



Policies & Procedures for Families Enrolled

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Policies & Procedures

The following is a comprehensive guide to Mountain Climbers Children's Center (MCCC) policies and procedures. All families are required to review each section and provide the center with their signature and dated form acknowledging our policies and procedures.

SECTION 1 ENROLLMENT

Open Enrollment

Enrollment shall be granted without regard to a child's race, color, creed, religion, national origin, gender, or disability; and without regard to a parent or guardian's race, color, creed, religion, age, national origin, gender, pregnancy or disability.

Parents can apply for enrollment of their child by completing the Inquiry request, Enrollment Application and paying the Registration Fee found online. The Registration Fee is non-refundable regardless of attendance.

Initial enrollment is contingent upon receipt of the completed enrollment application, signed fee agreement, registration fee, immunization records and signed Parent Handbook receipt.

The Enrollment Application and Fee Agreements are not meant to serve as contracts guaranteeing service for any duration.

Mountain Climbers Children's Center reserves the right to dismiss any parent or child at any time with or without cause.

Continued enrollment at MCCC is contingent upon the parent's, emergency contact persons' and child's adherence to the policies and procedures of Mountain Climbers Children's Center as outlined in this handbook including, but not limited to, timely payment of all fees and tuition.

Parents are required to notify MCCC immediately, should any of the information collected at the time of enrollment or any time thereafter change. Failure to do so may result in the child(ren) being dis-enrolled from the program and forfeiture of any monies paid.

Enrollment Procedure

All families are required to register their child(ren) through our electronic software system, Kindertales. There are other forms and documentation that are required. All



items required in the enrollment packet must be completed and, in our possession, before we can assume the responsibility of caring for your child. This is to ensure that your child will get the very best care possible and satisfies the record keeping requirement of state licensing guidelines. All forms will be reviewed quarterly and/or annually. If there are changes to any of the forms in the enrollment packet, please notify the director to update your records.

Each individual parent or guardian must submit their email address which connects to their personal account for Kindertales. Each parent or family member responsible for picking up/dropping off must download the app on their smart phone.

Registration Fee: There is a \$75 Non-Refundable registration fee per family at time of enrollment. If you terminate childcare services and are gone more than 90 days and wish to return to MCCC, you must pay a \$75 re-application fee. Subsequent children registered after the preliminary registration are billed \$35 per new child.

Tuition and Payment

Upon registration, all families are given the choice to have payment come automatically through their banking system or, a credit card. MCCC does not accept checks, cash, money orders, etc. Tuition is pre-billed monthly. Any additional expense or credit may be put on a future invoice. All tuition and fees are non-refundable.

Each parent must submit planned absence on 20th of each month for the following billing period. All invoices will be reconciled no later than the 29th of each month.

Tuition is due regardless of attendance. State subsidies allow up to three absences in a calendar month. Unexcused days beyond the allowed three will result in the financial responsibility of the family at the full daily rate. It is the parent's responsibility to provide any doctor's notes prior to the last day of each month attended to submit for credit.

A child will not be accepted into the center without full month's pre-payment. If your personal financial situation changes at any time, please contact the director immediately.

Tuition and fees are computed with the following expenses in mind; meals that include whole foods, fruits & vegetables prepared daily, curriculum in classrooms, maintaining a clean and sanitized environment for children and staff, B-certified cleaning supplies and tools, PPE, educator salaries and professional development, indoor and outdoor facilities maintenance, snow removal and lawn care, technology (internet, applications & equipment) among other expenses.



Subsidized Care

It is the parent's responsibility to maintain all paperwork through the ELCFH. Verification from the Coalition must be received prior to the start of any student.

Parents of a subsidized child must complete all required paperwork on time to continue enrollment. Parents of subsidized children are also required to sign a fee agreement, agreeing to be personally responsible for the payment of tuition, in the event they become ineligible to receive child care subsidies. Parents must also stay current on all parent fee's and may be required to pay any differences in the cost of tuition.

Multiple Child Discounts

MCCC offers a multiple child discount to families for one or more siblings enrolled during the same school year. The youngest sibling pays the full tuition rate and each additional child's tuition is discounted per child. Discounts are only applicable when students are enrolled full time and tuition payments are made on time. The full tuition rate, plus any additional late fees will be charged when tuition payments are late as per the late tuition policy.

Additional fees are not discounted.

Security Deposit

We do not require a last week security deposit for children enrolled. We do however require payment one month in advance of childcare. Departure or unenrollment from the Center does not cancel the month's fee or invoice. All funds paid or non-refundable.

Late Fee

An automatic fee of \$5 per minute is added to a families' invoice when children are not checked out of the Kindertales system and physically out of the classroom by 5:35pm.

Hold Spot

Families are able to register for a child before they are born. We require a registration fee of \$75 and a hold fee of \$35 per month to secure a spot in the infant classroom upon availability. For families already enrolled into the center, we require a \$35 registration fee and a \$35 hold fee per month. The hold requires an estimated date of birth and the start date cannot be more than 12 weeks from actual date of birth. An additional hold fee for any time requested to hold a spot for more than 12 weeks may incur.



A holding fee may also apply to secure enrollment for an upcoming opening at any age group.

Quarterly Membership Fee

Children engage with paper materials, crafts, toys and consumable items to help their fine motor skills, colors, shapes and developmental milestones. Children make and take home all individual crafts and art projects made on a daily and weekly basis.

Teachers participate in continual education beyond state requirements to build a successful program in each classroom. A quarterly fee may be applied per child to covers materials, employee benefits and resources to maintain a superior center. These fees will be added for January, March, June and September invoices.

Hours of Operation

We understand the demands of families today. We offer full time care for children ages six weeks to five years-old, Monday through Friday 7:30am-5:30pm. Families receive a schedule for their child so they understand when meals are served, rest times, outdoor playtime and other habitual segments throughout the day.

All students must arrive by 8:15am each school day. This helps us maintain our nutrition schedule. Please let us know if your child has an appointment, will be picked up early and/or by a previously approved guardian other than yourself. We will make every effort possible to provide the child with food before or after returning to the center.

Pre-Covid, we had an open-door policy for parents during operating hours. Parents are always welcome to call to check in on their children or drop in to visit with them. We will accommodate nursing mothers as well. Please consider your child's class schedule when determining the best time to drop in or pick up for a scheduled appointment. We ask parents refrain from visits during resting time as to not disturb children in the center.

We will update our policy as needed based on health care and public assessment.

Arrival and Departures

Please bring your child dressed for the day and in a clean diaper (if not potty trained). We try our best to send your child home clean and in a clean diaper as well.

It is normal for some children to have difficulty separating from parents, or cry when dropping off. We suggest a smile, cheerful goodbye kiss, and a reassuring word that you will be back before departing. Teachers understand this transition can be difficult and will be quick to get children involved in play or activities.



Both arrival and departure require an electronic sign in/out process through Kindertales. The check in station is located at the front door. We require only approved adults to drop off and pick up children. Parents can update their approved contact(s) at any time electronically. A friendly reminder of an approved pick up person to the teacher is appreciated.

See Covid-19 policy guide for updates on MCCC procedures.

Notification of Absence

If for any reason your child will not be present at a scheduled day, please notify the center or Director at your earliest convenience. It is important to notify us the nature of the illness if sick. This information will only be shared with staff on a need to know basis. If your child has a communicable disease, we ask that you share the diagnosis with the Director, so families may be notified.

If your child does not arrive within 30 minutes of expected arrival time, Mountain Climbers Children's Center reserves the right to contact local authorities to conduct a well check on the child's household. The Director and/or staff will make every effort to contact the parent or emergency contact to ensure the wellbeing of the child and their family.

Holidays

Our center is closed for business during the following holidays; New Year's Eve, New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, day after Thanksgiving, Christmas Eve and Christmas (total of nine days). The Center may use this time for continuing education and staff meetings. We may observe the holiday on a Monday or Friday if necessary.

In-Service Days

MCCC is committed to continual education for our teachers and staff. We will close the facility up to four days per calendar year for in-service training and education. Advance notice of such days will be given to families at least 30 days in advance.

Bereavement

Families may encounter an unexpected death in the family and need time off to grieve, travel to services and spend time with their loved ones. We offer bereavement leave for all full-time families that have been enrolled in the center for a year. Families may account for up to three days for distant family members and up to five days for



immediate family members who passed away. Parents must notify the center using the electronic system in order to qualify. Any unused bereavement days will not roll over to the next year or be cashed out.

SECTION 2 HEALTH AND SAFETY

Safety Plans

Please see separate Fire and Safety Plan updated annually or whenever need arises.

We are required to perform a fire drill each month utilizing the safety evacuation plan set by MCCC. Each teacher and staff member must be familiar with all emergency procedures and fire drill plans. Monthly fire drills will vary the time of day performed and use primary and secondary routes.

If you arrive during a fire/emergency drill or real fire/emergency situation, parents may not sign children in or out of the program. Parents must wait until the drill is complete and children have returned to the building to sign their child into the program. Parents may feel free to wait with the child's class in the designated safe-zone outside of the building until the drill is complete.

Staff orientation and meetings include overview of policy and procedures for safety and first aid. All staff maintain CPA and First Aid certification among other STARS training credentials and continual education.

In the event of a real fire/emergency situation, the director or designee will inform each classroom teacher that the school will be closing. At this time any parents waiting to sign their child in will have to leave the premises with their child. All other parents or emergency contact persons will be notified by telephone of the situation. As with the sick child pick up policy, children must be picked up within 45 minutes of the telephone call.

Health and Safety File

All children enrolled must have their health and safety file up to date. These are filled out through our electronic system. While these files are considered confidential, certain personnel will have access to them including administrators, teaching staff, child's parents or legal guardians and regulatory authorities.



Emergency/ Alternate Pick-up

At enrollment, parents are able to list emergency/alternate pick up approvals through our electronic system. All families must list an emergency contact so if for some reason, they cannot be reached, staff will call the person to pick up.

Upon first or few times the alternate pick up person arrives; staff may require a photo ID to verify the person. Alternate persons must be 18 years or older.

Emergency/Alternate contact must adhere to all policies and procedures. It is the responsibility of the enrolling legal guardian(s) to inform each person on the Emergency or Alternate Form of the policies and procedures.

Emergency Closing and Inclement Weather Information

In the event of an emergency closing and/or inclement weather, parents will be notified of the closing by phone if time allows. MCCC may also follow Sheridan School District #2 for closings that involve nature. In the event of an unexpected nature the center may have to close without warning and would post notice on the school as to the reason for any such closing.

Should the school need to close in the middle of the day, the school staff will attempt to reach the child's parents first to arrange for pick up. Should the staff be unable to reach the parents, the persons listed on the emergency contact form will be called until pick up arrangements can be made. Staff will notify the parents or emergency contact person at the time of the call; of the pick-up location should the children need to be evacuated from the child care center.

Should the center need to close for any reason, tuition will not be refunded or reduced for closures.

Illness

MCCC maintains a healthy environment for all children and staff. Children should not attend if they are sick or maintain an illness. The Wyoming Department of Family Services prohibits children from remaining Families may be called to pick up their child if the following occurs;

- **Fever:** Fever is defined as having a temperature of 100°F or higher taken under the arm, 101°F taken orally, or 102°F taken rectally. For children four months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (a child needs to be fever free for a minimum of 24 hours before returning to daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)



- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Severe abdominal pain
- Deep hacking cough, difficulty breathing or untreated wheezing
- Excessive drainage (clear or discolored) from the mouth, nose, eyes, or ears
- Red discoloration to the whites of the eye(s)
- Yellow discharge from the eyes
- Unusual yellow coloring of the skin or eyes
- Skin rashes as they are difficult to diagnose unless seen by a physician and cleared
- Cuts or opening on the skin that are pus-filled or oozing
- Diarrhea: runny, watery, bloody stools, or two or more loose stools within last four hours.
- Vomiting: two or more times in a 24- hour period. Note: please do not bring your child if they have vomited in the night.
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Lice or nits
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- Child is irritable, continuously crying, or requires more attention than we can provide without hurting the health, safety or well-being of the other children in our care.
- Communicable diseases including but not limited to: ebola, flu, hantavirus, hepatitis, measles, MRSA, pertussis, rabies, tuberculosis, covid-19, and zika
 - Please see MCCC Covid-19 Policy Guide for details
- For contagious illnesses, the illness must be cleared by the child's pediatrician.
- For communicable disease, your child should be excluded until the morning after treatment has been accomplished.

Children will be excluded from participation in the program if they exhibit symptoms of any communicable disease. They will not be permitted to return to the program until they are no longer contagious. Guidelines for determining the contagious period for a specific illness are based on the recommendations by the American Academy of Pediatrics. Children must present a doctor's note stating they are no longer contagious and can return to the program. MCCC reserves the right to refuse to allow a child to return if the center director or designee believes the child to be too ill to participate in the program, regardless of a doctor's note.

Children excluded from the program due to a fever may not return to the program until they are fever free, without fever reducing medication, for at least 24 hours. If your child is sent home due to a fever, he/she is not permitted to return to the program the following day at a minimum. A fever is defined as a temperature reading on a thermometer of at least 100. degrees Fahrenheit or more.



Children are required to be excluded from the program for loose bowels or diarrhea which occur 2 or more times in a 24 hours period of time, regardless of the reason for the condition. Children may return to the program when normal bowel movements resume.

Medications

Written authorization is needed for us to administer ANY medication, prescription or over-the-counter. **NOTE: All medicines must be in their original container with pharmacist's or manufacturer's label, child's name, dosage instructions, current date, name of medication, and times to be administered clearly written.** Parents will provide any medications needed by the child, including over-the-counter and prescription medicine.

Please give medication directly to the director or lead teacher. The director will store all medication in a safe place away from children. Only the director and/or a teacher with proper certification will be allowed to administer medication.

All families enrolled must provide approval to allow MCCC employees to administer sunscreen, lotion, antibacterial cream and ointment. We keep these on file and update on an annual basis.

Medical Emergencies

Minor bumps and scratches are inevitable, but we make every effort to keep the children safe through supervision and childproofing. Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, parents will be contacted as soon as possible. If necessary, your child will be taken to the hospital where you will be asked to meet us. If you are not going to be at your usual place of employment, or at home, please make sure that we have a number where you can be reached.

Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners of Mountain Climbers Children's Center, will not be held liable for any sickness/injury of either parent/guardian or child while on these premises.

Incident/ Accident Reports

Should your child be involved in an incident/accident during the course of the school day, a staff member will complete an Incident/Accident Report. You may review reports at any time through our electronic system. The classroom teacher will be able to briefly discuss the matter with you at pick-up. However, should you feel it necessary to have



an in-depth discussion or meeting, it is most appropriate to schedule the meeting for a later date because the teacher is responsible for supervising the remaining children in the classroom. A telephone conference may be scheduled for later in the day or for the next day at nap/rest time if the parent(s) is unable to meet at the center during the day.

If an injury or illness occurs that requires immediate medical attention, we will use 911 and contact the parent immediately following. If necessary, your child will be taken to the nearest hospital or immediate car center where you will be asked to meet. In the event we are unable to reach you, we will go through our internal contact list to notify the next in line person. It is imperative to always keep these records up to date.

Families are responsible for all costs associated with medical treatment to their child from any emergency medical professional on site, in transit or at a medical facility. This includes but is not limited to the transportation to the hospital or medical facility.

Use of Essential Oils

MCCC displays diffusers throughout the building containing various essential oils and water. Aromatherapy is the use of essential oils (plant oils extracted from leaves, flowers, and other parts). If approved, these diffusers puts water into the atmosphere helping the dry climate in the building. The scents of essential oils are used to make the rooms smell good.

At NO TIME will essential oils be used on children. MCCC makes no assertion that aromatherapy has any health benefits.

SECTION 3 TEACHERS AND STAFF

Teaching Staff

All teachers and staff adhere to state background checks including FBI, Fingerprints, Central Registry, CPR/First Aid certified, TB Assessment or Testing, Mandatory Annual Safety Classes (8 hours) and additional (8 hours) Stars Registered Training.

We encourage hiring individuals with higher education in early childhood development, education and other degrees related to our field. Employees have opportunities for further education and development in their respective fields. They also have resources available to complete a Child Development Credential (CDA), Director Credential and Infant Director Credential.



Ratio for Child Care Centers

We adhere to the Wyoming Department of Family Services licensing requirements for Child Care Centers. At any given day we have a minimum of one or more staff NOT counted into the ratio requirements to better serve the classes and students. The minimum requirement for ratios are;

Age of Children	One Staff
Birth-24 Months	2
24 Months- 36 Months	5 Maximum number of children you can have at this age range
Over 36 Months	3
Total	10

When counting children, we may move extra slots down the chart from youngest to oldest.

Age of Children	Two Staff
Birth-24 Months	4
12-24 Months	4
24- 36 Months	4
Over 36 Months	3
Total	15

When counting children, we may move extra slots down the chart from youngest to oldest.

For the preschool class the ratio is 1;10. Our facility is licensed for 23 children.

Confidentiality

Within MCCC, confidential and sensitive information will only be shared with employees of MCCC who have a "need to know" in order to most appropriately and safely care for your child. Confidential and sensitive information about faculty, other parents and/or children will not be shared with parents, as MCCC strives to protect everyone's right of privacy. Confidential information includes, but is not limited to: names, addresses, phone numbers, disability information, and HIV/AIDS status or other health related information of anyone associated with our program.

Outside of MCCC, confidential and sensitive information about a child will only be shared when the parent of the child has given express written consent, except where otherwise provided for by law. Any parent who violates the confidentiality policy will not



be permitted on center's property thereafter. Refer to the policy regarding Parents Right to Immediate Access for additional information regarding dis-enrollment of a child when a parent is prohibited from accessing agency property.

You may observe children at our center who are disabled or who exhibit behavior that may appear inappropriate (i.e. biting, hitting, and spitting). You may be curious or concerned about the other child. Our Confidentiality Policy protects every child's privacy. Employees of MCCC are strictly prohibited from discussing anything about another child with you.

Transportation

Due to the insurance policy for MCCC, the center is not allowed to transfer any enrolled child.

Photography of Children

MCCC takes every precaution to maintain a safe environment for your children and our staff. It is necessary to document incidents, accidents, milestones, development needs or progress and daily activities. If family approves, teachers will use company owned smart devices to document such occurrences which are uploaded on our electronic communication system (Kindertales) to distribute to parents. These specific events may also be document and used in print form (ex: developmental binder).

If approved, teachers and staff will use company owned smart devices to take pictures of children in various activities to use for advertising and promotional purposes. These include website, social media, digital platforms, brochures, conferences, email blasts, and other print and digital media.

At NO TIME are teachers and staff allowed to save pictures of children on their personal devices. MCCC owns all photography taken on company owned devices.

Reporting Requirements

Under the Child Protective Services Act, mandated reporters are required to report any suspicion of abuse or neglect to the appropriate authorities. The employees of MCCC are considered mandated reporters, under this law. The employees of MCCC are not required to discuss their suspicions with parents prior to reporting the matter to the appropriate authorities, nor are they required to investigate the cause of any suspicious marks, behavior or condition prior to making a report. Under the Act, mandated reporters can be held criminally responsible if they fail to report suspected abuse or neglect. We at MCCC take this responsibility very seriously and will make all



warranted reports to the appropriate authorities. The Child Protective Services Act is designed to protect the welfare and best interest of all children.

Please communicate with the teachers directly any accidents the child had outside the facility. Teachers document all children that come to the center with injuries.

As mandated reporters, the staff of MCCC cannot be held liable for reports made to Child Protective Services which are determined to be unfounded, provided the report was made in "good faith." Causes for reporting suspected child abuse or neglect include, but are not limited to:

- Unusual bruising, marks, or cuts on the child's body
- Severe verbal reprimands
- Improper clothing relating to size, cleanliness, season
- Transporting a child without appropriate child restraints (e.g. car seats, seat belts, etc.)
- Dropping off or picking up a child while under the influence of illegal drugs or Alcohol
- Leaving a child unattended for any amount of time
- Failure to attend to the special needs of a disabled child
- Sending a sick child to school over medicated to hide symptoms, which would typically require the child to be kept at home until symptoms subside.
- Children who exhibit behavior consistent with an abusive situation

Intolerable behaviors will be documented and may result in immediately unenrollment of child, regardless of reason or condition.

SECTION 4 FAMILY INVOLVEMENT

Communication

Wholesome communication is of the utmost importance. When a new family is accepted into our center, we like to be sure that we can share openly about any concerns or questions that may arise. It is important that there is a similar child care philosophy between the center and the parents. We welcome questions, feedback, or discussions of any kind that are oriented towards a positive outcome for the child(ren). Sensitive issues will be discussed in private at a mutually beneficial time.

Our primary source for communication tools is through Kindertales, a childcare software program that allows parents to understand all aspects of their child's day from nutrition,



developmental milestones, areas of minor concern, rest, play and other check in/check out process. All updates, reminders, newsletters, menus, and other communication is sent through the Kindertales system.

Feel free to email any questions, concerns or updates at anytime to the Director.

From time to time, we will publish information sent by federal, and local government agencies including Department of Family Services, Department of Education, Department of Agriculture, CDC, Consumer Product Safety Commission, Federal Drug Administration, and other agencies. We will also publish or promote pertinent information for children such as Scholastic, Department of Nutrition at the Harvard T.H. Chan School of Public Health, American Pediatric Association among others.

Parent/Teacher Conferences

MCCC is working to build communication channels with families as parents are no longer present in the center. Weekly and monthly electronic newsletters will be sent based on classrooms to showcase what children are working on in the center.

Teachers also observe children in the environment to make assessments that better guide our daily schedules. Conferences are held formally two times per year to review and discuss developments of your child. They may be in person, or through web meetings.

Parents may contact the Director at any time to arrange a meeting with the teacher pertaining to needs of your child.

Parental Influence

We understand choosing a childcare or preschool setting is an important and exciting decision for parents. Your child is your most valuable treasure and we are honored that you entrust your child's care to us. At MCCC, we recognize that each child is an individual, developing and learning at his or her own pace. We believe parents are their children's first and most influential teachers.

Because we believe your child's early years are the most formative and thus important in his/her development, we are dedicated to providing developmentally appropriate curriculum in a fun, safe, educational place where young children can learn and mature through hands on activities. To accomplish this task, active parent involvement is essential. Together we set goals for your child, as we are committed to serve as the parent's partner in providing a quality program for each child. As responsive, encouraging partners, we can help your child become an enthusiastic learner, creative thinker and inventive problem solver for a lifetime.



Parental Volunteering

We encourage communication and participation between all families and the center. Families are welcome to be involved in many ways including;

- Visiting classrooms to speak about your career, interest or skill
- Helping your child at home with the concepts they are studying and practicing in the center (see parent communication/ newsletter)
- Volunteer for specific tours, events (birthday) or opportunities with the center
- Building maintenance and outside needs

Parent Code of Conduct

MCCC requires the parents of enrolled children at all times, to behave in a manner consistent with decency, courtesy, and respect. One of the goals of MCCC is to provide the most appropriate environment in which a child can grow, learn and develop. Achieving this ideal environment is not only the responsibility of the employees of MCCC but, is the responsibility of each and every parent or adult who enters the center. Parents are required to behave in a manner that fosters this ideal environment. Parents who violate the Parent Code of Conduct will not be permitted on center's property thereafter. Please refer to the Policy on Parent's Right to Immediate Access for additional information regarding dis-enrollment of the child when a parent is prohibited from accessing agency property.

Swearing/Cursing

No parent or adult is permitted to curse or use other inappropriate language on agency property at any time, over the phone, whether in the presence of a child or not. Such language is considered offensive and will not be tolerated. At NO time shall inappropriate language be directed toward members of the staff or other children. In addition, threats of any kind to employees, children, other parents or anyone associated with MCCC will not be tolerated.

Parent's Right to Immediate Access

Parents of a child in our care are entitled to immediate access, without prior notice, to their child whenever they are in care at MCCC, as provided by law.

In cases where the child is the subject of a court order (e.g., Custody Order, Restraining Order, or Protection from Abuse Order) MCCC must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by



order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with MCCC, both parents shall be afforded equal access to their child as stipulated by law. MCCC cannot, without a court order, limit the access of one parent by request of the other parent, regardless of the reason. If a situation presents itself where one parent does not want the other parent to have access to their child, MCCC suggests that the parent keep the child with them until a court order is issued, since our rights to retain your child are secondary to the other parent's right to immediate access. MCCC staff will contact the local authorities should a conflict arise.

MCCC will dismiss any child whose parent is prohibited from entering upon agency property. Due to the parents' right to immediate access policy, as well as state and federal regulations, MCCC cannot have a child at the center when the child's parent is prohibited access. MCCC will not agree to any request to maintain a child's enrollment even if the parent agrees to stay out of the center. Such an agreement is a violation of the law and will not be entertained.

Court Orders Effecting Enrolled Children

In cases where an enrolled child is the subject of a court order (ex... Custody Order, Restraining Order, or Protection from Abuse Order) MCCC must be provided with a Certified Copy of the most recent order and all amendments thereto. The orders of the court will be strictly followed unless the custodial parent(s) requests a more liberal variation of the order in writing. In the case where both parents are afforded shared/joint custody by order of the court, both parents must sign the request for more liberal interpretation of the order.

In the absence of a court order on file with MCCC administration, both parents shall be afforded equal access to their child as stipulated by law. MCCC cannot, without a court order, limit the access of a one parent by request of the other parent, regardless of the reason. If a situation presents itself, where one parent does not want the other parent to have access to their child, MCCC suggests that the parent keep the child with them until a court order is issued.

If conflicting court orders are presented, the most recently dated court order will be followed.

Once presented with a Protection from Abuse Order or a Restraining Order, MCCC is obligated to follow the order for the entire period it is in effect. Employees of MCCC cannot, at the request of anyone, except the issuing judge, allow a Protection from



Abuse Order and/or a Restraining Order to be violated. MCCC will report any violations of these orders to the proper authorities.

Alcohol, Tobacco and Drugs

Smoking, vaping, alcohol or other drugs are STRICTLY prohibited on the premise of the facility including outside playground, and parking lot. Rule pertains to families and staff.

Firearms and Weapons

Other than registered law enforcement. At no time is any person permitted to carry any type of Firearm, ammunitions and/or deadly weapon, simulated firearm, or destructive device to the center for any reason. Violation of this policy will result in immediate dismissal from the program. This includes individual vehicles.

SECTION 5 STUDENT CARE

Special Consideration

MCCC has made every effort to provide a safe environment for all children. We acknowledge some aspects of the building are not ADA compliant. We will work with each family on their specific needs to assess how to best care for their child while in our care. MCCC will make all reasonable modifications to our policies and practices to accommodate children with special needs and/or work with partners in the community to provide services to the individual.

If your child requires occupational therapy, physical therapy or any other resource from an outside agency, we will work to provide a safe space for accommodations. Don't hesitate to talk to us about any developmental, nutrition or other special need your child requires while in our care. We make every effort available to partner with families and agencies for the growth and care of each child.

Center Rules

We feel the facility is an extension of their home for children. We encourage them to feel comfortable using the items in their designed classrooms. Respect to people and objects within the facility is enforced. No standing or climbing on chairs or tables. Food and/or drink items are not permitted outside the dinning hall unless supervised by a Teacher.



Children are taught and encouraged to respect personal space for each individual. Teachers monitor and document behaviors of concern including hitting, pushing, grabbing, kicking, spitting, pinching and biting.

All classrooms utilize Conscious Discipline to guide children with their behaviors.

In an event where a child becomes a threat to themselves, other children or is beyond disruptive, the child may be required to leave the premise. This suspension may be a period of 24 hours or more. If a child purposely damages center propriety or creates a biohazard, an additional fee (cleaning or repairing or replacing charge) will be applied.

Should any event occur at the center with a child that damages property of Mountain Climbers Children's Center, property of another child that is enrolled or creates a biohazard area from destructive behavior will result in fiduciary responsibility of the parents. This includes any repairs, replacements, cleaning or changes to the center or property. Invoices are communicated immediately and due before the child may return to the center.

Discipline

All teachers and staff maintain a positive reinforcement policy when communicating with children. Prevention, redirection and communication is used to assess situations that arise. Understanding both perspectives and making appropriate behavior choices help children problem solve.

At MCCC , clear and consistent age appropriate limits on behavior are set. The environments are arranged in such a manner as to minimize the necessity of limits, and children are allowed to participate in the decision-making process. MCCC has a strong commitment to developing a positive sense of self-esteem and independence, responsible and caring behavior on the part of the children. We approach discipline in a positive rather than punitive manner. One way to help develop responsibilities is to require your child to pick up after themselves at home and at school. It is important for your child to clean up the area in which they were working before they are signed out for the day.

Teachers model appropriate behavior and provide positive reinforcement, praising children for exhibiting those behaviors. Additionally, the teachers provide reminders and redirect students to promote acceptable behavior, as well as facilitate problem solving among the children.

When unacceptable behavior occurs, the first course of action is positive redirection, with the understanding that the child may return to an area or activity



when they are able to use proper behavior. MCCC follows guidelines from Conscious Discipline in all classrooms.

Biting is not a disciplinary situation rather, understanding if the child has a failure to communicate effectively, teething or understanding how to share objects and protect personal space. All incidents are documented. Teachers will communicate directly with the families to create solutions for effective care of the child and maintaining a safe environment for all children.

Under NO CIRCUMSTANCES is any physical or emotional discipline allowed at the center. This includes spanking, physical abuse, verbal abuse, name calling or isolation. Neither food nor sleep will ever be withheld from children as a means of punishment.

Cleanliness/Hygiene

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, after toileting and arriving into the classroom. We use paper towels for drying hands to maintain sanitary regulations. If parents provide a toothbrush and toothpaste, teeth will be brushed as well. All employees are required to wash their hands frequently and also use antibacterial gel.

Infants sleep in separate cribs, with organic clean sheets used only by them. Beginning at toddler age, each child has a separate nap cot and organic sheet. Cots are wiped with disinfectant daily before storing. If blankets are soiled, we will wash them or put in a marked bag to take home. Blankets brought in from parents are washed on a weekly basis.

Children use separate cups, plates, bowls and eating utensils that have been thoroughly washed and sanitized per the requirements of the Department of Health and Sanitation. High chair trays, etc. are disinfected after each use. We disinfect toilet seats and clean potty chairs between each use.

Each room is wiped down, toys and books are sanitized, tables sanitized, rugs and floor vacuumed and swept/mopped on a daily basis. Deep cleaning including walls, door entries, baseboards, furniture, etc. are done on a weekly basis.

Classroom

Each class has a variety of age-appropriate materials for indoor play and fine motor skill development. Toys and items will be rotated out to keep each classroom fresh and provide new items to play with. Children are taught and encouraged to take care of their space and put toys away before transitioning to another activity.



MCCC feels the outdoor space is a continuation of the classroom. Schedules provide for up to an hour of outdoor time, weather permitting per day. Teachers may utilize this time for specific learning opportunities using the outdoor sensory tables, parachute or other group activities. Teachers may also provide free play allowing for children to utilize the toys and equipment on their own. Please refer to supplies section to review all clothing items required for children. Sunscreen will be put on each child before playing outside during high sunshine or warmer months. Hats, coats, gloves, closed toed shoes, boots, etc. are also required during colder months.

Schedule

Each family will receive a weekly schedule and daily documentation. Parents may choose how they receive the information electronically using Kindertales. A report of time of feedings, menu, amount eaten, time of diaper checks and changes, naptime, duration of sleep, location of child within the building and other details are provided daily. Any major concerns, incident reports or follow up will be conducted by the teacher directly to the family. Kindertales has a system to notify families and document such incidents.

Curriculum

Teachers thoughtfully plan developmentally appropriate classroom curriculum. The infant/toddler room uses Wyoming's early childhood guidelines and foundations as a resource for building weekly plans, learning and interacting with students. It consists of components which are physical health, social and emotional character development, language and communication, emergent literacy, social studies, gross and fine motor development, the arts, approached to learning, early reading and number skills as well as cognitive development.

Teachers blend Pocket of Preschool curriculum in the 3-5 classroom setting utilizing weekly themes to help education and stimulate areas of mathematical thinking, science, art, literacy and culture.

All teachers and staff go through Conscious Discipline training, created by Becky A. Bailey, Ph.D., who is an award-winning author, renowned teacher and internationally recognized expert in childhood education and developmental psychology.

Conscious Discipline is an evidence-based, trauma-informed approach. It is recognized by the Substance Abuse and Mental Health Administration's (SAMHSA's) National Registry of Evidence-based Programs and Practices (NREPP), and received high ratings in 8 of 10 categories in a Harvard analysis of the nation's top 25 social-emotional learning programs. The Harvard study's authors say, "Conscious Discipline provides an



array of behavior management strategies and classroom structures that teachers can use to turn everyday situations into learning opportunities.”

Daily Activities

Our main objective is to have fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish this goal. Free play, sensory bins, building blocks, reading, arts and crafts, music/singing, dancing, dramatic play/pretend, puzzles, and outside playtime are just some of the activities we will be doing.

Music helps to develop young brains and will play a strong role in day-to-day activities. We may have special music activities and may also play music during other activities, for example, during arts and crafts or meal times. Some of the music we will be using may include, classical, children's songs (by a variety of artists), foreign language, pop/country/classical hits and others.

Classrooms have access to a smart tablet and internet to document daily activities as well as look up items discussed with the group. Our facility does not have a television. Our philosophy in early childhood education promotes hands on learning activities.

Clothing/Attire

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed appropriately. We make every effort possible to protect children's clothes from paint or other art materials. Clothing should be comfortable and seasonally appropriate for outdoor play. Make sure to include hats, mittens, boots and coats for cold weather.

We require all children to bring or wear closed toe shoes. We schedule up to an hour of outside play that includes playing sports, collecting items found in nature and playing on outdoor equipment.

Every child should have two pairs of extra clothes (shirts, pants/shorts, socks). For colder months, children need to come prepared with hats, mittens, boots, snow pants, appropriate coats, etc.

Infants are not allowed to wear hooded shirts for sleeping. They will be changed before putting down for nap.



Jewelry and accessories are discouraged for all age groups. It may be a safety hazard for your child as well as the other children enrolled in the program. In addition, MCCC will not be responsible for lost or stolen valuables.

Personal Belongings

Due to the risk of damage, sharing issues, and loss, children are not permitted to bring in toys from home. Parents are responsible for enforcing this policy with their child. Parents are encouraged to consult the classroom teacher should they find their child is having difficulty with this policy.

This includes sleepy toys for naptime. Each classroom has age appropriate items for children to enjoy. Teachers update and rotate items, furniture and set up within the classroom keeps children engaged.

Supplies

Families need to provide the following items; (2) extra clothing items (shirts, shorts/pants, socks), each garment labeled, naptime blanket, sunscreen and sippy cup/straw cup. We have bins marked for each child to put extra clothes in. Blankets are also kept separate in a different bin. We wash personal rest blankets on a weekly basis. Due to daily use of straw cups, we ask families to replace them every six months. We will remind parents through Kindertales communication tools.

Seasonal outerwear (snow pants, boots, gloves, hats, coats, etc.) are required for all children ages one and up. We utilize snow pants to help with temperature, mud/dirt and other weather elements including snow.

Children need to bring inside shoes (slippers, moccasins, clean tennis shoes) to wear inside the center. Every person takes off outside shoes upon entry into the facility. We prefer closed toe shoes over sandals for outside play however, water socks and sandals may be used for "Water Wednesday's" during the Summer weeks.

For infants, we require two bottles, pacifier (attached to a pacifier clip), diapers and formula and/or breast milk. Formula must come in original, sealed package. Breast milk must be dated and labeled. We allow for weekly supply of breast milk (frozen) to be brought in. A separate form for infants must be filled out and updated as needed. Any thawed or prepared milk not used that day will be discarded.

For toddlers and pre-potty-trained children, we require diapers, extra underwear and/or training underwear. MCCC uses fragrance free wipes for all diaper changes. A separate fee of \$25 per month, per family is assessed for all children who are not potty trained. Families who need a specific brand of wipes for their child may bring their own.



Birthdays

MCCC enjoys celebrating special holidays including your child's birthday. Please refer to the birthday order form to fill out which birthday treat your child would like to have made for the entire class. Children have a selection of nutritionally appropriate options to pick from to help observe their special day. A surcharge of \$15 will be billed on your month's invoice. Parents may come during the celebration wearing a mask and taking off shoes upon entry. Birthdays are celebrated during the AM or PM snack time.

Toilet Training

When you feel your child is ready for toilet teaching, we ask that you begin this teaching at home. We will follow through and encourage your child while in our care. The child must be showing signs of readiness. When a child is ready, the process may go pretty quickly. The child must be kept in pull-ups or 5-ply training pants at all times. Putting a child in diapers part time, and training pants part time, can be confusing and delay the training process. Please keep in mind that the activity level here can distract your child from responding to an urge to use the potty, more so than at your home.

Parents need to supply training pants with plastic pants or pull-ups, plus a couple of extra changes of clothing each day (don't forget the socks!).

During toilet training, we ask that the child be dressed in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers, and overalls. These are difficult for children to remove "in a hurry".

Due to health and sanitation, all children must wear an under garment under their clothes (ie: pull up, training underwear, underwear, and/or disposable diaper). At no time can a child just wear pants, shorts or skirt. Having an accident in the center creates a biohazard to the area and must be immediately cleaned and sanitized.

Any accident requires children to be changed promptly. Parents will pick up the wet or soiled bag of clothing to launder at home. Children are encouraged as they demonstrate readiness to be toilet trained and not be forced, punished, or have individual rewards or treats in the process. We promote with positive affirmations and acceptance when accidents occur. Please refer to the complete toilet training guide for further information.



Nap/Rest Time

For Toddler and Pre-school classrooms, there are designated nap/rest time(s) each day. Please see schedule for specific classroom rest periods. Children are provided a sanitized cot, organic sheet cover and their personal blanket. For children who are not able to sleep, the teacher will provide books to read and items they can independently play with quietly. Personal blankets are laundered weekly unless needed more frequently.

Infants nap at varying times and their schedules will be accommodated. All children under the age of one will wear a sleep sack. Once a child is able to roll over, they may not have their arms restricted in the sleep sack. Sleep sacks are provided by MCCC and laundered daily.

SECTION 6 NUTRITION

Meals

We are committed to providing healthy nutrition to our children. This includes organic, where available, fresh fruits and vegetables. A monthly menu of breakfast, lunch and two snacks are provided to families. We are NOT a peanut free facility. If your child has allergies, and requires a modified diet, we must be notified in writing. Please provide a physician's written instructions describing any foods the child is not permitted to eat. An appropriate substitution will be made, whenever possible. If a child has so many allergies that he/she cannot eat from our menu, we may require the parents to provide his/her lunch and snacks.

We never force a child to finish what is on his/her plate, but we do encourage each child to try one or two bites of everything. Sometimes they are surprised by what they like! All eating patterns will be communicated to the parents.

For all children ages one and older, we provide two meals and two snacks that meet the USDA requirements. Breakfast is served at 8:30am, AM snack at 10:00am, lunch at 11:30am and PM snack at 3:00pm. Milk is served at breakfast and lunch.

Please let us know if your child will be absent during a planned meal and if we need to save them a plate. We understand doctor appointments, summer camps and other family events can happen throughout the day. Our goal is to make sure children are well fed and taken care of.



Fresh Food

Our center purchases fresh ingredients, produce and vegetables on a weekly basis to feed the children daily. We buy local, organic, natural and GMO free whenever available. Children are offered breakfast, lunch and two snacks (AM and PM) daily for each child. For children ages one and up, an additional \$15 per month fee is added to child's monthly invoice to compensate for additional meals.

Children with Severe Allergies

For the safety of your child, parents are required to provide a signed copy of the form titled: AUTHORIZATION FOR EMERGENCY CARE OF CHILDREN WITH SEVERE ALLERGIES. This form is only required for students that have a life-threatening allergy.

The form must detail any allergies, food or otherwise, from which their child suffers, at the time of enrollment or when the allergy is discovered. This form must be completely filled out by the child's physician and parent(s) or legal guardian(s), and must be updated, as needed.

In addition to this form, parents must provide a copy of any additional physician's orders and procedural guidelines relating to the prevention and treatment of the child's allergy. This form can be obtained by request from the school director. Parents must also train staff in the administer process of an Epi-pen or any other life saving device required. Parents are responsible to keep updated medications and documents in place. All staff complete medication administration for over-the-counter medications and some prescribed medication. Contact us for any specific medication needs your child may require.

SECTION 7 DEPARTURE OF SERVICES

Termination Policies

MCCC reserves the right to terminate care for a child for the following reasons (but not limited to):

- Failure to pay
- Routinely late picking up your child
- Failure to provide required forms (registration, immunization records, health records, nutritional care, etc.)
- Lack of parental cooperation
- Physical or verbal abuse of any person or property
- Lack of compliance with center's policies and procedures



We appreciate as much advance notice as possible when terminating, and will give the same courtesy in return. Parents are should give two weeks written notice when they decide to terminate child care.

The provider reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well-being of the provider or other children in attendance.

Anyone who terminates daycare and has a balance that is outstanding will need to have the account settled within 30 days. All accounts not settled within 30 days will be turned over to a collections agency regardless of amount owed. All accounts turned over to collections will have a \$20 per week late fee plus 35% collections fee added to amount due.

All funds paid are non-refundable regardless of attendance or termination.

Dismissal

The Center Director or designee will gather all child's belongings at the time of dismissal and parents are required to leave agency property in a calm and respectful manner, immediately. MCCC will request assistance from local authorities should any parent become disruptive and/or uncooperative upon dismissal.

A dismissed child and his/her parents are required to call and request an appointment with the Center Director if they wish to return to agency property following a dismissal. Appointments are made at the discretion of the Center Director and are not a right of the dismissed child or parent. Following a dismissal, any parent or child who harasses, threatens or in any manner causes harm to anyone affiliated with the agency by calling, writing, or any other means, will be prosecuted to the fullest extent of the law.

Expulsion Policy

We will make every possible effort to establish effective communication in any areas that a concern becomes apparent. All incident reports are documented and communicated with families that day. We believe in many situations a partnership between our staff and the guardians of our students can create an interference of expulsion. We would work with you to create a plan of action to correct unbecoming behaviors in most situations, as we only implement expulsion as a last resort, where we feel irreconcilable differences have occurred.

In the event that any policy has been breached by a student or any individual associated with a student, the said student becomes "at risk" of expulsion. It is the



responsibility of the primary guardian to assure that all others associated with their child clearly understand and agree to adhere to our school policies. Immediate expulsion be it an early dismissal or finite will occur in the event that an action or comment of a threatening nature occurs, by any person associated with MCCC. This action would also occur in the event of extreme behaviors or behaviors that pose an imminent danger to themselves, other children enrolled and/or employees.

Although it is our last resort; the Director/Owner reserves the right to end childcare services with or without warning, at any time for any reason.

Withdraw

Parents may withdraw a child from MCCC at any time for any reason. The guardians and child, following their last day of enrollment, are not permitted to re-enter the center property without prior permission from the Director. A withdrawn child and his/her parents are required to call and request an appointment with the Director if they wish to return to the center. Staff will compile all personal belongings to be picked up immediately.

In lieu of a deposit, families are required to pay a month in advance. All funds received will not be reimbursed for any reason.

Change of Schedule

If at any time families need to update their child's schedule, a request must be made to the Director. Changes may occur within the following month. Approval for changes must be made by the Director to confirm ratio requirements and available at the center.

Revisions to Handbook and Contract

There will be a yearly revision to this handbook and the accompanying contract. All families will sign a new contract each year. We reserve the right to make changes in rates and policies as deemed necessary. You will be notified, in writing, of any changes that may occur. Every attempt will be made to give at least 30 days' notice of changes.



*Please review and sign acknowledgement section of Policy and Procedures.

I _____ parent of _____
acknowledge the following;

(please initial)

_____ * I have read and reviewed the policy and procedures for Mountain Climbers Children's Center (MCCC)

_____ * I have read and will adhere to the policy of NO tobacco products (including vaping), alcohol, drugs or paraphilia and firearms on the premise of MCCC.

_____ * I have read and will adhere to all fiduciary responsibilities including registration, monthly enrollment, additional charges as outlined in this policy, and all extraordinary fees that may occur including employee recruitment, cleaning or replacement due to misbehavior of child.

_____ * I agree to the use of essential oils being used in diffusers throughout the facility. At no time will essential oils be put on my child(ren).

_____ * I agree to teachers and staff using company owned smart tablets to take pictures of my child for the use of documentation (daily reports, assessments and other Kindertales related use). At NO TIME will teachers or staff save pictures of my child(ren) on their personal device.

_____ * I agree to teachers and staff using company owned smart tablets to take pictures of my child for the following reasons; marketing and advertising for enrollment, job applications, seminars, social media, events, brochures, website and other digital or print media. At NO TIME will teachers or staff save pictures of my child(ren) on their personal device.

Name of Parent

Signature of Parent

Date

For Office Use:

_____ HR reviewed/ received
_____ date turned in

Comments: