



Martensdale St. Marys Child Care

2018-2019

TABLE OF CONTENTS

Table of Contents	Page 1
Introduction	Page 2
Primary Purpose	Page 2
Special Accommodations	Page 2
Supervision and Access	Page 2
Mandatory Reporting	Page 3
Hold Harmless Agreement	Page 4
Enrollment and Eligibility	Page 4
Hours of Operation	Page 4
Holiday Closings	Page 4
End of School Year and End of Summer Closing	Page 5
Daily Schedule for School Year	Page 5
Daily Schedule for Summer	Page 5
Fees and Payment Policy	Page 6
Staff Fees for Professional Development Days	Page 6
Payment Policy	Page 6
Non-Sufficient Funds Policy	Page 8
Enrollment Policies	Page 8
Child Care Policies and Procedures	Page 9
Health Policy	Page 11
Safety Policy	Page 12
Field Trip Policy	Page 13
Participation Policy	Page 13
Behavior Guidelines	Page 15
Biting Policy	Page 16
Discharge Policy	Page 16
Grievance Procedure	Page 17
Communication	Page 17

INTRODUCTION

Welcome to the Martensdale-St. Marys Community School District Before and/or After School and Summer Child Care Program. This handbook is designed to explain the policies and procedures of the program. Should you need help with translations or assistance in reading this handbook, please let us know, and we will seek help to provide translations and/or read the handbook to you.

When there is sufficient interest by the parents, child care services will be provided in the school.

While the purpose of the program is for the children's well-being and not for monetary gain, it is important for parents to know that if enrollment is not sufficient to support the program on a break-even basis, the program will be discontinued.

PRIMARY PURPOSE

Our primary purpose is to provide a warm, safe, and caring environment for children who attend Martensdale-St. Marys Elementary School. We have a variety of activities that include recreation and games, arts and crafts, reading, time to finish school assignments, and just "free time" for the children to pursue their favorite interests.

SPECIAL ACCOMMODATIONS

In the best interest of your child, please inform the staff of any special needs or limitations. We want to provide each child with the best possible care, and we need to know if your child requires shots, restroom assistance, or other special considerations. Such situations can also be discussed with the Program Director. The Americans with Disabilities Act states that we will make reasonable accommodations for children with special needs, provided this does not fundamentally alter the nature of our program.

SUPERVISION AND ACCESS

Parental Access - Parents have unlimited access to their child(ren) and to the providers caring for the child(ren) during the center's hours of operation or whenever the child is in the care of the center, unless parental contact is prohibited by court order. A copy of the court order must be on file with the center if any biological parent is to be denied access to a child. The parent or guardian must always sign their child in and out each day their child attends Martensdale-St. Marys Child Care. **NO EXCEPTIONS.**

Authorization Forms - Parents will need to complete an authorization form that includes the names, telephone numbers, and relationship to the child(ren) of all those persons allowed to pick up the child. Persons not listed on the authorization form will not be allowed to pick up your child, unless directed by a parent via phone or written message.

Persons with a sex offense against a minor that are authorized to pick up a child shall not be allowed on the center property, except for the time reasonably needed to transport the child to and from the center, unless they have the written permission of the director. The center director is not obligated to provide written permission and may adopt more restrictive rules regarding sex offenders. If written permission is given, the director must consult with a DHS licensing consultant prior to giving permission.

Written permission shall include the location in the center where the sex offender may be present, the reason for their presence, the duration of their presence, and description of the staff supervision that will be provided to ensure that no child is alone with the sex offender.

Volunteers with Unrestricted Access - Any volunteer with unrestricted access, meaning a person alone with a child or directly responsible for child care, must be at least 18 years of age. Volunteers must sign a statement indicating if they have had a conviction of any law in any state or any record of founded child or dependent adult abuse in any state. They must sign a statement indicating whether they have a communicable disease or other health concerns that could pose a threat to the health, safety or well-being of the children. They must complete the DHS Criminal History Child Form B, 595-1396. They must complete the Request for Child Abuse Information Form 470-0643. They must sign a statement that they have been informed and are aware of the Mandatory Reporting responsibilities. Anyone that is required to have an Iowa State record check is also required to be fingerprinted (the national criminal record check).

MANDATORY REPORTING

The Department of Human Services requires child care staff person(s) to report suspected cases of child abuse. This also includes the reporting of parents/guardians who appear to be impaired by drugs or alcohol. If you appear to be intoxicated, you will be asked to find other arrangements to have your child picked up. If you refuse to find other arrangements and leave with your child, the police as well as DHS will be notified.

HOLD HARMLESS AGREEMENT

The Martensdale-St. Marys School District and its employees assume no liability for injury to any child during his/her participation in the child care services. The parent or guardian will be responsible for paying all costs and fees contingent on any emergency medical care and/or treatment of the child. Child care services assume no liability for child/children's absence from child care if accounts/schedules are not up-to-date.

ENROLLMENT AND ELIGIBILITY

Any child enrolled in MStM grades Pre-K through 6th grade is eligible to enroll in the program. Enrollment is limited to available space, and a waiting list will be maintained. Pre-K students are eligible beginning in the fall.

HOURS OF OPERATION

Normal school days: 6:30 a.m. - 8:00 a.m. & 3:15 p.m. - 5:30 p.m.
Summer and no school days: 6:30 a.m. - 5:30 p.m.

HOLIDAY CLOSINGS

Child care services will be closed:

New Year's Eve (closing at 4:00 p.m.)
New Year's Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Eve Day
Christmas Day

NOTE: If any holiday falls on a Saturday, we will be closed the Friday before. If any holiday falls on a Sunday, we will be closed the Monday after.

END OF SCHOOL YEAR CLOSING/END OF SUMMER CLOSING

***The Child Care center will be closed for a short break between the school year and the summer session.

***The Child Care center will be closed (1) one week prior to the beginning of a new school year.

DAILY SCHEDULE FOR SCHOOL YEAR

Before School Program

6:30	Free time including toys from home
7:30	Breakfast is served
7:45	Free time including toys from home
8:00	Release for school

After School Program

3:15	Arrival at child care
3:30	Wash hands
3:35	Snack time
3:50	Choice of two daily activities
4:30	Free time including toys from home

DAILY SCHEDULE FOR SUMMER

6:30	Free time including toys from home
7:30	Breakfast
8:00	Recess
9:00	Computer Lab
10:00	Education Time
10:30	Centers
11:00	Lunch K-2
11:30	Lunch 3-6
12:00	Reading
12:30	Group Game
1:00	Recess
2:00	Craft
3:00	Computer Lab
3:30	Snack
4:00	Centers
4:30	Free time including toys from home

FEES AND PAYMENT POLICY

School Week Fees (per child):	\$65.00 per week for before/after
\$6.00 per morning	\$30.00 per week for before
\$7.00 per afternoon	\$35.00 per week for after

All day childcare &

Summer Fees:	\$22.00 per day
(per child)	\$11.00 per 1/2 day (6:30 a.m. - 12 noon) or (12:00 noon- 5:30 p.m.)

Early out & late start fees: \$2.00 per hour in addition to regular fees

As deemed necessary, there may be extra charges for child care activities & fieldtrips.

Staff Fees for Professional Development Days

Early Out Fees - There will be no charge for an enrolled elementary student of MStM staff members participating in staff development during the early out hours. The cost for second and additional students will be a flat fee of \$7.00.

Full Day Fees - There will be no charge for an enrolled elementary student of MStM staff members participating in staff development for the full day. The cost for second and additional students will be a flat fee of \$22.00.

PAYMENT POLICY

- The registration fee of \$20.00 for each child is non-refundable.
- A 10% discount is offered to families with more than one child attending.
- *You will be charged for the morning, afternoon or for all day child care if you do not contact the child care center when your child will be absent.*

Closing time and late fee - Child care hours are from 6:30 a.m.-8:00 a.m. & 3:20 p.m.-5:30 p.m. (school year)/6:30 a.m.-5:30 p.m. (summer). Children picked up after 5:30 p.m. will be charged a late fee per the schedule below:

Time	Late Fee
5:35-5:40	\$5.00 per child
5:40-5:55	\$10.00 per child
5:55-6:10	\$15.00 per child
6:10-6:30	\$20.00 per child

*(A late fee of \$5.00 per child will begin at 5:35 p.m. For every 15 minutes after 5:35 p.m. you will be charged an additional \$5.00 per child until your child (ren) is picked up. This fee is to be paid **immediately** to the child care service staff person on duty. Payment must be received before a child will be re-admitted into the program.)*

If you are more than an hour late and the child care services staff has not heard from you and if the staff cannot reach the emergency contact person(s), a staff member will call the police department for assistance. Child care services will be terminated in the event of recurring or extreme tardiness.

*In **EXTREME** weather conditions, MStM staff will remain with the children until all the children are picked up by their parents. Parents will be expected to contact the child care center as soon as possible to advise of their inability to pick children up. If we do not hear from you, you will be charged a late fee as shown above.*

- Weekly statements will be emailed every Friday.
- Payment is due every Friday at the end of each week. The preferred method of payment is on-line payment through the school website (mstm.us). If writing a check, it should be made payable to: Martensdale-St. Marys Child Care.
- Failure to make payment on Friday will result in a \$5.00 late fee charge. If payment is not received by 5:30 p.m. the following Monday, an additional \$5.00 per day will be added to your bill until payment is received.
- Any account that is 3 weeks behind in payment will result in immediate suspension of child care services until fees and late charges are paid in full. Child care services will be discontinued if this continually occurs.
 - An additional charge of \$2.00 per hour per child will be added to the regular weekly fee for LATE STARTS & EARLY DISMISSALS due to weather, teacher conferences and professional development, or holiday early-outs.
 - Advance payments may be made monthly or other specified periods of time. Arrangements must be made with the director.
 - There is a \$25.00 charge for all returned checks.
 - The child care center will provide end-of-year tax statements upon request only. We suggest that you retain your cancelled checks as an accurate account of your child care expenses.
 - Payment is not required if child is absent due to your own personal vacations or does not attend child care during winter and spring break. Proper notification needs to be given if child will be absent.
 - Tax id number is 42-0865824.
 - If sufficient interest, child care will be available during Winter Break and Spring Break for a charge of \$22 per day.

NON-SUFFICIENT FUNDS POLICY

Non-sufficient funds checks will be held by Martensdale-St. Marys Child Care until cash or money order payment is received to cover the amount of the check(s) plus the \$25.00 fee. The original check(s) will be returned to you. If payment is not made promptly, child care services will be discontinued.

ENROLLMENT POLICIES

Upon enrolling your child(ren) for the first time:

- Your child **MUST** be enrolled in Martensdale-St. Marys Community School in grades Pre-K through 6th grade to be eligible. Pre-K is eligible beginning in the fall.
- A registration fee of \$20.00 per child is due upon enrollment.

The following forms must be completed and returned prior to starting:

- Emergency Medical Authorization
- Travel and Activity Authorization
- Photo Release
- Pick-Up Permission Form
- Pick-Up Release for Minors (if applicable)
- First Aid Form
- Acknowledgment of Reading the Handbook
- Health/Immunization Statement

The Above forms must be updated Annually:

The following forms need to be updated with any changes ASAP:

- Emergency Medical Authorization
- First Aid Form
- Health/Immunization Statement
- Travel and Activity Authorization
- Photo Release
- Pick Up Permission Form
- Pick Up Release for Minors (if applicable)

CHILD CARE POLICIES AND PROCEDURES

- **Discontinuation of child care services** - A written statement must be provided at least one week prior to discontinuation of services. If this is not given, a \$20.00 re-enrollment fee will be charged if services are needed in the future. If you withdraw your child for a period of time due to hardship or emergency, you need to notify the child care center immediately. Children dropped from child care services are re-enrolled on a space available, first come first serve basis.
- **Sign in and out** - Legally, parents/guardians must sign each child in and out of the program each day. Children will be allowed to leave the center with persons designated by the parents/guardians on the Pick-up Permission Form. Any requested change must be made in writing. Persons unknown by staff will be asked for identification.
- **Absences** - We cannot express enough how important it is for you as parents/guardians to contact the child care center if your child is going to be absent. **DO NOT CALL THE ELEMENTARY OFFICE TO REPORT A CHILD CARE ABSENENCE!** We can be contacted by phone from 6:30 a.m. to 5:30 p.m. at (641) 344-9889 Monday through Friday. If we are not contacted by phone or in person (at child care), you will be charged for the time your child was signed up. Contact with child care assures your child's safety and helps us with our daily planning.
- **Sign-Up Schedule Forms** - Every Thursday we will hand out a weekly Sign-Up Schedule form. This form needs to be returned by Friday of the same week, so we can plan for the following week. If your schedule is not turned in on Friday or the last day your child will be attending for the week and your child is absent the following Monday or the entire week, you will be charged for every day your child does not attend unless we are contacted.
- **Call in time** - Notification needs to be given by 5:00 p.m. the day before if your child will not be attending the following day. If notification is not given, you will be charged for the day. *e.g.: If you sign your child up Monday - Friday and you decide to take a day off on Friday, you need to notify the child care center by 5:00 p.m. on Thursday.*
- **School delays and closings** - The program will be in operation every day of school except when school is cancelled, **without any delays,** due to inclement weather.
- **Winter Clothing** - During the winter months, we encourage all children to have coats, hats, snow pants, gloves, and snow boots to play safely and comfortably outside. The children will be allowed to go outside if the temperature, including wind chill, reaches 15 degrees.

- **Breakfast, Lunch, and Snack** - A nutritious breakfast, lunch and snack will be served. We will follow the CACFP guidelines. Menus will be posted weekly. Meals are offered at the following times.

Breakfast	7:30a.m. - 8:00a.m. (summer/school year)
Lunch	11:00a.m. - 11:20a.m. K-2 grade (summer)
Lunch	11:30a.m. - 11:50p.m. 3-6 grade (summer)
Snack	3:30p.m. (school year/summer)

- **Parent Communication File** - Each child will have a folder with his/her name on it. The folder will be located right next to the "sign in and out" book in a box labeled "Parent Communication". If a problem has occurred, a form called "There's been a Problem" will be placed in your child's folder. This must be read before leaving and signed by the parent or guardian and returned to the child's folder. The staff will also use your child's folder for other forms of communication as well.
- **Visitors** - You are welcome to visit and observe the child care program. We appreciate your interest! Siblings and other children may visit if accompanied by an adult. Please check in with the lead staff person when entering the child care area. All visitors must remain in the presence of staff at all times.
- **Drop-ins** - Because of daily scheduled activities, drop-ins need to notify the child care staff person(s) by 5:00 p.m. the day before during summer, winter & spring breaks, and on scheduled or unscheduled school outs.
- **Toys** - Toys from home are allowed at designated times. We are not responsible for any lost or stolen toys.
- **Electronic Devices** - There will be a designated table for using electronic devices. All children will be required to sit at this table while using their electronic device. We reserve the right to monitor all usage of the children's electronic devices while they are under child care supervision. If we deem a website or game inappropriate, the device will be confiscated and returned directly to the pick-up person that day. Multiple incidents will result in your child not being allowed to bring their electronic device to child care.
- **Gymnasium** - Gym shoes are required. NO stocking feet. If tennis shoes are not provided for your child, he/she will sit out.
- **Gum** - Gum chewing is not allowed in the child care center.
- **Food** - No outside food or drink may be brought into the child care center or bought from the vending machines during the school year for breakfast or snack. If your child has a special condition that mandates he/she must eat or drink other than what we provide at the child care center, a written request must be signed by the child's physician and given to the Director to place in the child's file.

- **Excusing a child from activity** - A parent may request, in writing, that their child stay inside for recess. A written request will be honored for only (3) three days. If it is to be for a longer time, there must be a request signed by a physician.

HEALTH POLICY

- **Health Statement/Immunization Record** - Children are required to have a Health and Immunization Statement completed by a parent/guardian at enrollment. Physical examinations signed a physician are required for preschool ages.
- **Medical and Dental Emergency Information** - Parents must sign an emergency medical and dental release.
- **Direct Contact with Child Care Employee** - Upon arrival each day, children must have direct contact with a child care employee for the detection of illness.
- If your child becomes ill during a childcare session, you will be contacted. Parents or designated person will be responsible for picking up the child within one (1) hour after being contacted. We do not have proper facilities or staff to care for a sick child. We will provide a quiet area and nap mat for your child's comfort until you arrive.
- **MStM child care will administer medication when necessary. However, we encourage you to utilize the services of the school nurse whenever possible during the school year. A medical release form must be signed and given to the lead childcare staff person when it is necessary for your child to receive non- prescription or prescription medication. **Non-prescription and prescription medication must be brought in the original container with instructions for its use written on the outside.** All medication will be stored in original containers inaccessible to children.**
- Parents are to notify the MStM staff whenever a child is exposed to a communicable disease. In turn, we will notify the other children's parents.
- *Your child must stay home if he/she:*
 - has vomiting and/or diarrhea
 - has pink eye
 - has swollen glands
 - has unexplained rashes
 - has severe continuous coughing
 - has a temperature of 100 degrees or above within the past 24 hours
 - is under a doctor's care, which requires a doctor's approval to return
- Staff and children will be required to wash their hands upon arriving at child care, before leaving the restroom, before eating, before and after water play, after handling animals, after outside activities, before any food activity, when visibly soiled, and before leaving child care.

- Staff will use universal precautions when handling blood or body fluids as recommended by the Center for Disease Control. They will also be trained in the program's medical and dental emergency procedures.
- **Medical Emergencies:** If a medical or dental emergency arises, the staff will first attempt to contact the parent/guardian. If the contact is not made, the staff will call the emergency contact persons listed on the Emergency Medical Authorization form. If no emergency contact can be reached, the staff will call 911. If necessary, the school van will be used to transport an injured or ill child.
- **Life-Threatening Emergencies:** In a life-threatening emergency, emergency services will be called first and then parents/guardians will be notified.

SAFETY POLICY

- Parents must use the "Sign-In and Out" book when children arrive and depart from the center.
- A Pick-Up Permission form must be completed at enrollment. Parents/guardians must list persons authorized to pick up their child(ren) from the center. The list will include the person's phone number and his/her relationship to the child. If the person authorized is a minor, please request a separate form for minors.
- No child shall be left unattended while on school grounds.
- The center has written emergency plans for fire, tornado, flood, intruders, intoxicated parents, lost or abducted children, bus accidents, power failures, bomb threats, chemical spills, earthquakes, and blizzards.
- Emergency numbers will be posted for police, fire department, and poison control.
- Emergency evacuation plans will be posted by all exits.
- The emergency evacuation site is St. Paul Lutheran Church which is within walking distance of the school.
- Tornado and fire drills will be practiced as required by law.
- All staff will be certified in CPR and First Aid.
- No smoking is allowed within the facility, facility vehicles, or on the playground.
- First aid kit is clearly labeled and is available within the center, in the outdoor play area, and on fieldtrips.
- We travel by school bus with an authorized bus driver. With all activities, we take a cell phone, first aid kit, and emergency numbers.
- The center provides written incident reports when necessary.

FIELD TRIP POLICY

We will be attending many field trips over the summer. We will be doing field trips such as the zoo, a movie, swimming, Sky Zone, roller skating, bowling.

- Parents/guardians will be given the summer field trip schedule at the beginning of summer.
- Parents/guardians will be required to sign a permission slip for each field trip taken, except for swimming at Indianola pool. There will be 1 permission slip for the entire summer for swimming at Indianola pool.
- The children will be transported in a school bus driven by licensed school bus drivers.
- On occasion, small groups of children may be transported in a school van. Passengers will be required to be secured in a seat belt or an appropriately approved child restraint system as required by law. The van will be driven by a child care employee over the age of 21. A child may only be transported in an employee's personal vehicle with the consent of a parent/guardian.

The Martensdale-St. Mary's CSD carries liability insurance for the program. Medical claims for individual children remain the responsibility of the parent/guardian.

PARTICIPATION POLICY

Staff Responsibilities

- provide a safe and caring environment for your child(ren)
- communicate regularly with the parent/guardian concerning your child(ren)
- serve as a positive role model for your child(ren)
- notify you if your child fails to report to child care
- provide a variety of activities for your child(ren)

Parent/Guardian Responsibilities

- sign child(ren) in and out each day
- keep child(ren)'s records current in writing or via e-mail
- respect the 6:30 a.m. opening and 5:30 p.m. closing times
- notify the staff in writing or by phone when another person will be picking up your child(ren)
- inform staff if your child(ren) has been exposed to a contagious disease
- notify child care staff person(s) if child(ren) will not be attending for the morning, afternoon, or all day child care by 5:00 p.m. the day before

- on a day when school has been delayed due to inclement weather and then cancelled, you must call the child care center to let us know that your child(ren) will not be coming (*if he/she was originally signed up for the day.*) If you do not call, you will be charged for the day.

Child's Responsibilities

- respect the rules
- be respectful to child care staff person(s), other children, and the games you are allowed to play with
- be polite in words and actions - no foul language or put downs
- control feelings so that actions do not harm another child or staff person
- keep hands and feet to self
- be responsible for any toys, games, or equipment brought from home
- put games, athletic equipment, and other materials away before you go on to another activity
- remain with the group and caregiver at all times
- run only when it is part of an activity (*except on playground*)
- use outdoor equipment safely - rocks, dirt, wood chips stay on the ground
- use good table manners
- learn to take consequences for child's own actions
- have fun

BEHAVIOR GUIDELINES

Because social growth is so important during elementary years, Martensdale-St. Marys Child Care will focus on children learning appropriate behavior. Positive disciplinary methods, including but not limited to, redirection and behavior management programs will be used. The Child Care Center will use a Time-out procedure. A Problem Report will be filed for recording disciplinary action. This will be found in your child's Parent Communication file. This form must be signed before you leave and left in the child's folder.

- Chronically disruptive behavior is defined as a continuous, uncontrollable, verbal or physical harassment of one or more children involved in childcare. It also includes being disrespectful to the caregivers by ignoring or disobeying the rules of the childcare program.
- If a child is chronically disruptive to the functioning of the program, his/her enrollment may be terminated. Reasonable efforts to integrate the child into the program will be made within the first thirty (30) days of attendance. However, upon the recommendation of the staff and after consultation with the parents and childcare director, services may be terminated. The following procedures will be the guidelines for terminating a child from the program.
 - The first offense will earn the child a five (5) minute time-out period to determine what he/she did wrong and to think about what action or behavior needs to be changed. Time-out periods are always supervised.
 - A second time-out in the same day will be for ten (10) minutes and, after a third time-out, in one day the parents will be verbally informed. After the third time-out, a behavior report will be written by the caregiver. This report will be given to the parent/guardian to read and sign. The report then remains with the caregiver.
 - If a child has four (4) written behavior reports, a meeting will be set up between the parents, caregivers, and director of the center to try to establish an effective answer to the situation. If the situation continues throughout the thirty (30) days, the child will be terminated.
 - When the severity of a problem is great enough that it could endanger the safety of staff and children, termination will be effective immediately after consulting with the Director who will notify the parents.
 - The childcare director reserves the right to suspend or terminate a child from the program if a child continues with disruptive behavior or has had physical contact with staff or other children attending the child care.

BITING POLICY

Biting is a form of communication, as biting is almost always a response to the child's needs not being met or coping with a challenge or stressor. When observing signs that a child might be on the verge of biting, the provider may be able to act immediately and prevent the biting behavior (i.e., distraction, redirection, close physical presence of the teacher).

If biting incident does occur, the provider will respond by:

- keeping their feelings in check and not expressing frustration or anger to the child
- ensure all children are safe
- apply first aid if necessary
- address the child who bit in a short, simple, and clear way
- shift their attention to the child who was bitten and show concern and support for that child
- go back and talk with the child regarding the different strategies he/she can use next time instead of biting
- Help the children move on. Do not make them play with one another unless they want to.

The provider will fill out an Incident Report and There's Been a Problem form and share information about the incident with the parents of the involved children. When informing parents that their child has been bitten or bit another child, it is important for providers to maintain the confidentiality of the child. When biting occurs more than once, the providers should observe the child and document observations, including behaviors and context (where, when, how, who - adult and children), both before and after biting occurs to identify the functions of the behavior. It is also helpful to know when the behavior is absent. Providers will then use the data to find patterns and potential solutions and meet with the family to collect information about the child's behavior at home, share information, and demonstrate a commitment to working together to address the child's needs.

DISCHARGE POLICY

Children may be discharged from the program for failure to meet center policies, failure to pay, inability of a child to adjust to the group experience, or other reasons as determined by the director. A child that is exhibiting chronically disruptive behavior or a child that poses a threat to other children, employees, or him/herself may also be discharged from the program.

GRIEVANCE PROCEDURE

The following procedure is in effect to resolve grievances involving a parent and/or employee.

1. Attempt to solve the problem with the people involved. Most problems are minor or the result of a misunderstanding and can be solved by the directly affected parties.
2. If the problem cannot be resolved to everyone's satisfaction, go to the immediate supervisor and clearly state that you have a grievance.
3. The immediate supervisor and all the people involved will meet to resolve the dispute. After reviewing all relevant information, the group (chaired by the immediate supervisor) will attempt to resolve the dispute. Decisions will be made with the consensus of all the people involved if possible. If the consensus cannot be reached, the immediate supervisor will decide and detail what actions are necessary.
4. If the immediate supervisor's solution does not satisfy the grievance, the parent and/or employee may appeal the decision to the Director. All records of the previous meeting will be forwarded to the Director for review. The Director will meet with the parent and/or employee.
5. If the Director's solution does not satisfy the grievance, the parent and/or employee may appeal the decision to the Business Manager. All records of the previous meeting will be forwarded to the Business Manager for review. The Business Manager will meet with the parent and/or employee. A decision will be reached at this meeting.
6. The parent or employee can appeal the decision to the Superintendent. The Superintendent's decision is final.

COMMUNICATION

It is important to establish a line of communication with the child care staff. If you have a concern that needs to be discussed privately, please call the child care center at (641) 344-9889 or talk to a staff person one on one. You can reach the director or a staff person by phone from 6:30 a.m. - 5:30 p.m. Monday through Friday or by email at sandi_christensen@mstm.us. Conference times can always be arranged for you.