their rest.

Cots and blankets are provided for toddlers and preschoolers; they are washed weekly and as need when wet or soiled. We are sorry but, with our limited storage space, blankets from home, pillows, stuffed animals, etc. cannot come to **Ladybug**. Please note that cots and cribs used at Ladybug are placed so there are clear aisles and unimpeded access for both the teaching staff and your little ones.

In accordance with recent research on infant safety, **Ladybug** practices the “**Back to Sleep**” approach in our infant rooms. Nothing can be placed in the crib with a sleeping infant except for the infant’s pacifier. Infants sleep on their backs in individual cribs. If your child needs a different sleeping position, a Physician’s Directive for Infant Sleep Position form needs to be completed and in the child’s file. For safety, **Ladybug** provides each infant with a crib that has a firm mattress and fitted sheet that is appropriate to the mattress size that tightly fits on the mattress, so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort. Cribs at **Ladybug** must be safe and sturdy construction that conforms to the Code of Federal Regulations. All cribs have routine inspections and meet all safety standards.

Infants that fall asleep before being placed in their crib will be moved to their crib as soon as practicable.

Supervision needs of all children in our care are met when an infant falls asleep while being cuddled.

Sleeping infants are placed in a position with no bedding or other materials which could block their airway or cover their face.

Sleeping infants are kept in sight and sound at all times.

If your infant can independently roll onto their stomach after being placed to sleep on their back, they may be allowed to remain sleeping on their stomach if your infant is at least six months of age. Please communicate with your child’s teacher that your infant is rolling, and we will get you a “my infant rolls while sleeping form” for your little “**bug**”.

Placing a swaddled infant down to sleep in a licensed setting is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, parents wanting their little one swaddled may fill out a written consent form which your “bug’s” teacher can provide called the Parent Consent for Swaddling. This form will be kept in the classroom and your child’s file. Ladybug may place your infant who has not yet begun to roll over on their own down to sleep in a one-piece sleeper equipped with an attached system that fastens securely only across the upper torso, with no constriction of the hips or legs, to create a swaddle. Your child’s teacher can help you with recommendations on approved sleep sacks.

In accordance with recent research on infant safety, **Ladybug** practices the “**Back to Sleep**” approach in our infant rooms. Infants sleep on their backs in individual cribs. For safety, **Ladybug** provides all infant crib sheets.

BOTTLES & DIAPERS

"I do it" is every young child's goal. As your child **grows**, our job is to guide her developing skills, so they can "do it". Our toddlers proudly use cups, so bottles are needed only in the infant classrooms. Since babies'—and parents'—preferences vary, we ask infant parents to furnish bottles with caps, all parts clearly labeled with both first and last names. Parents also provide the formula and foods of their **choice**. For more information, our *Infant Diet Procedures* sheet is available.

To ensure your child's **health** and comfort, Ladybug leaves the choice of diapers and diapering products to the parent. We recommend that you bring enough supplies for a week or more. And all diapers must be disposable. In case your supply runs out, **Ladybug** can provide a package of six diapers and will charge a diaper fee on the child's tuition account.



The ultimate "I do it" for many children is learning toileting. The path to that skill requires lots of extra changes of underwear, pants, and socks—sometimes shoes, too! When you and your child are **ready** for toilet learning, please bring a supply of thick training-style underpants. We do not recommend disposable "pull-ups" since, although more convenient, they delay training for many children. Our teachers are toileting experts and will help your child with timely reminders and lots of **praise** and **encouragement**. When the inevitable happens, the "accidents" (i.e., wet, or soiled clothes) will be packaged and sent home for laundering. Please remember to bring more extras

PERSONAL BELONGINGS

Our well-equipped classrooms have an **abundance** of fun, educational activities to keep your child busy every day. So, we ask you to keep your child's toys and special personal items at home to keep them safe. However, "**Show & Tell**" days, special theme days, or other sharing days may be a part of your child's classroom. These are times when your child may bring an item if it is labeled with their name.

During the transition to a new environment, a child may find **comfort** with a "lovey". If you think your child may need the temporary assistance of a favorite teddy or blanket, a pacifier, or other item, please talk with your child's teacher.

If your child happens to lose anything while at the Center, contact us right away. Although we'll be more than happy to look, we cannot be held responsible for lost or damaged items.

BEHAVIOR GUIDANCE

At **Ladybug**, we know that **learning** is about more than reading and numbers. We know that your child's cognitive learning is more successful if there is also learning self-control, self-confidence, and other **life skills**.

"We see the progress the kids have made in regard to learning first hand. Ladybug was instrumental in helping prepare our oldest son for kindergarten. Not only are the children exposed to education fundamentals such as reading, writing, and math, they are exposed to proper manners as well as how to treat others with respect."

Ladybug client for 8 years

Our goals include helping each child learn **responsibility, respect** for self and others, and **Care** of the environment. To grow into responsible and contented adults, children need to learn appropriate ways of expressing themselves. They need to know that being angry is okay but hitting people is not. They need to know that everything is not always the way they want. They need to learn to empathize and to put others ahead of themselves. They need to show respect for authority figures, whether it is their teacher, their parent,

or their boss on the job. They need to learn what it means to be part of a group or community—that everyone benefits from working together and everyone is hurt by an individual's mistakes. These are hard lessons and are learned only over a long period of time. And they are learned only if the adults in the child's life provide the necessary **expectations**, modeling, and **reinforcements**.

Ladybug promotes a **positive** approach to guiding children's behaviors toward these goals. Our staff is trained to use a variety of techniques, including prevention, setting limits, problem solving, praise and consequences, 1-2-3 Magic, managing behaviors, and a get-tough stance when necessary. We also work closely with you to ensure your child's successful **learning**.

If behaviors persist that impact the health, safety, or welfare of a child or a staff member, **Ladybug** may find it necessary to ask you to remove your child from our Center. Any form of hitting, corporal punishment, abusive language, ridicule, and harsh or humiliating treatment is illegal and is against our philosophy. These behaviors will result in dismissal.

You will find more information on behavior guidance in our “**Learning, Ladybug-Style**” and the *AdventureCentre Code of Conduct*.

PETS

Our classrooms may from time to time have pets such as fish, gerbils, etc. to enhance our learning. If your child is unable to be near any type of animal for any reason, please notify your child's teacher.

For special events or themes, your child may bring a pet for part of the day. You must be available to supervise the pet. Arrangements can be made with your classroom teacher.

BIRTHDAYS

Your child's birthday is **special**, and we enjoy helping your family celebrate. Birthday treats are optional but, if brought, must be purchased rather than homemade. You are welcome to join us for the special treat or to leave your camera if you want some photos.

OUR PARENT & LADYBUG PARTNERSHIP

You are your child's first teacher. We appreciate you choosing **Ladybug** to be your **partner** in your child's care and education. We encourage you to visit anytime and to join us for fun field trips or special family events at the Center.

Communication is key to a successful partnership. The first step is the pre-admission tour and conference with you and your child. You will be invited to parent conferences two to four times a year, so we can discuss your child's progress. Any and all questions you may have are welcome at any time throughout the year, and a conference with your child's teacher may be requested at any time.

The Parent Board in your classroom, our monthly newsletters, and our website will keep you up to date with programs and events at the Center.

In addition to the above, Ladybug uses an on-line communication that will allow you to receive individualized daily reports each day of attendance, pictures, classroom reminders, and other important information through your smart device.

CHILD CARE PROGRAM OPTIONS THE CENTER IS LICENSED TO OPERATE

Ladybug Child Care Center is a Rule 3 licensed child care center licensed to care for children ages 6 weeks thru grade 6.

Ladybug Child Care Center strives to provide **quality** services to your family. It is our goal to provide your child with the opportunity to explore, **learn**, and **grow** within a **loving** and **Caring** atmosphere using Creative Curriculum as our foundation.

CHILD CARE PROGRAM PLAN

Ladybug's Child Care Program Plan is available for parent review upon request. This plan includes the policy statement, program goals for each age group, program rules, and other information.

If your child has special needs, we will work with you to develop an appropriate individual child care program plan.

EMERGENCY RESPONSE PLAN

Ladybug's Emergency Response Plan is available for parent review upon request.

PARENT CONCERNS

If you have a concern your child's teacher cannot address, the Center's managers are available to help and may be reached at 952-657-5681.

To reach **Ladybug's** administrative offices, please call 952-448-7202 and ask for an administrator.

Ladybug is licensed by the Minnesota Department of Human Services, Division of Licensing. The telephone number is 651-431-6500.

PARENT CODE OF CONDUCT

Because children look up to the adults in their world, we ask parents to remember that they are "teachers" whenever they are in **Ladybug**. It is important to model appropriate **Courtesies** and language. Please refrain from physical or verbal punishments of your child or others; threatening or intimidating the staff; swearing or other inappropriate language or gestures; and quarreling with other parents or staff members.

We also ask all parents to abide by our safety policies when in the Center or on the grounds.

MISCELLANEOUS

On occasion, staff may take candid photos of the children at play. Also, at times a local newspaper may run an article and request a photograph. If you prefer that your child not appear in such photos, please talk with your Center managers.

Ladybug is occasionally asked to participate in research or other **special** projects that might involve one or more children in the Center, and parents are then asked for written permission for the child's participation.

When using **Ladybug's** parking lot, weather permitting, please turn off your car for the safety of others.

GUN PROHIBITION

Ladybug Child Care Center bans guns in the premises. Persons carrying legally permitted guns must leave them inside their vehicles and vehicles must be locked.

INTEGRATED PEST MANAGEMENT INFORMTAION

Ladybug Child Care Center currently has in place an Integrated Pest Management Program for control of insects and other pests inside the center. **Ladybug** also uses a similar strategy in controlling weeds on its grounds and playgrounds. The goal of both programs is to provide proper pest control and at the same time minimize the amount of pesticide or herbicide used inside and around the building. At no time are any pesticides or herbicides used or applied when children are present in the building.

An estimated schedule of applications of pesticides and/or herbicides is available for parent review at Ladybug Corporate Offices. Parents may also request to be notified prior to any unscheduled applications of these materials. Concerned parents should contact Management to request the noted information.

MALTREATMENT REPORTING

In accordance with Minnesota law, all **Ladybug** employees are mandated reporters and must report incidents of suspected abuse or neglect of children, as defined in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556). Reports regarding incidents occurring within a family or in the community will be made to Scott County Community Social Services at 952-445-7751 and/or the local police department at 952-233-9400. Reports regarding incidents occurring within a licensed facility will be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at 651-431-6600.

If the report does not involve possible abuse or neglect but does involve possible violations of Minnesota statutes or rules that govern a licensed facility, the report will be made to the Department of Human Services, Licensing Division at 651-431-6500.

Further information is available upon request to **Ladybug** management.

**** Ladybug** reserves the right to change existing policies or introduce new policies with two week's prior notice to clients.

**"We love Ladybug Child Care Center.
Our daughter is comfortable and feels right at home.
The Ladybug teachers and staff put our minds at ease knowing that
she is in safe, capable hands and is happy, having fun and learning
development skills from professionals who truly care."
-Jenn & Steve Weaver, Waconia parents of 1**

Thank you for choosing Ladybug!!



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