

# Parent Policy Handbook

2017-2018 Mendota Heights Location



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# Our Story

To uplift children and support families through quality early childhood education in a nurturing, Christian environment

SonShine Learning Center was started as a vision of the congregation of Mendota Heights United Church of Christ in 2003. After much hard work, getting classrooms ready to welcome children, we were licensed in April of 2003.

We welcomed our first students in June of 2003.

As we continued we began to see a need in the community for infant care and so we began offering care for infants as young as 6 weeks.

In 2012, we expanded to add 4 beautiful Preschool and Pre-Kindergarten classrooms. Today our location is licensed to serve more than 100 students.

In 2013, Luther Seminary announced that Wee Care would be closing after serving the Seminary and surrounding community for more than 30 years. SonShine heard about this closing and offered to continue the service in Wee Care's absence. We opened our second site in the summer of 2013.

We give thanks for our continues growth and ability to adapt to change. In the same way that we welcomed the first family in 2003, we welcome you today. Thank you for allowing us to keep pursuing our original mission: to uplift children and support families through quality early childhood education in a nurturing Christian environment.

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# I. Program Plan

SonShine Learning Center provides children a safe and secure, supervised, educational and recreational learning environment in a Christian atmosphere. The staff, program and facilities create a warm and friendly environment for channeling children's energies and meeting their individual needs.

We use the Desired Results Developmental Profile as our framework to define goals and objectives that promote physical, intellectual, social, and emotional development.

## A. Infants

Our infant program provides close care and attention to each child as they develop physically, mentally and emotionally. We are licensed to serve 28 infants in four classrooms, six weeks to 16 months old. Caregivers work with the children and their parents to meet the needs of each family and follow their schedule until that schedule naturally begins merge with the other children in the group.

The staff aid in nurturing the child's development. They help children work toward crawling and walking. As new foods are introduced, they allow opportunities for children to explore them, and feed themselves when they are ready. Gradually, children begin eating at a table, playing outside, and napping once a day on cots.

## B. Toddlers

Our toddler program provides the proper guidance needed to develop self-help skills, social and emotional skills and creative expressions as well as sensory stimulation, language development, small and large muscle skills and ever-widening cognitive skills.

We have four classrooms and are licensed for 28 toddlers, ages 16 months to 33 months. Children in these classrooms eat at a table, sleep on a cot and play on the playground. Potty training may begin in these rooms and children begin preparing to be in the preschool program.

## C. Preschoolers and Pre-Kindergartners

The SonShine preschool and prekindergarten program includes a focus on language development, cognitive skills, sensory and perceptual acuity, gross and fine motor development and a variety of other activities. We work to improve children's listening skills and promote interactive play and prepare children for kindergarten. These six classrooms are licensed to serve 60 children ages 33 months to 5 years.

## D. School Age

The School-Age Program runs from June-August. The School-Age Program augments the skills learned at school, including reading, writing, math and science. We also work on such social skills as proper manners, listening, and public speaking. Our goal is to support and strengthen the grade school skills children are currently acquiring. This classroom is licensed for 20 school-aged children.

## E. General Daily Schedule

The schedules shown are just examples. The actual schedules vary by classroom and may change from time to time depending on the needs of the group.

### Daily Schedule for Infants

Infants 6 weeks to around 6 months (introduction of solid food):

Parents/Guardians set the feeding and napping schedule for the children of this age group. SonShine Staff change diapers every 2 hours or more frequently as needed

Infants 6 months to around 12 months

As children start eating solid food, they are fed breakfast around 8:30 a.m., lunch around 11:30 a.m. and a snack around 3:00 p.m., they continue to receive bottles on a schedule described by parents/guardians.

Diapers continue to be changed every 2 hours or more frequently as needed.

Children begin to nap on a more regular schedule with one morning nap and one nap in the afternoon

At this age children may be taken outside for a stroller ride as weather permits. This is usually before or after their nap.

## Infants 12 months to 16 months

When children reach the age of 1 year, they begin to wean their morning nap, and staff begins to work with children to develop more of a toddler daily schedule. Diapers continue to be changed every 2 hours or as needed. A typical day may be as follows:

8:30 Breakfast  
9:00 Outdoor Play/ Stroller Walk (weather permitting)  
10:00 Diapering/Indoor Play/Art/Music  
11:30 Lunch  
12:00 Diapering/Story Time/Nap Prep  
12:45-3:00 Nap  
3:00 Diapering  
3:15 Snack  
3:30 Indoor Play, Diapering as needed, pick-ups  
5:30 Close

## Toddler Daily Schedule

7:00 Drop-off and Child guided activities in the classroom/outside  
8:15 Clean-up and Hand washing  
8:30 Breakfast  
9:00 Diapers/Outside Preparation  
9:30 Outside Play: child and teacher guided playground activities  
10:30 Circle Time, teacher guided stories, songs, etc.  
10:45 Small Group, Learning Centers and indoor play  
11:15 Hand washing  
11:30 Lunch  
12:00 Diapering, Quiet Activities  
12:30 Story time, Quiet Songs  
12:45 Nap/Rest Time  
3:00 Diapering  
3:30 Snack

4:00 Indoor or Outdoor play time, Pick-ups

5:30 Close

## Preschool/PreKindergarten Daily Schedule

7:00 Drop-off and Child guided activities in the classroom/outside

8:15 Clean-up and Hand washing

8:30 Breakfast

9:00 Circle Time

9:20 Small Groups and Learning Centers

10:20 Bathrooms/Outside Prep

10:30 Outside

11:30 Hand washing

11:45 Lunch

12:15 Journals, Quiet Activities, Bathroom

12:45 Story time

1:00 Nap/Rest Time

3:00 Bathroom

3:15 Snack

## School-Age Daily Schedule

7:00 Drop off

8:30 Breakfast

9:00 Greeting/Introduction to the day

9:20 Outside/Nature walk

10:20 Morning meeting

10:40 Small Group/Learning Centers

11:45 Lunch

12:15 Choice (art, puzzles, limited computer, manipulatives)

1:15 Science

1:45 Rest/Quiet

2:45 Reading/Read aloud

3:00 Snack

3:30 outside/Pick-up

3:45 Indoor or Outdoor play time, Pick-ups

5:30 Close

*Chapel Time on Thursdays each week for Toddlers and Preschoolers. Other Special Classes may include Computer Class, Dance Class, Physical Education, Foreign Language and Music Class. See teachers for updates.*

## II. STAFF

All of our child care staff is first-aid and CPR certified, trained in Sudden Unexpected Infant Death and Abusive Head Trauma and meet state licensing requirements. Staff members are hired not only for their experience, but also because they exhibit the following characteristics:

- A positive, professional image.
- An ability to communicate with children.
- An active interest and respect for each child.
- An awareness of children's needs and an ability to meet them.
- A commitment to communication with and support of every family in the program.
- A criminal background check is conducted for all staff members and all staff members must meet the requirements set forth by the State of Minnesota for the position for which they are employed.

## III. OPERATING GUIDELINES

### A. Admission

1. SonShine Learning Center is licensed for 136 children and serves children from the age of six weeks through school age
2. The center's hours of operation are 7:00 a.m. to 5:30 p.m. Monday through Friday.
3. Parents and children are encouraged to visit our center before admission.
4. All appropriate forms must be completed and returned on or before the first day of admission. No child will be allowed admission without all the completed forms.
5. Parents must pay a non-refundable enrollment fee.
6. Continuous year round enrollment ensures the availability of enrollment year after year.
  - a. Completion of a written agreement regarding enrollment is mandatory and helps us plan ahead and provide the highest quality services possible.

SonShine Learning Center is a 501(c) (3) religious and educational non-profit corporation  
(Federal EIN # 35-2190932) [sonshinelearningcenter.net](http://sonshinelearningcenter.net)

b. Families not enrolled in a twelve month program are not assured of enrollment upon returning from a break in their regular schedule unless they have a reservation through a current SonShine Policy

c. At Fall registration, priority is given to families that stay with our program through the preschool years.

7. Families are required to pay the registration fee again if they discontinue service and then enroll again at a later date.

## B. Tuition

### 1. Returned Checks

A \$25.00 administration fee will be charged for all returned checks. All returned checks will be charged late fees.

### 2. Late Fees

Tuition fees are due on or before the first day of each period for which you are requesting services. Late payment will result in a late fee of \$25.00. Delay of payment beyond the third day will result in an additional late charge of \$5.00 per day until all fees have been paid in full.

### 3. Discounts

Go to [SonShineLearningCenter.net](http://SonShineLearningCenter.net) to see current discounts.

## C. Days of Operation

SonShine Learning Center is open Monday through Friday, 7:00 a.m. to 5:30 p.m., excluding the following holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, The Friday of MEA weekend, Thanksgiving Day, the Friday after Thanksgiving, Christmas Eve Day, and Christmas Day. If a holiday falls on a Sunday we will be closed the following Monday. If a holiday falls on a Saturday we will be closed on the preceding Friday. There will be no reduction in tuition for holiday closings. Additional closings for our summer session will be decided before the summer session begins, and parents will be notified at least 30 days in advance.

## D. Arrival and Departure

1. Each day, anyone picking up or dropping off children must document their arrival and departure times. If anyone other than the parent or guardian will be picking the child up, staff needs to be informed and a Parental Authorization Pick-up Form must be completed. It is the parents/guardians responsibility to inform the person picking up the child that they must provide a photo ID to staff before the child will be released.

2. Parents/Guardians must notify the child care staff if there is a change in the child's arrival and/or departure time, including times when a child will not be in attendance.
3. There will be a \$1.00 per minute late fee assessed for picking up a child past your scheduled time. This fee is due at the time you arrive and will be paid to the teacher attending the child. The local police may be called for any child not picked up within one hour of closing time. Placement with social services child protection unit will result if proper arrangements cannot be made.
4. All purses, bags, and all other personal belongings must be out of reach of children at all times

#### E. Absences

Please notify the child care staff if your child will be absent. Notify the center of the absence as soon as possible. You may leave a message on the answering machine or send an email to the director or main office. There are no refunds or discounts in tuition for absences or sickness.

#### F. Schedule Changes

Request to change any schedule must be submitted by email or a request form must be filled out. Changes can be made only with the director's approval and if space is available. Please give a two week notice prior to any schedule change. Days may be added with less than a two weeks notice, a \$100 fee may be added for any days added with less than a 24 hour notice.

#### G. Vacations

Due to the flexibility of our Summer schedule, we do not offer vacation days.

#### H. Withdrawal

If parents/guardians decide to withdraw their child from SonShine Learning Center, they must give at least a two week written notice of withdrawal if they are enrolled for less than twelve months of the year. They must give a thirty day written notice of withdrawal if they are contracted for the full year. Parents/Guardians are responsible for the full tuition during this period of notice as well as any other fees that may apply (discount/vacation fees). Parents/Guardians will not be able to use any vacation days during this period.

#### I. Closing Due to Weather Conditions

Listen to WCCO (830 AM) radio for closing announcements. We will close whenever West Saint Paul, Mendota Heights, Eagan Public School District #197 closes due to weather conditions, and we will use this announcement as our way of notifying you of our closing. Remember our school will not be listed among the closings. If you have any questions about the school closing please call the school. If it is necessary for the center to close due to adverse weather conditions after it has been opened for the day, parents/guardians will be notified to pick up their child. Please pick up your child as soon as possible, or authorize someone else to pick up your child. There is no refund or discounts in tuition for school closings.

#### J. Food Service

We provide breakfast which is served 8:30 am to 9:00 am. It consists of cereal, bread, fresh fruit and milk. A lunch is provided from 11:30 to 12:15, consisting of a meat, fruit, vegetable, bread and milk. A snack is provided at 3:00 p.m.

#### K. Field Trips

¥ Parents/Guardians are required to sign a permission form for walking trips to local sites. This standard form is part of our enrollment packet.

¥ Parents/Guardians are required to sign a permission form before each field trip.

¥ The purpose and destination of field trips will be posted for the parents/guardians.

¥ Parents/Guardians will be notified of special events requiring transportation and will be asked to return a signed permission form and, in some cases, an admission fee.

Other arrangements will be made for children with unsigned permission forms.

¥ Parents/Guardians are always welcome to participate on our field trips.

#### L. Children's Participation

Children will be expected to participate in program activities, including all outdoor activities. During the winter children will be going outdoors when the windchill is above 0 degrees Fahrenheit.

#### M. Pets

Parents/Guardians will be notified in advance if a pet will be brought in as part of the program.

#### N. Public Relations and Research

Parents/Guardians will be notified and a permission form signed before experimental procedures or public relations activities.

#### O. Affirmative Action

No person will be excluded from admission or participation in our child care program because of race, color, national origin, sex, religion, age or handicap.

#### IV. Health and Safety Procedures

##### A. Health and Emergency Forms

The following health and emergency forms must be completed at the time of enrollment, annually thereafter and whenever there is a change in information:

1. An up-to-date medical form, complete with vaccination record, signed by a health care provider.
2. Medical and developmental history forms are required for all children.
3. Vaccinations must be reported to the center as your child receives them.
4. An emergency form with alternate names and phone numbers to be used when the parents/guardians cannot be reached. (The form also releases permission to the center to seek medical attention in the event of an emergency.)

##### B. Vaccinations

We strongly encourage all families to provide their children with all recommended vaccinations on the recommended schedule. We do not require children to be vaccinated in order to attend. We reserve the right to refuse or terminate service, with or without notice, for any children who are not current on their vaccinations

##### C. Exclusion of Sick Children

1. A child exhibiting any of the following symptoms will be evaluated by a staff person, whose decision is final, before being accepted or continuing in the program for the day:

¥ Fever: If over 100 degrees (axillary). A child must be free of fever for 24 hours without fever reducing medication before coming to the Center

¥ Respiratory Symptoms: Wheezing which occurs suddenly and is unexplained or congestion that is severe.

¥ Vomiting: If vomiting occurs and is unexplainable. A child may return when the child has kept solid foods down for at least 24 hours.

¥ Diarrhea: If the child has two loose stools or if it is accompanied by other symptoms such as abdominal pain or behavior change. A child may return after they have been without diarrhea for at least 24 hours.

¥ Sore Throat: If it is accompanied by other symptoms such as a fever or rash.

¥ Rash: If cause of rash is not known, appears to be infected, or is contagious.

¥ Unexplained Lethargy: If a child is unable to participate with reasonable comfort or compromises the health and safety of other children under staff care.

¥ Undiagnosed drainage from eyes and/or excessive ear drainage that cannot be contained.

¥ Lice, ringworm or scabies that is untreated and contagious to others.

¥ An inability to participate in child care program activities with reasonable comfort or who requires more care than the staff can provide without compromising the health and safety of the other children.

2. A parent/guardian will be notified by telephone when a child displays any of the above symptoms. If the parent cannot be reached, the emergency party, as designated by the parent/guardian, will be called. Until the parent/guardian arrives:

¥ The child will be provided a cot and blanket if they desire, and kept as comfortable as possible.

¥ The ill child will be separated from the other children, but will be within sight and hearing of a staff member.

3. If neither the parent/guardian nor the designated persons can be reached the staff will determine if the child's condition warrants medical attention, the child's source of health care will be notified, or if necessary, the local emergency resource.

#### D. Notification of Infectious/Communicable Disease

1. Parents/Guardians must provide a health care summary within 30 days of enrollment and an immunization record of a child at the time of enrollment.

2. Parents/Guardians must notify the Center if their child contracts a communicable disease as soon as diagnosed.

3. When a communicable disease occurs, the staff will notify other parents/guardians in writing including symptoms and cause(s).

4. A child may be readmitted to the Center with written permission from the child's physician or by the following guidelines:

a. Chicken Pox: After pox marks have scabbed and are not weeping.

b. Impetigo: After treatment begins.

c. Lice: After treatment begins.

d. Scabies: After treatment begins.

e. Pinworms: After treatment begins.

f. Strep Throat: 24 hours after injection, or 48 hours after oral medication begins.

g. Pink Eye (Conjunctivitis): 24 hours after treatment begins.

h. Giardia: After treatment begins and diarrhea stops.

i. Hepatitis, Meningitis, or Other Conditions Not Mentioned: Check with local or State Health Department or child's physician for specific recommendations.

E. Medication Administration

1. The Center staff may dispense only prescribed medications in the original container which bears the original label displaying legible information stating the following:

- a. Prescription number
  - b. Name of medication
  - c. Strength and quantity of medication to be given
  - d. Expiration date of any time dated medication
  - e. Directions for use
  - f. Child's first and last name
  - g. Physician's name
  - h. Date of original issue, or with refill most recent date of issue
2. Long-term prescription medication must be updated every six months.
3. Name and address of licensed pharmacy issuing the medication must be listed.
4. A medication form must be filled out by the parent/guardian the first day the prescription is brought to the center. Non-prescription medications can only be given according to the manufacturer's instruction unless a physician has written a prescription for it. This must be written on a prescription pad (it then becomes a prescribed medicine). Please note that any medications stating that a physician is to be contacted if your child is under the designated age requires a prescription in order for us to dispense it (e.g., Tylenol, under the age of two, or some cough medicines, under the age of six or twelve).

F. Emergency Procedure

1. Parents/Guardians of all children in the center are required to submit a medical release form giving the program permission to seek medical attention for the child in case of an emergency. The parents/guardians must update the form if any change in home, work, or medical phone numbers occurs.
2. In case of an accident, the following emergency procedures will be followed:
  - a. A member of the center staff will carry out immediate first aid.
  - b. A member of the center staff will contact the parents/guardians regarding transportation of the child if medical attention is necessary.
  - c. In case the parents/guardians or designated person cannot be reached, the center staff member will have the authority to call the designated physician and/or call the local emergency unit for treatment and/or transportation to a hospital. A staff person will accompany the child to the hospital and stay until the parent/guardian arrives.

G. Doors

1. The main entrances to SonShine may be locked between 8:30AM and 3:30 PM. Please call for admittance if you arrive during this time.

2. In order to minimize the risk of injury and follow licensing recommendations, children are not allowed to open or close doors. We ask that only adults open and close doors while they drop-off or pick-up.

#### H. Persons Authorized To Pick Up Children

1. At the time of enrollment, the parent/guardian must provide the center with the names of persons authorized to pick up the child, and the names of persons specifically not authorized to pick up the child.

2. It is the responsibility of the parent/guardian to inform the center of any changes. This must be done in writing.

3. Copies of the documents must be provided to the center before any staff can actively prevent a child from being picked up by a non-custodial parent/guardian.

4. No child will be released from the center without prior written permission from the parent/guardian.

#### I. Nap/Rest Policy

1. Our nap/rest time is from 12:30-3:00 for toddlers, and 12:45-3:00 for Preschool

2. Infant nap time is determined by each individual child. Multiple naps throughout the day will progress down to two naps per day, and infants transitioning to the toddler room will be weaned down to one nap a day.

3. Naps and rest will be in a quiet area physically separated from children who are engaged in activity that will disrupt resting children. There are clear aisles between the cribs and cots that are each placed directly on the floor and not stacked while in use.

4. A child who has completed a nap or rested quietly for 30 minutes, will not be required to stay on a cot or in a crib or bed.

5. We provide fitted crib sheets and cot sheets for each child that we will launder weekly or more frequently if needed. Parents/Guardians may provide a blanket for their toddler and preschool age children no larger than 30 x 30 that must be taken home and laundered weekly. No pillows, quilts, comforters or other soft products will be placed in infant cribs.

6. Each child will have their own cot or crib labeled with their name. All cribs are safe and sturdy and meet the Federal Regulations and safety standards. The cribs are routinely inspected.

7. Infants will be placed on their backs to sleep unless other direction and documentation is provided by the parents/guardians directing alternative sleep positions.

#### J. Potty Training

1. Children will begin potty training when they show signs of readiness. These signs include:

- a. Follows simple directions
- b. Can sit upright for 5 minutes
- c. Stays dry for 2 hours or more
- d. Can answer yes or no questions
- e. Tells you when they are wet/had bowel movement
- f. express discomfort when wearing wet or soiled diapers
- g. undress with little or no help
- h. sit on the potty
- i. imitate others
- j. feel comfortable with caregivers
- k. show pride in learning new skills
- l. have caregivers ready to devote time and attention to potty training
- m. have caregivers that are well informed

2. We will work with parents/guardians through the process of potty training. Every child is unique in their potty training experience.

3. When your child begins potty-training, please send lots of changes of clothes that are labelled.

4. We work to make potty-training a positive experience for everyone. We never use shaming or negative reinforcement of any kind.

#### V. Drug And Alcohol Policy

Any person who is, or appears to be, under the influence of or has in their possession any illegal drug or alcohol substance will immediately be escorted off of the premises and the proper authorities will be notified. If this person is a staff member, their employment will be terminated immediately. If this person is a parent or guardian of a child enrolled at the center they will not be allowed to remove their child from the center.

In any situation where we suspect someone is under the influence of a substance the police will be called.

#### VI. Firearms

SonShine Learning Center bans firearms on the premises. Anyone carrying a firearm will be asked to leave the premises and local law enforcement will be notified.

## VII. Referrals For Screening

Child care providers are considered a primary referral source for early intervention under federal IDEA special education law. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral. While this is a mandate, we want to keep open communication with parents and caregivers about their child and any concerns we have before a referral is made. We can assist the parent with the referral or partner with them in the referral process. HelpMeGrow.com is the resource we would most likely use to make the referral.

## VIII. Suspected Abuse

If staff at SonShine Learning Center suspects a child to be the victim of abuse or neglect, they are legally required or mandated to report the suspected abuse. If this suspected abuser is a parent or guardian of a child enrolled at the center, they will not be allowed to remove their child from the center. If necessary, staff will call 911 to ensure the safety of that child. If you would like more information on reporting abuse please talk with your child's teacher or the director and they will provide you with the Minnesota Statutes, section 626.556(2001) Maltreatment of Minors Act.

## IX. Privacy

### A. Children's Files

We value your child's privacy. All children's files will be allowed to be viewed only by SonShine staff, DHS, consultants, and accrediting bodies. The files will only be viewed on a need to know basis.

### B. Pictures

Please refrain from taking pictures of children while they are at SonShine.

## X. Discipline

### A. Behavior Guidance

Teachers will focus on a positive approach to behavior, through positive role modeling. Reinforcement of desirable behavior will encourage children to conduct themselves in a positive manner. Parents and staff will work together to set expectations in a group setting based on the child's developmental needs. If the child demonstrates inappropriate behavior, the teacher will immediately discuss the situation with the child so she/he will understand why the behavior is not appropriate. Staff are trained in positive conflict resolution, and will employ this method in cases of disputes.

1. Redirecting a child's attention will be used whenever possible.
2. Positive conflict resolution will be employed in cases of disputes.
3. Children may be restrained by being held, if it appears that he/she may hurt themselves or others.
4. Children will not be punished for lapses in toilet training.

At no time will any child in SonShine Learning Center be subjected to corporal punishment, which includes (but is not limited to): rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting or spanking. At no time will any child be subjected to emotional abuse, which includes (but is not limited to): name calling, ostracism, shaming, making derogatory remarks about a child or the child's family, or using language that threatens, humiliates, or frightens the child. Children will not be separated from the group except under circumstances outlined under the SonShine separation policy. Children will not be punished for lapses in toileting. Food, light, warmth, clothing or medical care will never be used as punishment for unacceptable behavior. The center will not use physical or mechanical restraints, other than physically holding a child where containment is necessary to protect the child or others from harm.

It is reasonable to expect children to follow basic rules of honesty, courtesy and fair play. If, however, a child has difficulty meeting these expectations on a regular basis, a parent/teacher conference will be scheduled to decide what action is needed to remedy the situation.

### B. Separation Policy

No child between the ages of 6 weeks and 16 months will be separated from the group as a method of behavior guidance. No child may be separated from the group unless the teacher has tried less intrusive methods of guiding the child's behavior which have been ineffective or the child's behavior threatens the well being of the child or other

children in the center. A child who requires separation from the group must remain within an unenclosed part of the classroom where the child can be continuously seen and heard by a staff person.

When separation from the group is used as a behavior guidance technique, the child's return to the group is contingent on the child's stopping or bringing under control the behavior that precipitated the separation. The child must be returned to the group as soon as the behavior that precipitated the separation abates or stops.

All separations from the group must be logged daily with the child's name, staff person, time and date. Logs will indicate what less intrusive methods were used to guide the child's behavior and how the behavior continued to threaten the well being of the child or others.

## XI. Communication

### A. Parent Visitation

Parents are permitted to visit the center during the hours of operation whether it be announced or unannounced. All visitors must respect the privacy of children in the program and refrain from sharing any identifiable information about the children. This includes but is not limited to verbal or written information, images, pictures, etc.

### B. Open Communication

The centers staff is committed to providing an environment which encourages the child's growth and learning. Parents are encouraged to identify concerns directly to the center when they feel their needs are not being met. Parents are also welcomed to contact the SonShine Learning Center Board of Directors with any suggestions and concerns.

### C. Parent/Teacher Conferences

Parent/Teacher conferences are planned and offered by the center staff at least twice during the year (spring and fall). During the conference the teacher and parent will discuss the child's overall development. Parents will receive a written assessment of the child's intellectual, physical, social and emotional development. Parents will be notified when these are scheduled. A parent may request a conference at any time.

## XII. Grievance Procedures

### A. Grievance By a Parent, Guardian or Staff

1. If there is a grievance over the child care program or procedure, direct contact with the teacher or director should be made. The complaint should be made either

verbally or in writing and should allow seven days for a response.

2. If the individual making the complaint feels that it is being ignored or if the matter is of a serious nature, the complaint should be made in writing to the director. Depending on the nature of the complaint, the director will either handle it personally or refer it to the owner or their superior. The director will be responsible to see that the grievance is handled properly.

#### B. Grievance - Staff Member

If a parent or guardian has a grievance against a staff member, the director will approach the staff member and give them a chance to explain their actions. If an unsatisfactory resolution of the problem occurs, then the following steps will be taken:

1. Within seven days, the head teacher or director will provide in writing how the problem will be resolved.

2. If the complaint is about the director and cannot be resolved internally, the owner or their superior will be notified.

#### C. Grievance - Facilities or Equipment

For complaints about the facilities or equipment, contact the director. The director will see that it is repaired immediately.

### XI. Resources For Families

Mn Department Of Human Services

Division of Licensing Maltreatment Intake Line 651-431-6600

Division of Licensing 651-431-6500

Minnesota Department of Human Services 651-296-3971

Child Protection 651-891-748

Minnesota Department of Human Services, Rule 3 (<https://www.revisor.mn.gov/rules/?id=9503>)

#### General Resources

Think Small 651-641-0332 | ThinkSmall.org

Minnesota Child Care Resource and Referral Network 651-665-0150 | MNChildCare.org

Children's Home Society and Family Services Parent Support Services 651-641-1300

#### Resources for Families

SonShine Learning Center in Mendota Heights is located in Northern Dakota County, here are some nearby resources for families:

SonShine Learning Center is a 501(c) (3) religious and educational non-profit corporation  
(Federal EIN # 35-2190932) [sonshinelearningcenter.net](http://sonshinelearningcenter.net)

### Early Intervention/Early Childhood Special Education (ECSE)

ECSE provides special education services to children ages birth to Kindergarten. Settings include home, community and school-based early childhood programs.

#### Contact Information

website: [www.helpmegrowmn.org](http://www.helpmegrowmn.org)

West Saint Paul/Mendota Heights/Northern Eagan( ISD 197): 651-403-7011

Fax: 651-403-7070

### Early Childhood Screening (Preschool Screening)

It's important to have children screened at an early age so there is adequate time to obtain help for any identified concerns before the child enters school.

Children are expected to be screened prior to participation in the Pre-Kindergarten Program.

State law requires that all children must be screened before starting kindergarten. Screening includes:

¥ Vision and hearing checks

¥ height and weight measurements

¥ social/emotional, development, and speech screenings ¥ Review of immunizations and health information

¥ Summary interview

The school district offers this screening at no cost for families with children 3,4,5 years old.

To schedule an appointment call

West Saint Paul/Mendota Heights/Northern Eagan( ISD 197): 651-403-7635

### Early Childhood Family Education (ECFE)

Northern Dakota County Early Childhood Family Education offers a variety of parent and early childhood education for families with children between birth and kindergarten age. ECFE is based on the idea that the family provides a child's first and most important learning environment, and parents are a child's first and most significant teachers. ECFE works to strengthen families and enhance the ability of all parents to provide the best possible environment for the healthy growth and development of their children.

#### Contact Information

West Saint Paul/Mendota Heights/Northern Eagan( ISD 197): 651-403-8353

## Head Start

Early Head Start is for families with children age birth to 3 years and/or pregnant women. Each week a home visitor meets with the family. Activities promote the child's physical, social, emotional, cognitive and language skills. Provides expectant families with information on prenatal health. If a family stays in Early Head Start until the child turns 3, they assist with making the transition into Head Start or another preschool setting.

Head Start provides preschool learning activities. No fees, ages 3 to school age, for low-income families.

Website: [www.capagency.org](http://www.capagency.org)

Phone: 651-322-3500

## Low-cost Dental Services

Metro Dental Phone: 612-866-0616

Helping Hands Dental Phone: 651-224-7561

Children's Dental Phone: 612-746-1530

[www.dakotacounty.us](http://www.dakotacounty.us) search: Dental Services

## Low-cost Health Care Resources

Dakota Child and Family Clinic Web: [www.dakotachildandfamily.org](http://www.dakotachildandfamily.org) Phone: 651-209-8640

## St. Marys Clinic

Web: [www.stmaryshealthclinics.org](http://www.stmaryshealthclinics.org) Phone: 651-287-7777

Westside Community Health Services Web: [www.westsidechs.org](http://www.westsidechs.org)

La Clinica: 651-222-1816

Eastside Family: 651-772-9757

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[www.health.state.mn.us](http://www.health.state.mn.us)

search: low cost health resources

Employment and Economic Assistance

Financial Assistance, prenatal care initiative, Emergency Assistance, Food Stamps, Child Care Assistance, MN Family Investment Program, and Refugee Assistance Program

Dakota County

Web: [www.co.dakota.mn.us](http://www.co.dakota.mn.us) Phone: 651-554-5611

Cap Agency

Web: [www.capagency.org](http://www.capagency.org) Phone: 651-322-3550

MinnesotaCare

Web: [www.dhs.state.mn.us](http://www.dhs.state.mn.us) Phone: 651-554-5611

Early Education Scholarships

Think Small

Phone: 651-641-6604 or 855-898-4465 Email: [scholarships@thinksmall.org](mailto:scholarships@thinksmall.org).

Dakota County Public Health

Phone (General Information): 651-554-6100 Phone (Intake Line): 651-554-6115

Web: [www.dakotacounty.us/PublicHealth](http://www.dakotacounty.us/PublicHealth)

Mental Health Providers

Associated Clinic of Psychology (ACP) In-Home and Clinic Based

Web: [www.acp-mn.com](http://www.acp-mn.com)

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Phone: 612-925-6033

Family Adolescent Childrens Therapy Services (FACTS) In-Home, Clinic Based, and Day Treatment; grant to serve uninsured/underinsured

Web: [www.facts-mn.org](http://www.facts-mn.org)

Phone: 651-379-9800

Twin Cities Play Therapy

Clinic-Based

Phone: 651-452-2305

Web: [www.twincitiesplaytherapycenters.com](http://www.twincitiesplaytherapycenters.com)

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