

Day care Plus Inc.

Parent Handbook

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Cheryl Nienaltowski & Cindy Lohr

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Day care Plus Inc.

Welcome to our program,

We, Cindy Lohr & Cheryl Nienaltowski, along with our caregivers are very dedicated to our center. We share the vision of providing the best possible care for all children in our center.

Our mission is to provide a comfortable place where children and caregivers work in a happy, relaxed atmosphere on all areas of development at their own pace. In our program, knowledge is presented in a fun filled way so learning is exciting and rewarding.

We offer a family, home –like environment with quality care and energetic and enthusiastic caregivers who provide the children with a sense of safety and security when they are away from their parents. The children are separated by age group and each child is respected as a unique individual who is nurtured and protected.

We have an environment that encourages social, emotional, physical, intellectual growth and development. We believe that play is an important part of a child's development. It is a marvelous way for children to gain knowledge. Through play children discover in relation to their world. They begin to develop language, math, pre-reading, and pre writing, as well as social skills.

Our organization has the education and years of experience to help children convert play into a creative learning tool and ensuring that the children remain engrossed and inquisitive.

Working in partnership with parents the center operates as an extension of the family, thereby bridging the gap between home and school.

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This Program Handbook (“Handbook”) contains the policies and procedures of Day Care Plus hereinafter referred to as the “Provider” in outline form. It is meant to serve as a reference guide. It is not meant to cover every aspect of the child care program or every situation which may arise. The purpose of the Handbook, “Parent” means the parent(s) or guardian(s) of the child in care. Parents should feel free to contact the Director with questions concerning the contents of this Handbook. The Provider reserves the unilateral right to add, delete or amend the policies and procedures provided for in this Handbook upon (30) days written notice to Parents. Changes in policies and/or procedures contained in the Handbook are effective only if set forth in writing signed by the Provider. This Handbook is the exclusive property of Day Care Plus, Inc and is intended for the exclusive use of the parents/guardians of enrolled children. This Handbook may not be copied or distributed to any third party without the express written permission of the Provider.

PROGRAM

Day Care Plus, Inc. provides care for the children 6 weeks through 6 years of age. We offer a family, home-like environment with quality care and energetic and enthusiastic care-givers. We offer an atmosphere that encourages social, emotional, physical, and intellectual growth and development. The children are separated by age group and each child is treated as an individual and encouraged to express themselves through creative play and learning. Working with parents, the center operates as an extension of the family, thereby bridging the gap between home and school.

STANDARDS

Day Care Plus, established in 1991, is licensed by this state’s Department of human services, and complies with all of the standards put forth by that Department. Its operation is governed by its owners and director. Each class is taught by teachers who are qualified and competent along with loving and caring.

AFFIRMATIVE ACTION STATEMENT

Day Care Plus advertises in the public media in order to make openings known to all. Children are admitted regardless of race, creed, color, sex, national origin, religion, or handicap.

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Adjudication, and 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

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ADMISSIONS

Any child between the ages of 6 weeks and 6 years, who may benefit from our type of program, is eligible for enrollment. The child is enrolled based on available space. If space is not available, the child's name will be placed on our waiting list. Children are accepted any time of the year on a full time basis only. All schedule alterations must prior approval from the Program Director. All children are accepted into the program on a two week trial period.

HOURS OF OPERATION

Day care hours are from 7:00 AM to 6:00 PM, Monday through Friday. It is very important for your child's emotional security that you are here when you expected. Because of the state regulations concerning class size and teacher ratio we ask that you adhere to consistent time schedule. An overtime fee will be charged after your child has been in attendance for 10 hours. This will be added to your weekly charge. Failure to pay late charge will result in immediate termination.

HOLIDAYS

The day care will be closed on the following holidays: Thanksgiving Weekend, Christmas Eve & Christmas Day, ½ day New Years Eve (open 7:00 AM to 12 noon), New Years Day Memorial Day, Independence Day and Labor Day. Where a holiday falls on a Saturday or Sunday, the program reserves the right to close to observe the holiday either the preceding Friday or the following Monday. The program will provide thirty days written notice of a Friday or Monday closure due to a weekend holiday.

The fixed child care rate will not be adjusted for holiday closures.

CONFIDENTIAL INFORMATION

Each child has a right to confidentiality. All information pertaining to the children in the program, including all reports, records, and data are confidential and used for internal purpose only. Information pertaining to children enrolled in the program will not be released to third parties without the express written permission of Parents, unless required by stature, court order, or licensing mandate.

REQUIRED FORMS

The forms listed below must be fully complete before the child can be enrolled in the program. Parent is solely responsible for ensuring the accuracy of the information contained within those forms and for keeping all such information current. Provider assumes no responsibility for keeping forms updated. Parents will be required to review the forms to ensure accuracy in January and June of each year.

- A) Child information card.
- B) Child care contract
- C) Immunization certificates or record
- D) One of the following

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- A signed statement on the state of the child's health based on an evaluation by a licensed physician or his or her designee made within the preceding 3 months and every 1 years thereafter, restrictions if any on activities shall be stated by a licensed physician (green health form)
- A written statement from the Parent that the child has an appointment for a Health Physical in the next 30 days, the result of this physical shall be on file in the center and shall be updated every year thereafter.

REGISTRATION FEE

Upon enrollment, Parent is required to submit a nonrefundable enrollment fee of \$30.00. The enrollment fee is used to offset administrative expenses incurred impressing enrollment applications. The registration fee may not be used to offset child care fees.

PICK-UP AND DELIVERY OF CHILDREN

No child is to be brought to Day Care Plus before opening at 7:00 AM, nor picked up after 6:00 pm closing time. If a child is left beyond those limits with no arrangements, made a fee will be assessed when the child is pick up.

Please help your child to hang up their coat and other belonging in their cubby each day. For safety's sake, children must always be left in the care of an adult with the children being brought directly to the classroom. Children must never be left in the hall without a teacher present. Parents are asked to return to the classroom after day care is over.

A crucial ingredient in comfortable separations is the child's confidence that he can call up a mental image of his mom and dad. Then being physically apart can be enjoyed securely. One way grownups help children with this is to tell them where we will be and what we will be doing, so that they may more easily imagine it.

Children feel better when they know that we can imagine them too. Showing the child's work and sharing the events of the day is the child's way of making sue the grownups know what he/she does at school. So attention and enthusiasm at pick-up time only encourages the child's schoolwork, but also contributes and important component to secure separations.

ABSENCES

With the exception of the two week vacation time described in section call Child's Vacation of Handbook. Parent is required to pay for all time which the child is regularly scheduled to attend the program, regardless of whether child actually did attend. This policy includes days missed for illness, funerals, doctors appointments, or any other reason.

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CHILD'S VACATION

Parent/child are allowed two weeks of "free" vacation time per year, meaning that no child care fees will be assessed during that week, provide that the rules set forth in this section have been complied with.

"Vacation Time" is meant for the purpose of pre-planned family vacations and should not be used for other reasons. For the purpose of this provision, "week" means seven consecutive days. Each one week vacation time must be taken all at once and may not be broken into individual days.

Vacation Time may be taken at any time during the year provided Parent gives to the Provider 30 day's written notice of such vacation. The allotted vacation time does not carry over form year to year. Thus, any vacation time not used by December 31 of any particular year is lost. Tuition payments for the week you will return must be paid prior to you leaving on vacation. New customers will receive vacation after 6 months of enrollment

BUSINESS INTERRUPTION

We will attempt to remain open as many days as possible, however when a snow emergency is declared the management will decide by 6:30 AM based on road conditions if we will be opened. We will contact all parents as soon as possible. If you are unsure please call the day care. The child care Program may also be closed due to loss of electricity, fire damage, or communicable disease outbreaks, etc. Parent agrees to arrange alternate emergency child care for these situations. In the event the child care program is closed for more than three consecutive business days, the Parent is relieved of any financial obligation to pay for those days in excess of three business days. Parent further agrees to resume use of the child care program as soon as it resumes operation. Nothing in this provision alters the contractual provision relating to the required length of notice for termination of the child care contract.

ILLNESS POLICY

We ask the parent to notify the day care of the child's illness or unexpected absence and to make other child care arrangement.

Please do not bring your child to day care if s/he is sick: only children with mild cold symptoms (clear runny nose, slight cough, and no fever) will be permitted. Health Department regulations requires children exhibiting any of the following symptoms be excluded from day care during their period of contagion.

SYMPTOMS:

- Rash
- Fever (100F or higher)
- Vomiting
- Diarrhea
- Lice or Nits
- Discharge from eyes or ears
- Unusual drowsiness
- Persistent or excessive crying
- Communicable diseases (chicken pox, conjunctivas, mumps, measles, flu, etc.)

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If your child becomes ill during day care hours you will be contacted immediately to remove your child within 1 hour of notification. If you are not available, the emergency contact person will then be notified. While we are waiting for your arrival, your child will be placed on a cot or a crib in the office and remain under adult supervision until a parent or authorized person arrives to take the child home.

Please do not bring your child back until s/he has been fever free for a minimum of 24 hours, children with the common cold/flu virus may not return until the 72 hr period of contagion has passed.

In the event a child contract a communicable disease and exposes the other children, notice of such exposure will be posted, and parents will be notified when they pick up their children. The ill child will not be allowed to return to day care until the period of contagion has passed.

DISCLAIMER

Provider will take the necessary precautions to contain and prevent the spread of contagious illnesses or diseases. However, the Provider cannot guarantee that contagious illnesses or diseases will not be completely contained or will not be spread to other children. Parent must recognize that, while in care, it is possible that the child may be exposed to a contagious illness or disease.

MEDICATION POLICY

When a Parent request that the center administer medication, the following shall apply:

- A) Medication, including drugs, over the counter drugs, or individual special medical procedures, will be given or applied only with written permission from the Parent. Prescription medication shall have the pharmacy label indicating the physician's name, child's name, instructions, and name and strength on the medication and shall be given in accordance with those instructions. Provider will not honor any instructions from a parent which contradicts the instructions of the physician (for prescription drugs) or the instructions on the label (for over the counter drugs.)
- B) Provider/caregiver will maintain a record as to the time and amount of any medication given or applied.
- C) The medication shall be in the original container, stored according to the instructions and clearly labeled for the specific child. The Provider/caregiver will keep medication out of the reach of children, and will return the medication to Parent or destroy it when no longer needed.

MEDICAL EMERGENCIES

In case of a medical emergency requiring medical attention, the following procedures

Are followed:

- A phone call is made to 911
- First Aid will be administered by the staff until emergency medical technician arrives.

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- A second staff member will notify the parent or emergency contacts
- The child and health records are transported to the local hospital. (Every effort will be made to contact the child's own physician.)
- In all cases, an emergency report is completed and a copy given to parents as well as the Bureau of Family Services.
- For minor injuries like bumps and bruises, first aid will be provided. If the injury is more serious the parent will be notified immediately. Parent are responsible for all cost involved in emergency care.
- ***It is extremely important, especially in instance of illness or emergencies that the emergency contact information is up-to-date and all information correct. Please report any charges immediately to keep information current.***

NUTRITION POLICY

Two meals and one snack will be supplied by the day care daily. All meals served, fall within Michigan's Dept. of Education Nutritional guideline's Menu's are pre-planned and posted on a monthly basis. We ask that parents view the menu. If your child does not like something on the menu, or if something does not fit within their dietary needs, please send in a lunch for that day. Day Care Plus is very strict with providing good nutrition to your child; we would appreciate if you would follow the same standards of good nutrition when sending food in for your child.

Meals times are as follows, if your child is not present during scheduled mealtimes you must make sure they are fed prior to arrival of day care. Food brought in by parents will only be served at scheduled meal times.

Breakfast: Served daily from 8:00 - 8:30

Children receive:Fruit or fruit juice

Grain

Milk

Lunch: Served daily from 11:30 - 12:00

Children receive:a protein

A grain

Fruit and/or vegetable

Milk

Snack: served daily from 3:30 - 4:00

Children receive something from two of the following pyramid choices:

- Grain
- Protein

- Fruit
- Vegetable
- Dairy

SPECIAL DIETS

If your child has a particular dietary need, substantiated by a medical evaluation, or parental preference, the day care must be informed in writing. Any special food that your child may need will be furnished by the Parent.

BIRTHDAY AND SPECIAL OCCASTIONS

Please let staff know in advance if you would like to bring in a snack (no candy) for your child's birthday, holiday, or any other special occasion. Food brought in for these special occasions should be brought at a store or restaurant approved and inspected by the local health authority. Many institutional outbreaks of gastrointestinal illness, including infectious hepatitis, have been linked to eating home-prepared foods.

DRESS

Children are encouraged to wear play clothes and tennis shoes. Daily activities include active and messy play, and children should feel comfortable enough to enjoy themselves without worrying about their clothes. The child's name should be placed on all outdoor clothing and other belongings to help ensure the return of all the proper possessions and clothes.

Children should have one spare set of clothing (appropriate for the weather) at the day care center. We play outdoor on a daily basis, please make sure your child has appropriate outdoor wear.

CHILD GUIDANCE POLICY

We minimize behavioral problems in our center by:

- ❖ Creating a positive environment.
 - No wide open spaces that might invite running or roughhousing
 - Age-appropriate toys with duplicate of favorite
 - Reminding them of the rules and help them understand why they are necessary
 - We provide children with a **"Safe Place"** a quiet, out of the way spot where they can work out their problems.
- ❖ We help children recognize and name their feelings and deal with emotions to help them learn self control.

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- ❖ We teach them so solve conflict peacefully by using the **“Six Step Approach to Problem Solving”**
 - Help children **state the problem.** Caregiver will move calmly to the site of the dispute and acknowledge the children’s feelings. Ask each child to discuss what is happening.
 - Help them **brainstorm ideas** that might solve the problem.
 - **Discuss** how the ideas might work.
 - Have the children **agree on one workable idea.**
 - **Try out the idea.**
 - **Review the idea** to see how it worked.

By following the **“Six Step Approach to Problem Solving”** we are teaching the children to solve conflicts for themselves.

Day Care Plus and its staff follow all rules set forth by the Department Of Human Services. (Childcare Licensing)

State Discipline Policy Rule # 400.5107

- Staff shall use developmentally appropriate positive methods of discipline which encourage self control, self direction, self esteem, cooperation.
- Staff shall be prohibited from using the following as a means of punishment.
Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
Restricting a child's movement by binding or tying him or her.
Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
Depriving a child of meals, snacks, rest, or necessary toilet use.
Confining a child in an enclosed area such as a closet, locked room, box or similar cubicle.
- Non severe and developmentally appropriate discipline or restraint may be used when reasonably necessary, to prevent a child from harming himself or herself. Or to prevent a child from harming other persons or property, excluding those forms of punishment prohibited by sub rule (2) of this rule.
- A center shall have a written policy regarding the discipline of children. This policy shall be furnished to staff and parents.

TELEVISION

Age appropriate video’s or television shows will be shown from 11:30 - 12:00 to help the child relax for nap time.

Children present after 5:00 PM will also be shown an age appropriate video so the staff has an opportunity to straighten and clean the day care for the following day.

Occasionally a video maybe selected on the weekly theme and may be part of the curriculum.

PERSONAL ITEMS FROM HOME

The day care provides a wide variety of toys that are age appropriate. Toys and other items from home are not encouraged if a child brings these items the day care will not be responsible for a toy becoming lost or damaged.

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NAP-TIME

State regulations require that all children present 5 or more hours must be offered a nap-time. Day Care Plus requires all children during scheduled nap-time (12:45 to 2:30) to take a nap. So staff has an opportunity to have lunch and plan for the next day's activities.

No child is forced to sleep: however they must remain quiet. No child is to be dropped off or picked up during this time; it has been proven to be very disruptive to the other children. If you have to make an appointment for your child make it before or after 2:30 PM.

WITHDRAWAL / TERMINATION

If a child needs to be withdrawn from Day Care Plus, two weeks' notice is required so that the vacancy can be filled by another child. Should more notice be possible, it would be appreciated.

In the case of a behavior problems parent will be notified. If behavior problems persist, the parent is asked to a conference to discuss what may be helpful in motivating the child to behave in an acceptable way. It may be suggested that the child be involved in a behavior modification program. After every possible measure is taken to resolve the problem and it still persist the center will give a two week notice of termination. All children are accepted into the program on a two-week trial basis.

INAPPROPRIATE PARENT CONDUCT

Parents must be aware that adults serve as role models for children. Additionally, Provider is responsible for protecting the children in Provider's care, and for providing a safe workplace for staff members. Therefore, it is critical that while on program property. Parents conduct himself or herself in a professional and rational behavior at all times. Provider reserves the right to immediately terminate the child care agreement if Parent behaves inappropriately.

The following actions are grounds for immediate dismissal (please, note however, that this is not an exhaustive list of inappropriate behaviors):

- Acts of violence, including assault and battery
- Harassment of or threats against the staff, other parents or children
- Possession of illegal substance or firearms
- Verbal or physical abuse of any child
- Profanity
- Indecent exposure

CHILD RELEASE POLICY

Parents must supply the names of at least one individual to whom Provider may release the child in the event of an emergency.

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Provider will not release the child, If the individual is unknown to Provider, or any one of the Provider's staff the Provider/staff will require that the individual show positive identification in the form of a valid Michigan Driver's License. Other forms of identifications, such as work identification, are acceptable.

Parents must be aware that Provider and staff are not properly trained to make assessment relating to intoxication or other impairment and therefore assume no responsibility to assess the competency or condition of any individual appearing to pick-up child.

Should parent wish to have a one-time special exception to allow an individual not listed on the card to pick the child up. Parent must leave a signed, dated, written note with provider the morning of the release. Parents are not allowed to change any release instructions orally.

Provider assumes no responsibility for any injury or harm to the child who has been released to a person on the child release card or identified in the written exception request process.

Provider's and Provider's staff respect the family's privacy. However, where other questionable child release situations occur, the provider has a duty to maintain its role as the child's advocate.

With respect to child custody disputes, until custody has been established by a court order, neither parent may limit the other parent from picking up the child, nor the provider will release the child to a known identifiable parent.

As alternative care program should be sought if Provider's release protocol places a child at risk.

COMMUNICATIONS WITH PARENTS

This booklet has been supplied in an effort to answer many of your questions. Please contact Cindy or Cheryl if you have more questions.

Parents are informed of the activities of the center through newsletter. The newsletter includes weekly topics, class activities, and suggestions for parents.

Either the parent or the teacher may request conference any time there is a special concern.

Because of state regulations concerning class size and teacher ratio, it is not possible for child to bring friends to visit.

Parents are encouraged to visit preschool at any time. Because of any occasional special activities, advance notice is suggested. If the teacher are not free to talk with you, please understand that the children come first during class time; the teacher will be happy to set up an appointment to discuss matters at another time, please remember that this is your day care and your child's care and education. So come and find out what is happening!

INFANTS AND TODDLERS

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BABY SUPPLIES

Because of state regulations all baby bottles, food, juice, cereal and etc., must be labeled with baby's name, date and contents. We ask that each toddler have a plastic bib with his/her name. Both infants & toddlers will need a change of clothes appropriate for the weather.

Parents of infants and toddlers need to provide disposable diapers; you may leave a supply at day care. A memo will be sent home when your child is running low on any supplies.

FORMULA, MILK, FOOD

A parent must provide formula and baby food the center shall assure that the food, formula, bottles, nipples and containers comply with all of the following provisions:

- A) Formula shall be prepared at the child's home and placed in assembled bottles units before being brought to the center. All bottles, food, and juice must be labeled with baby's name, date, and contents.
- B) Formula, milk, and perishable foods needing refrigeration shall be refrigerated. Formula shall not be stored longer than 24 hours after opening. Foods shall be covered and labeled as to the contents, date of opening, and the specific child for whom its use is intended. Foods other than formula shall be used or discarded within a 36-hour period after opening.
- C) Each bottle and nipple supplied by a parent shall be used for a single feeding only and then returned to the parent.
- D) Formula and milk left in a bottle at the end of a feeding will be discarded.

A parent must continue to provide food for infants until the infant is able to eat foods from the lunch menu. Parent and caregiver together will decide when table food shall be introduced. The caregiver has the right to refuse to feed a child a particular food that is not appropriate to the age, or that they fear might cause choking.

When formula is discontinued, all of the following provisions shall apply:

- A) A center shall provide and use whole homogenized vitamin D-fortified cow's milk, unless directed by the parents or a licensed physician.
- B) Milk shall be poured into clean cups or bottles which have sanitized nipples. Excess milk left in a bottle or cup shall be discarded.
- C) Nipples and bottles shall be thoroughly cleaned and supplied by parents

This rule does not preclude a mother from visiting the center in order to breast-feed her child or from sending to the center expressed milk for the child.

A child too young to sit in a highchair or at a feeding table shall be held in a semi-sitting position or placed in an infant seat while being fed. A child who is unable to hold his or her bottle shall be held when the bottle is given.

Solid foods shall be introduced to the individual child according to the parent's or licensed physician's instructions. Commercial baby food containers that are opened, and foods prepared in the center which are

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stored, shall be covered, dated, and labeled as to the contents and refrigerated. The contents shall be used or discarded within a 36-hour period. A child shall not be directly from baby food containers if the contents are to be fed to the child at more than 1 sitting or to more than 1 child.

DIAPERING & TOILET TRAINING PLAN

Diapers shall be disposable. If a child's health condition necessitates that disposable diapers cannot be used, and then an alternative arrangement may be made according the parent's or licensed physician's instructions.

- Diapering shall be done in a designated diapering area.
- A center shall maintain a diapering area, and all supplies and equipment shall be maintained in a safe and sanitary manner.
- A caregiver shall thoroughly wash his or her hands after each diapering, and after cleaning up bodily fluids, using soap and running water.
- A wash cloth or towels, or both, used in diapering shall not be used subsequently on another part of the body or for any purpose until laundered.
- Toilet training shall be planned cooperatively between the child's primary caregiver and the parent so that the toilet routine established is consistent between the center and the child's home, and at a minimum, shall included washing hands after each use.
- the caregiver shall change diapers when soiled or wet.

DIAPER CHANGING PROCEDURE

- Check to be sure supplies you need are ready
- lay the child on the diapering surface
- Remove soiled diaper and clothes
- Put disposable diapers in a plastic lined receptacle
- Put soiled clothes in a plastic bag to be taken home (do not rinse)
- Clean the child's bottom with a diaper wipe
- Wipe your hands with a diaper wipe, dispose of it in the trash can
- Diaper and dress the child

- Wash the child's hands and return him to his crib or group
- Clean and disinfect the diaper area
- then wash your hands as stated in the hand washing procedure

HANDWASHING PROCEDURE

This is how you should wash your hands:

- Rub your hands together vigorously for at least 20 seconds using warm running water and soap. Make sure you have lots of bubbles.
- Wash under fingernails, between fingers, back of hands and wrists.
- Rinse your hands well under running water.
- Dry with a paper towel
- Use the paper towel to turn off the faucets

These are the times when you should wash your hands:

- After you use the bathroom or help a child use the bathroom
- After you change a diaper
- After you handle body fluids or waste such as blood, drool, urine, stool, or discharge from nose or eyes
- After you clean up messes
- After you handle a sick child
- Before you prepare or serve food
- Before you eat or drink

Teach and show children how to wash hands correctly. They should wash when:

- They arrive home from day care, a friend's home, an outing or school
- They use the toilet or have their diapers changed
- They have touched a child who may be sick or have handled soiled items
- They eat or drink

PROCEDURES FOR CLEANING AND OR SANITIZING

Sanitize Solution:

- Chlorine Bleach; Mix 1 tablespoon of chlorine bleach to 1 gallon of water. Be sure to label as “Bleach Water”. It needs to be made fresh daily.
- Enviro Care Neutral Disinfectant: prepare according to directions on bottle.
- Clorox Anywhere Hard Surface: daily sanitizing spray ready to use.

Sanitize Procedure

Wash surface with soap and water, Rinse well, Spray with one of three solutions Air Dry

Comments or Notes: