

ANNA'S BANANAS
DAYCARE & PRESCHOOL

Parent Handbook

Farmington, Apple Valley, Burnsville,
Northfield, Lakeville East, Lakeville West, Baby
Bananas

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Anna's Bananas Daycare and Preschool Center-Parent Handbook

Farmington 21220 Chippendale Avenue, Farmington, MN 55024 **Northfield** 516 5th St W, Northfield, MN 55057
Apple Valley 7765 147th St. W, Apple Valley, MN 55124 **Burnsville** 12018 County Road 11, Burnsville, MN 55337
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Parent Handbook Policy

Anna's Bananas Daycare and Preschool Center reserves the right to modify and update the Parent Handbook at any time. Updated handbooks can be obtained via the staff or by visiting the link: <http://www.annasbananas.com/enrollment-forms/>

Anna's Bananas' Licensing

Anna's Bananas is licensed by the State of Minnesota Department of Human Services to operate with the following amounts of children:

Farmington

Infants (six (6) weeks to 18 months)	32
Toddlers (18 months to 33 months)	37
Pre-Schoolers (33 months to 1 st day of kindergarten)	103
School-Age (1 st day of kindergarten up to 12 th birthday)	48
TOTAL CHILDREN	220

Apple Valley

Infants (six (6) weeks up to 18 months)	24
Toddlers (18 months to 33 months)	34
Pre-Schooler (33 months-Kindergarten)	60
School-Age (48 months up to 12 th birthday)	14
TOTAL CHILDREN	132

Burnsville

Infants (six (6) weeks up to 18 months)	32
Toddlers (18 months to 33 months)	20
Pre-Schoolers (33 months to 48 months)	20
Pre-Schooler/School-Age (48 months up to 8 th birthday)	30
TOTAL CHILDREN	102

Northfield

Infants (six (6) weeks up to 18 months)	20
Toddlers (18 months to 33 months)	28
Pre-Schoolers/School-Age (33 months up to 8 th birthday)	43
TOTAL CHILDREN	91

Lakeville East

Infants (six (6) weeks up to 19 months)	36
Toddlers (19 months to 33 months)	42
Pre-Schoolers (33 months to 1 st day of Kindergarten)	74
School-Age (1 st day of kindergarten up to 8 th birthday)	13
TOTAL CHILDREN	165

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Lakeville West

Infants (six (6) weeks up to 19 months)	30
Toddlers (19 months to 33 months)	34
<u>Pre-Schoolers/School-Age (33 months to 1st day of Kindergarten)</u>	50
<u>School-Age (1st day of kindergarten up to 12th birthday)</u>	15
TOTAL CHILDREN	129

Baby Bananas

Infants (six (6) weeks to 16 months)	20
TOTAL CHILDREN	20

Hours of Operation

Anna's Bananas will provide child care for your child(ren) Monday through Friday, 6:00 am to 6:00pm. Parents of enrolled children are welcome to visit the center any time during the hours of operation.

Holiday Closings

- ♦ New Year's Day
- ♦ Memorial Day
- ♦ July 4th and possibly 1 additional day during the Independence Day holiday. If this occurs, a notice will be posted 30 days prior.
- ♦ Thanksgiving Day and possibly 1 additional day during the Thanksgiving holiday. If this occurs, a notice will be posted 30 days prior.
- ♦ Good Friday
- ♦ Columbus Day (Staff Development Day)
- ♦ Thanksgiving
- ♦ Christmas Day and possibly one additional day during the Christmas holiday (known as the floating holiday if it cannot be accommodated during Christmas time due to the way the calendar falls). If this occurs, a notice will be posted 30 days prior.

On days between a holiday and a weekend, Anna's Bananas may choose to close as an additional floating holiday, the entire list of paid center closings will always be put out by December 31st of the current year for the following year.

If a holiday falls on a Saturday we will be closed on Friday and if it falls on Sunday we will be closed on Monday. Parents are required to pay in full for all center closings. *Vacation days may not be used on a scheduled center closing.

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****2017 CLOSINGS****

Monday, January 2 nd , 2017	New Year's Day
Friday, April 14 th , 2017	Good Friday
Monday, May 29 th , 2017	Memorial Day
Monday, July 3 rd , 2017	In observance of Independence Day- Floating Holiday
Tuesday, July 4 th , 2017	Independence Day
Monday, September 4 th , 2017	Labor Day
Monday, October 9 th , 2017	Columbus Day-Staff Development Day
Thursday, November 23 rd , 2017	Thanksgiving
Friday, November 24 th , 2017	Thanksgiving Day After
Monday, December 25 th , 2017	Christmas Day
Monday, January 1 st , 2018	New Year's Day

Tuition Payment Policies

Reserving a Spot

In order to hold a spot for your child we require that you pay a **\$65 non-refundable** registration fee for our main locations. In order to hold a spot for your infant at our Baby Bananas location, we require that you pay a **\$100 non-refundable** registration fee as spots are very limited at our exclusively infants location. The registration payment is to be paid as a separate payment than your weekly tuition and must be paid as cash in center. Registration fees are only valid for 90 days (except in the event a family enrolls an unborn child) to hold a spot. After 90 days the spot will no longer be held and no refunds will be given.

Temporary Holding

In the event that you choose to temporarily suspend services but plan to return (i.e. summer vacations, extended vacations etc.), Anna's Bananas will require that you pay a **\$100 non-refundable** holding fee. There will be no refunds given. This fee will go towards your first week's tuition upon return to the facility. The holding fee may only apply to absences that would result in the child/children being away from the facility for 4 weeks or longer and require a written 2 weeks notice to Management to be used. Holding fees are only applicable for up to six months after the withdrawal date unless prior management approval in writing is obtained.

School-Age Non-School Days

When your child does not have school, such as Martin Luther King, Jr. Day, or 2 hour early release, there is a tuition increase for those days. In the event that there is a field trip scheduled for that day, there may be an additional charge for that. You are responsible to look for the sign-up sheet, which will be posted in the front entryway at least one week prior to the non-school day and sign up your child. You must add the additional fee(s) to that week's tuition. If your child is NOT going to attend, you must request vacation days or be required to still pay regular rate.

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Weekly Tuition

The current weekly rates are posted in center as well as on our website. Weekly tuition is due by noon each Wednesday of every week. If your payment is received after noon each Wednesday, you will be charged the standard rate and in addition a \$10 per day late fee will accrue (including weekends). If your tuition or co-pay is 1 week delinquent, your child's position will be suspended until payment is received in full including late fees.

Financial Billing Errors

Anna's Bananas billing department follows a strict regime of procedures to ensure billing is accurate. However, human error may occur and there are times when errors might present themselves. Should an over-billing error be found exceeding 90 days, it will not be honored. If an error is found where Anna's Bananas has been under-billing and it was not reported, Anna's Bananas reserves the right to obtain the proper difference in compensation and will work with the families on the best method and time of payment. It is the parent's or those who are held financially accountable responsibility to be checking statements and notify management immediately in writing if something appears incorrect on their statements.

Minimum Enrollment

Anna's Bananas has a minimum enrollment of 2 full days per week effective January 1, 2012. Half days may be added in addition to the 2-full day minimum. If the rate of 2 full days and up to 3 half days EXCEEDS that of the full-time rate, you will be billed the lower of the two.

Flex Schedules

Anna's Bananas offers families who do not have a consistent weekly schedule to have the opportunity to be a flex family. Flex families are also held to the 2 full days per week minimum enrollment. Families who wish to be flex families must submit Anna's Bananas provided monthly calendar to the center director no later than the Monday on the last full week of the month. You will be charged for the days you have signed up to attend for the month and days cannot be changed without a two weeks advanced written approval from a member of the management team. Should you be out for a week, you will be billed the average number of days you attend.

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Payment

Effective 10/1/07, Anna's Bananas Daycare will no longer be accepting personal or business checks for tuition. We will accept Visa, Mastercard, Discover, Cash, or Money orders.

Tuition Express

Anna's Bananas offers a convenient automatic checking or credit, weekly or bi-weekly withdrawal program. Upon enrollment, you will fill out a Tuition Express form and consent to weekly or bi-weekly withdrawal from the account. Once information is entered into the computer it takes one week for approval and activation. Therefore, your first week of child care may need to be paid in cash or money order if approval is pending. Parents have the ability to access their online account through Tuition Express to keep track of their account as well as print off statements. If you so choose, please see the center director for login and passcode information.

Declines

In the event you are notified that your weekly withdrawal was declined, your account will be charged a \$35.00 NSF fee which you will be required to pay cash in center in addition to the amount that was declined within 24 hours of your notification. Anna's Bananas will not refund any NSF fee including those due to fraud. It is the account holder's sole responsibility to contact their bank if they want the bank to reimburse for the NSF fee.

Full Time/Part Time Vacation Policy

If your child is on vacation, you may request to use a vacation day **AFTER** your child has been enrolled and attending for at least 90 days. This must be done two weeks prior to the day/dates requested off. Your child will receive up to 5 vacation days per year depending on how many days a week he/she attends daycare. If your child attends three days per week, he/she will receive three days per year, etc. Flex families receive the average amount of days per week they attend per year. This policy is only valid if your weekly tuition for each child is paid in full at the time of your vacation. If your tuition is not paid in full, standard rates may apply and you will be ineligible for vacation days. If your child is ill or absent without a vacation request, your weekly rate will remain the same. All unused vacation days are invalid after December 31st of each year. Vacation days may not be rolled over to the following year. If your child is **only** enrolled in our summer program, **not** year-round, you are not eligible for vacation days. Vacation days may only be used if your child is not physically in attendance. Vacation days may not be used on a legal Holiday.

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Late pick-up charge

Anna's Bananas Day Care Center closes at 6:00 p.m. A **\$1.00 per minute** late fee will be charged for each minute that your child is picked up late. This payment should be paid directly to the closing teacher in cash that evening as Anna's Bananas cannot pay them beyond 6:00pm (closing time) due to licensing standards.

Cancellations

We require a TWO (2) week written notice if your child will no longer go to our center. If the two-week notice is not provided, you will be billed accordingly until the end of the two-week time frame. For cancellations, you can find a withdrawal process card on the parent board at your center or may request one from your center director. You will receive a confirmation e-mail stating that we have received your request. If you do not receive this, it is your responsibility to notify management as your request has not been confirmed by our billing department and you will continue to be billed until appropriate written request has been received. This applies for all those receiving county assistance as well.

Sick Days

If your child is sick on a day that he/she is scheduled to be at the center, you are required to pay for that day. Please be courteous and call the center by 9:30 a.m. to advise the staff of your child's absence. See Illness Policies on page 19.

Holiday Days

If your child is scheduled to be at daycare on a day that a holiday is observed and the center is closed, you are required to pay for that day. Flex families will be billed the average number of days their child attends each week and thus will most likely be required to pay for holidays as well. You may **not** use a vacation day on a holiday.

**Under the holiday closings it lists that each are paid holidays. This means that families are required to pay for those days following the aforementioned guidelines. In regards to employees who meet the eligibility requirements for paid time off (PTO), they are not forced to apply their accrued PTO on physical holidays or center closings. They may use this hard-earned time at a time of their choosing within the calendar, and while some may choose to add it to the physical holiday and have it "paid" others will bank it for later use.

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Center Enrollment Promotions

Anna's Bananas frequently offers Enrollment promotions for potential new families whom have never been enrolled with the company. These promotional incentives, such as coupons, waived registration fee, or childcare credits, have no cash value and may only be used as a daycare credit. In the unlikely event a family chooses to terminate their position with Anna's Bananas, coupons for example, may not be paid to the family, as they have no cash value.

Coupon restrictions:

1. Only one coupon may be week per week
2. If lost or stolen, coupons will not be replaced
3. Each coupon is good for ONE child on ONE day
4. Coupons hold no cash value; no reimbursements will be issued for unused coupons
5. Coupons cannot be credited towards the current week after tuition has been processed. After tuition is processed for the week, the coupon may **only** be credited towards the next applicable billing cycle.
6. Any coupon with a **VOID** notation holds no credit value and cannot be used.
7. Physical coupons must be provided to the center director in order to receive the center credit value.
8. Coupons are only valid after attending Anna's Bananas for 90 days. Those who have attended less than 90 days will not be eligible to receive coupon credit.

General Information about Anna's Bananas Daycare Center

Classrooms

Our facility provides separate classrooms for age groups so that the children may develop to their fullest possible potential along with their peers.

Each classroom consists of a variety of age-related equipment, activities and supplies.

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Possible Temporary Classroom Changes

On occasion, it may be necessary for Anna's Bananas to temporarily move your child to another classroom due to ratios and group size, but will only do so within the legal age boundaries as determined by the State.

Pets

There are no pets of any kind allowed in our center at any time, unless prior permission by owner.

Security Code

In order to enter the secured section of Anna's Bananas, you will need a security Personal Identification Number (PIN). A keypad is located at the front door of the center. Upon entering the assigned PIN, the door will unlock allowing access.

The PIN number is routinely changed to increase security. All parents will be given the new PIN number.

We request that children not be given or shown the PIN number for security reasons. Additionally, those who are authorized persons to pick up your child but are infrequent should not be given the PIN number for security purposes. To ensure safety, it is important to limit the amount of people who have secured access to the building.

Cleanliness/Sanitization

A health consultation was conducted before the initial licensing of the Day Care Center. After licensed, a health consultation is conducted monthly for the entire daycare facility.

Toys and equipment are sanitized on a regular basis to provide the cleanest atmosphere possible.

Infant room

- Toys and equipment are sanitized daily.
- Cribs are assigned to the infants so that they will be in the same crib on a regular basis.
- The cribs are sanitized daily.

Toddler room

- Toys and equipment are sanitized daily.
- Cots are assigned to the children so that they use same cot on a daily basis.

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- Cots are then sanitized daily.

Preschool/School age rooms

- Toys and equipment are sanitized weekly or more often if needed.
- Cots are assigned to the children so that they use same cot on a daily basis.
- Cots are then sanitized daily.

Toys and Things from Home

Children are required to leave toys, food, gum, pets and money at home. Lack of concern about one's own toys being lost or broken enables the child to participate more fully in our educational environment. Anna's Bananas provides ample supply of equipment, materials, and food for the day. If food is brought from home to share on a special occasion (i.e., Birthdays) it must be commercially prepared and packaged. No other food is allowed from home- please see "Care Plans" and "Food Allergies and Prescribed Diet Needs" for further information. If your child is a school age child and brings a toy to school for show and tell, it MUST stay in their backpacks while at the daycare. If your child disregards this policy, the toy will be confiscated and put into the office for the remainder of the day and reminded by the office staff of the rules. Anna's Bananas is not responsible for any lost or damaged possessions children bring into the center.

We request that children not bring money for any reason. This includes usage on various vending machines available at Anna's Bananas Daycare Center. We ask that parents provide the money to children to make the purchase while a parent is present.

Personal Storage Space

Each child is assigned a cubby and a coat hanging area or a locker for which he/she can store their personal belongings. This also allows the children to learn respect for their property and other children's property. There are also "Art Folders" available for children in which daily art projects are stored. Please check both the assigned cubby and art folder each night.

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Clothing/Personal Items

PLEASE LABEL ALL DIAPERS, CLOTHING, OUTERWEAR, BOOTS, AND SHOES. Please bring in a complete change of clothing to leave at the center (pants, shirt, underwear and socks) in case your child should get wet, dirty, etc. Infants and Toddlers should have each diaper labeled with their initials.

Appropriate clothing must be brought into the center in accordance with the season. It is Anna's Bananas policy to go outside twice per day each time it is safe to do so. Bringing in a lack of appropriate winter clothing or sunscreen for example may result in all members of the class being unable to go outside or a phone call requesting immediate appropriate items. Please see Indoor/Outdoor Play for more information.

Diapers/Wipes/Creams

Parents need to provide all diapers and wipes to be used by their children to the facility. The diapers/wipes/creams are only intended for their child. It is important that parents label their child's diapers with first and last initial on the fold of the diaper, as well as labeling the wipes container and all creams. *No baby powder is permitted in the center and all diaper creams must be in original packaging per our Nurse guidelines. No creams may be used that are not specifically for diaper rash or homemade creams without a specified Dr. note.*

Sign In/Out

For Anna's Bananas to accept legal responsibility, your child must be signed in and out each day. Parents are also responsible for seeing that belongings are placed in the child's cubby and that the child arrives in the appropriate classroom.

Please remember to sign your child in and out each and every day at the check in computer located in the lobby of the center. It is extremely important to make these entries as we would use this system as a secondary form of attendance should there be an emergency.

Daily Connect

Daily Connect is a web/phone application in which Anna's Bananas will track your child's daily activities from circle time to naps and feedings all in one convenient place that you can check from your phone or computer anytime throughout the day! Daily Connect replaced traditional "daily sheets" and an end of the day report will be emailed to the account of your choice at the end of the business day. Anna's Bananas utilizes tablets to access the Daily Connect web application where we log events throughout the day that pertain to your child. Once an event is

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logged, it automatically is available for you to view via the web application or on your iPhone, Android or Windows device.

The care of the children comes first and thus there may be times the teachers are busy with the children and updates may not be immediate. Please do not worry as the teachers will update as soon as they are able.

Not only does Daily Connect serve as a way for us to communicate with you about your child, this is a way for us to communicate with you about the center, our programming, Curriculum, upcoming events, changes in rates/pricing, etc. It is important that you review your end of the day e-mail at the very least to see if any pertinent center based information was sent out.

Child Care Program

The Child Care Program Plan can be reviewed upon request by parents of enrolled children. Please see your Center Director if you would like to view this document.

Supervision

Children will be under qualified supervision at all times during the day in a wholesome, positive and safe environment.

Educational Methods

It is our goal to educate and entertain your children so that they may develop to their highest potential. Teachers will try to give and teach your children the following:

- Educational activities
- Recreational activities
- Cultural activities
- Individual attention
- Develop positive self-esteem
- Understand and respect individual differences
- Learn about personal hygiene, health and fitness
- Develop language and communication skills so that the children are able to express their feelings including sign language skills
- Develop fine and gross motor skills

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- Encourage the children to create, manipulate, build and explore
- Learn to recognize colors and shapes
- Learn to recognize letters and numbers
- Develop math and reading skills
- Develop the five senses

Religious Views

The owners/operators of Anna's Bananas believe in Christian values and we will observe Christian holidays such as Easter and Christmas by having some activities and projects centered around these holidays. However, religious lessons will not be conducted in our daily programs.

Goals and Objectives to Promote Physical, Intellectual, Social, and Emotional Growth

Our staff will strive to provide the best atmosphere, activities and experiences for your child to develop physically, intellectually, socially and emotionally. Through the use of activities in the following areas, we will be able to provide experiences to meet these goals:

- ◆ creative arts and crafts
- ◆ dramatic play equipment
- ◆ music equipment
- ◆ large muscle activities
- ◆ construction equipment
- ◆ science equipment
- ◆ fine motor activities
- ◆ sensory stimulation activities

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Activities to Meet the Listed Goals and Objectives

Infants	Toddlers	Preschool
<p>Staff will provide activities for the children to learn eye/hand coordination through the use of fine motor and large muscle activities; communication skills, develop listening skills through the use of music and play time activities.</p>	<p>Staff will provide activities for the children to further develop communication skills, reinforce listening skills through the use of music and teacher directed activities and to begin learning ABC's and numbers.</p> <p>The staff will also work with the child and parents on potty training when appropriate.</p>	<p>Staff will provide activities for the children to further develop communication skills, reinforce math and reading skills, fine motor and large muscle activities to further develop coordination, activities to provide for further development of creative thinking and problem solving.</p> <p>The physical, intellectual, social and emotional growth of each child will be recorded biannually in the child's records and reported to parents during Parent Conferences.</p>

Anna's Bananas Daycare & Preschool offers an enriched curriculum created by national leading educational publishers, including Handwriting Without Tears® and Houghton Mifflin Big Day for Pre-K®. Our curriculum is based on scientific research and provides our preschool, pre-kindergarten, and kindergarten students with the foundational skills they need to succeed in today's classrooms. Because our curriculum is aligned with local elementary schools and state standards, we have created an innovative bridge for our students to cross from preschool to kindergarten. Our well-rounded educational program promotes children's intellectual growth and kindergarten readiness through several subjects, including:

Language Arts - Anna's Bananas uses Houghton Mifflin Big Day for Pre-K® and Alphafriends Letters and Language® programs to allow students to experience letters and sounds through engaging alphabet characters and fun educational songs. The Handwriting Without Tears® program introduces students to step-by-step basic strokes used to form all the uppercase and lowercase letters. These balanced literacy programs, along with daily read-aloud books, support your child's learning in letter identification, phonemic awareness, rhyming, writing, reading, spelling, speech, and listening.

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Mathematics - Through the Houghton Mifflin Pre-K© and Math Expressions© programs, our students are able to practice mathematical ideas and relate them to daily experiences. These hands-on math activities promote learning in mathematical concepts such as number operations, colors, shapes, patterns, and money.

Science and Health - The Houghton Mifflin Pre-K© science curriculum stimulates curiosity and encourages students to explore science in various environments. By having an inquiry-based approach to teaching science, students are engaged and involved in hands-on science and health activities.

Social Studies - Anna's Bananas helps students begin to understand the foundation of social studies through age-appropriate history, geography, government, and economic activities. The Houghton Mifflin Pre-K© social studies curriculum encourages students to develop their interpersonal skills by learning about themselves, their families, community, and globe.

Visual Arts - Our art studio is a fun atmosphere, where students can practice their fine motor skills and express their creativity. Students are encouraged to explore our wide varieties of mediums and techniques as they create art projects. Because students show great pride in their work, teachers regularly put student's crafts on display!

American Sign Language (ASL) - Our ASL curriculum utilizes Baby Signing Time© and is designed so that children, ages 6-weeks through 12-years-old, can experience success and build up self-confidence by learning a new language!

The physical, intellectual, social and emotional growth of each child will be recorded bi-annually via conference forms which will be shared with parents during Parent Conferences in the Fall and Spring. Parents will receive the carbon copy while the original document will be kept on site per licensing requirements.

The childcare program plan is available to parents at any time upon request.

Indoor/Outdoor Play

Our curriculum will include time periods in each day for outdoor and indoor play. Outdoor play is dependent upon weather conditions. **All children in care toddlers and above are required to go outdoors with their class, weather permitting. Infants will go outside when it is safe enough to do so.** they are well enough to attend the center, they are well enough to go outside. Please provide appropriate **LABELED** clothing (snow-pants, boots, warm winter coat, hat

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and mittens). During the winter months, snow-pants, appropriate hats, appropriate mittens and boots must be brought in each and every day or left at the center. The children must have these **LABELED** items as they are required to go outdoors, weather permitting.

Variety of Activities

Through the use of quiet and active play, indoor and outdoor activities, teacher directed and child initiated activities, a variety of equipment and materials and cultural activities, the children will grow physically, intellectually, socially and emotionally.

Nap/Rest Period

Infants nap on an individual basis. Crib sheets and sleep sacks are provided for the infants.

- Each infant will be placed to sleep on a firm mattress with a fitted sheet that is appropriate to the mattress size, fits tightly on the mattress, and overlaps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable effort.
- Anna's Bananas encourages to work with us and crib sleep at home to ensure the safest possible environment for the children.
- Nothing can be placed in the crib with the child except a pacifier with no attachments and a one-piece sleeper (sleep sack).
- Anna's Bananas does **NOT** accept infant sleep directives signed by the child's physician which would allow for children to be placed to sleep in any way besides on their back.
- An infant who independently rolls onto its stomach after being placed to sleep on its back may be allowed to remain sleeping on its stomach if the child is at least six months of age. Children under 6 months will be physically turned by a staff person to a back sleeping position until they have reached the age of 6 months old.
- If an infant falls asleep before being placed in a crib, you are to move the infant to a crib as soon as practicable, and must keep the infant within sight and sound until the child is placed in the crib.
- When an infant falls asleep while being held, the staff member must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep.
- The sleeping infant may never be in a position where the airway may be blocked or with anything covering the infants face.
- Anna's Bananas does not allow swaddling

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Toddlers and Preschoolers nap/rest after lunch. Each child will lie down on a cot for a period of thirty (30) minutes to rest. If the child does not fall asleep in the thirty (30) minute period, they will be allowed to get up and participate in a quiet activity. Toddlers and Preschoolers may bring in a small blanket to help them be comfortable during naptime. Blankets may be left at the center however; we do ask that it is brought home on Friday so that it may be laundered. Every year at the end of Summer the Preschool 2/ Five's Classrooms will begin to slowly transition away from a nap during the final weeks prior to the start of school to prepare for Kindergarten.

Nap and rest areas must be provided in a quiet space that is physically separated from children who are engaged in an activity that will disrupt a napping or resting child. Cribs and cots must be placed so there are clear aisles and unimpeded access for both adults and children on at least one side of napping and resting equipment. Cribs and cots must be placed directly on the floor and must not be stacked when in use.

Termination of Enrollment by Anna's Bananas

In certain circumstances, it may be necessary for the Director, Regional Director or Chief of Operations to decide to discontinue a child's attendance. Such a decision would be based on whether it is in the best interest of that child, the other children in the class and the overall operation of the center to terminate enrollment. Every effort will be made to correct a problematic situation before a final decision is made. Termination of enrollment may be the result of the following:

- ⊙ Non-payment of tuition (immediate termination)
- ⊙ The center's inability to meet the child's needs
- ⊙ Abuse of other children, staff or property
- ⊙ Continued violation of Anna's Bananas policies by student OR parents
- ⊙ Consistent persistent unacceptable behaviors that cannot be contained in a behavior plan.

Whenever possible, written notification of one week will be provided to the parent in the event of termination of enrollment. Parents will be responsible for any legal or collection fees incurred in settling delinquent accounts.

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Insurance

Anna's Bananas has a liability policy in effect to the limits required by the State of Minnesota Department of Human Services.

Parent / Staff Relations

Parent Conferences/ Open Communication

Parent conferences will be offered two times per year. These conferences will be recorded in the child's file. We will cover the intellectual, emotional, physical and social growth of each child.

We provide "Daily Reports" for infants, toddlers and preschoolers, plus personal conversations with you to let you know how your child is progressing.

Daily reports for infants and toddlers will include child's food intake, elimination, sleeping patterns, the activities they participated in during the day, and health and general behavior.

Daily report for preschool children will include child's food intake, sleeping pattern, the activities they participated in during the day; morning activities (art, circle time, etc.), afternoon activities and end of day behavior.

Anna's Bananas would like to encourage open communication between the parents and our staff. We feel that nurturing not only comes from the home environment, but is also influenced by outside sources. We would like our daycare center to be a positive outside source in your child's life. It is therefore necessary to form a partnership with the parents of our children, so that we are able to work together in giving your child(ren) the opportunities needed to develop in a positive manner. Please feel free to call, email or stop in our offices whenever you have a concern, suggestion, opinion or idea to better our programs or staff relations.

When enrolling your child(ren) in our program we will provide the following:	
Parent Tour	Parent Information
An opportunity for you and your child(ren) to become familiar with our facility and staff. We encourage the tour to be done during normal operating hours so that you may observe our program under normal situations.	<ul style="list-style-type: none">◆ Parent Handbook once enrolled◆ All necessary forms for enrollment

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Parent Question or Grievance Policy

Anna's Bananas provides our parents with a Director at each location. Please feel comfortable to address **any and all** questions or issues to these staff members. If these staff members are unable to give you an immediate answer, our staff will respond to or take action regarding the situation within 7 days. Please follow the "Chain of Command" listed below:

1. Teacher
2. Director Farmington@annasbananas.com, Applevalley@annasbananas.com,
Burnsville@annasbananas.com,Northfield@annasbananas.com,
Lakeville@annasbananas.com,Lakevillewest@annasbananas.com
babybananas@annasbananas.com
3. Regional Manager
4. Chief of Operations 651-460-8488 ext. 313
5. Owner

Health Care Summary and Immunization Record Requirements

An Immunization Record must be completed and on file at Anna's Bananas at the time of admission. This immunization record must be completed by a Health Care Provider.

A Health Care Summary completed by the child's physician must be on file within thirty days of admission. An updated Health Care summary will need to be supplied each time your child moves up to a new age group.

It is the parent's responsibility to notify the center of any special needs, medical conditions, or allergies. A Care Plan may be required to accommodate, please see your center director for more information on what is required.

III Children Policies

Staff members will be aware on a daily basis of the children and their health patterns for the day. If a child develops symptoms of illness while at the center, we will excuse the child from activities with the other children, and bring him/her to the office area.

Any contagious infections (such as Strep, Pink Eye, or the flu) at the center or in the general area will be posted on the classroom door. A periodical "Nurses Report" is also published to advise parents of regional health issues. To read the Nurses Report please request the information from the center director.

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A child is considered ill and must be excused from the daycare facility when they have

- ◆ an illness or condition that is considered contagious;
- ◆ chicken pox (until child is no longer infectious or until the lesions are crusted over);
- ◆ vomited one or more times since admission that day. They may return when they have been vomit free for 24 hours;
- ◆ had three or more abnormally loose stools since admission that day. They may return when they have been diarrhea free for 24 hours;
- ◆ contagious conjunctivitis or pus draining from the eye;
- ◆ a bacterial infection such as streptococcal pharyngitis or impetigo and has not completed 24 hours of antimicrobial therapy (on antibiotics for 24 hours);
- ◆ unexplained lethargy;
- ◆ lice, ringworm or scabies that is untreated and contagious to others. The child must be treated for 24 hours before child can return;
- ◆ a temperature of 100° F or higher taken auxiliary (would be 101° F if taken orally) of undiagnosed origin before fever reducing medication is given. The child may return when fever free for 24 hours;
- ◆ an undiagnosed rash of a suspicious nature or a rash attributable to a contagious illness or condition;
- ◆ significant respiratory distress;
- ◆ not been able to participate in child care program activities with reasonable comfort;
- ◆ if a child is too ill to participate in scheduled outside activities, the child is too ill to be in attendance of the center that day;
- ◆ a requirement of more care than the program staff can provide without compromising the health and safety of the other children in care;
- ◆ any child who is experiencing an unusually sore or sensitive bottom that is red in appearance, blisters and/or experiencing pain when urinating, will be sent home pending a doctor's notice. The doctor's notice does not apply if the staff cannot reasonably comfort the child.
- ◆ A doctor's notice stating the child does not have an illness of a contagious nature will be accepted on a case by case basis to allow the child to return to care. The doctor's notice does not apply if the staff cannot reasonably comfort the child.

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Contacting the Parents When the Child is Ill

When a child becomes ill while at the daycare center, the parent will be contacted immediately. The child must be picked up within a **one hour** time period after receiving the phone call. We will make the child comfortable until the parent arrives. We are unable to provide any medication including fever reducers without an updated doctor's note and medication permission form (these last a maximum of two weeks from the date in effect).

If the parent(s) are unreachable we will call the emergency contact person(s) indicated on your child's registration form. Please make arrangements with your emergency contact person(s) in advance as to what will be done if your child becomes ill and you are unreachable. **It is your responsibility to advise us when your contacts or your emergency numbers change.**

Contagious Illness or Condition

It is the parent's responsibility to report to the day care within a 24-hour period if their child has contracted a contagious illness

When a child has been discovered to have a contagious illness, we will post an illness notice at the entrance of the center and/or on classroom doors.

Emergency / Accident Policies

Daily Inspection Procedures for Potential Hazards

All staff will investigate their classrooms, equipment and toys each day for any potential hazards. Corrections and repairs will be made on a regular basis to prevent any possible injuries.

Safety Prevention Techniques

We feel we have set up a secure and safe environment for your child(ren). Teachers are responsible for providing safe activities appropriate to the age level they are working with.

Fire Prevention Procedures

Anna's Bananas will conduct monthly fire drills and have written record of all drills. Teachers and Assistant Teachers are responsible for evacuating the children in an organized manner. Aides are responsible for checking bathrooms to ensure no children are left in the building. Managers are responsible for ensuring everyone has evacuated the building. Evacuation routes will be posted in all areas of the day care center.

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Blizzard/Tornado/Other Natural Disaster Procedures

During the months of April through September a monthly drill will be conducted and logged. During the drill, staff will be responsible for knowing and using proper safety techniques for these situations. In the event of inclement weather during the winter months, the facility may choose to close, or have an early release. In the event of a closing, it will be listed on the major metro news channels live coverage as well as their websites: WCCO, KSTP, KARE 11. In the event of an early release due to inclement weather, Anna's Bananas staff members will notify all families via telephone, Daily Connect and/or email until all family members have been reached.

Procedures to Follow When a Child is Missing

If a child is missing and not found on Anna's Bananas grounds, the staff will immediately:

1. Call the local Police Department to inform them of the situation,
2. Call the parents of the child,
3. Call MN Department of Human Services, Licensing Division.

Joint Custody

Parents are required to provide Anna's Bananas with a monthly schedule in writing of which days each parent will be picking up and dropping off their child. The divorce decree is requested for the child's file in case of emergency. We need to have custody and visitation right restrictions to deny any legal parent or guardian access to their child- Anna's Bananas cannot deny access to another parent upon request.

Unauthorized Person/Incapacitated Person/Minor/ or a Person Suspected of Abuse Attempts to Pick Up a Child

If one of these situations arises staff of Anna's Bananas will do the following:

1. Try to convince the person to allow someone else to transport the child,
2. Try to contact all other contacts named in child's records,
3. If no one else is available to pick up the child, the staff will call the local police department and inform them of the situation and **NOT** allow the child to leave with that person.

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Authorized Person Attempts to pick up a Child

If at any time you would like to grant an individual permission to pick up your child from daycare you must notify the office. We will verify that the person you have requested is listed as an authorized pick up person, assigned by you, in your child's file and that we have all the pertinent reference information for when they arrive.

Please advise anyone that is going to be picking up your child:

1. They must bring in a photo ID that matches the information we have on file. They need to have this EVERY TIME they pick up. Even if they are a "familiar" pick up, there may be a different manager on duty who does not know them and will ask for their ID. This is for the security of the center and despite their familiarity to someone else, they will not be allowed to pick up your child until that ID is presented and verified. It is important you let your contacts know this in advance.
2. They must be able to show proof that they have the appropriate safety seats for the children they are picking up (i.e. base for infant car seats, boosters etc.)
3. They will be escorted to the child's classroom and shown where the child's personal items are and will be assisted with gathering any pertinent items.
4. The staff will share with them any important information regarding the child's day.
5. They may be asked to sign incident, accident, biting, and observation reports at pick up time in accordance with our policies. If they wish to have a copy made for you, please have them check the appropriate boxes.
6. The individual must be 18 years of age or older. Anna's Bananas cannot release a child into the care of a minor unless the minor is the legal parent or guardian.

If an individual comes to pick up your child and you have not given prior authorization for that day, we will call and verify with you and will not release the child, despite being listed in the child's file as an emergency or occasional pick up/transport without your strict authorization for that specific date.

Sources of Emergency Medical Care

The closest emergency medical center is the Fairview Emergency Care at Fairview Ridges Hospital and Northfield Hospital.

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Procedures for Recording Accidents/Injuries and Incidents

All emergencies, accidents, injuries, incidents and biting occurrences are recorded on an Accident, Incident or Biting Report. This report is read and signed by the Teacher/Office Manager/Director/Assistant Director and a parent of the injured child. A compilation of all accidents and injuries are recorded on an Accident / Injury / Incident Log. The State of MN Department of Human Services will conduct a bi-annual inspection of this log. The Director assesses accident logs twice a year and the center will make modifications to our policies based on the analysis of this inspection.

First Aid and Emergency Medical Procedures

All staff members are required to obtain certification in general first aid prior to their first day of direct contact services with the Anna's Bananas Company. When a child receives an injury (flesh wound/cut/laceration, bump, bruising, bloody nose, etc.) the staff member will assess what or how the incident occurred, put on protective gloves, wash area with warm water and soap, apply pressure in instances where bleeding needs to be controlled, apply a cold compress and/or compress to the injured area and notify the director of the injury.

For basic injuries, such as scratches, parents will be notified via an Accident/Incident report which they will be required to sign at pick up. In some instances, parents will be called to notify them in advance that an injury occurred prior to pick up and to notify them that a form is there to be signed. In the event of more serious injuries such as dislocated limbs, broken bones, deep lacerations requiring stitches that do not require a call to 911, parents will be notified immediately and will be advised to seek medical attention for their child. An Accident/Incident report will be there for them to sign. In instances of (but not limited to): Anaphylactic reaction, severe bleeding, persistent difficulty breathing, severe broken bones, check pain, choking, electrical shock, frostbite, head, neck or back injuries, heat stroke, poisoning, seizure, shock, unconsciousness or deep wounds, staff are required to call 9-1-1 immediately. Staff members are **NOT** to use treatment methods beyond their skill level or scope of practice. **When in doubt, 911 will be called.** All persons working with children are required to obtain training in CPR/First Aid through an authorized agency.

In life threatening situations, 9-1-1 will always be called first, and then the parents. If any choking prevention measures including J-Stroke, Back Blows or Finger Sweep are used to clear an obstruction, 9-1-1 will be called routinely. A child will be transported only by paramedics or parents and their authorized representatives. A staff member may accompany the child if the ratio at the center permits. Under no circumstances may staff members transport a child for medical treatment. The child's emergency form should be sent along.

Policies on Administration of Medicines

Medication Permission Forms

When a child needs medication while under the care of Anna's Bananas, a physician's signature is needed. A new "Medication Authorization/Administration Record" form **MUST** be completed for each medication (prescription or non-prescription). Medication Permission forms are valid for only two weeks at a time. If medication is needed to be administered at the center beyond a period of two weeks a new Medication Permission form or a Care Plan is required. The following are acceptable forms of the physicians' signature:

1. Prescription medications - must be brought in their original container with physician's name and all dosage information as well as expiration date. We will administer as prescribed on the bottle.
2. Over The Counter (OTC) medications requiring a certain dosage (such as Tylenol, PediaCare, Benadryl, etc.) **MUST** have a written physician's authorization when the indications on the medicine container do not have instructions for the child's age.
3. Over the counter medications NOT requiring a certain dosage (the items listed on the medication permission form found in your registration packets – e.g., baby wipes, A&D ointment, etc.), must have a signed permission slip (medication form) by a parent or legal guardian
4. Any child who has an allergy must have an Anna's Bananas Care Plan or ICCP filled out by their child's primary physician and brought to daycare. We cannot provide services without this form filled out and all medications listed on the form available at daycare.

Example

Tylenol does not have indications for children under two years of age.

All medications must be properly labeled with the child's name and in their original container. Medications will be stored out of reach of the children in our medicine cabinet or in the refrigerator, if needed. Emergency medication will be stored in the classroom for immediate access for teachers.

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Care Plans

- Care Plans are required for any child with an allergy as well as for any medication that needs to be administered at our center during our regular hours of operation
- Care Plans are required for any parental requests of substitutions of snacks and meals. If you wish to provide food from home for your child to eat while in our care, a Care Plan will be required. Anna's Bananas provides a balanced diet and thus will not allow outside food to be served to a child without a Care Plan from a physician.
- Care Plans must be completed by a physician and they must use Anna's Bananas specific Care Plan form which can be requested from your Center Director.
- Care Plans expire every six months at which time a new Care Plan must be provided to the center.

Parental Permission for Field Trips and Other Activities

Field Trips

Parents will be notified in advance when a field trip is planned. A permission slip will be posted and will need to be signed by a parent or legal guardian for each child wishing to participate in the field trip.

Children attending fieldtrips must comply with Minnesota State Child Restraint Laws.

The cost of field trips will be charged as the trips are taken.

Other Activities Requiring Parental Permission

Written parental permission is required before a child may participate in any experimental research or public relations activity at Anna's Bananas Daycare Center. A separate form must be filled out on each occasion.

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Meals and Snacks

Breakfast is only served until 8:00am. Lunches are catered and are delivered daily. Daily snacks (morning and afternoon) will be prepared on-site for the children.

All meals will comply with the nutritional requirements of the United States Department of Agriculture, Food and Nutrition Service, Code of Regulations. Each meal will provide one-third of the child's daily nutritional needs.

Each age group will dine in the comfort of their classroom with their teacher(s). The teachers will encourage children to use proper table manners.

Please note, Baby Bananas is an exclusively infant program where meals are not provided. Parents are required to provide all necessary food that is necessary to be fed in addition to bottles.

Food Allergies and Prescribed Diet Needs

Please advise our staff of any food allergies or prescribed diet needs so alternate meals and snacks may be prepared. We will keep a posting of food allergies and prescribed diet needs in the kitchen area as well as each classroom cupboard. Anna's Bananas is very strict on our NO FOOD FROM HOME policy. This includes all "sippy" cups and breakfast items. We have friends with peanut allergies and we **MUST** respect the seriousness of this allergy.

*All children with a food allergy/preference and/or prescribe diet will be required to have a care plan or ICCP filled out by the child's physician. We cannot provide care without this form filled out and all required medication listed available on site.

Infant Formulas and Food

The parents provide labeled bottles of formulas, labeled bottles of breast milk and labeled baby food. Parents are required to bring in premixed bottles on a daily basis. Infants are fed on demand unless otherwise instructed by the parents. All formulas and food will be refrigerated. You will be notified when your child is running low on diapers, wipes, food, etc. For safety reasons, Anna's Bananas does not permit any glass bottles to be used for feedings.

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Apple Valley 7765 147th St. W, Apple Valley, MN 55124 **Burnsville** 12018 County Road 11, Burnsville, MN 55337
Lakeville East 6700 160th St. W, Lakeville, MN 55068 **Lakeville West** 10487 165th St. W, Lakeville, MN 55044
Baby Bananas 12004 County Road 11, Burnsville, MN 55337

Behavior Guidance Policies

Anna's Bananas Behavior Guidance Policies and Procedures

- ◆ will ensure a positive model of acceptable behavior;
- ◆ are tailored to children's developmental level;
- ◆ redirect children toward constructive activities;
- ◆ teach children acceptable alternatives to problem behavior;
- ◆ protect safety of children and staff;
- ◆ will provide immediate and directly related consequences for unacceptable behavior.
- ◆ that staff observe and record the child's behavior and staff response;
- ◆ that a plan be developed to address the child's behavior in consultation with child's parents, other staff, and professionals when appropriate.
- ◆ **Note: There are written procedures dealing with persistent and unacceptable behavior that requires increased staff guidance and time specifying. Each family will be required to read and sign our centers Behavior Management Policy at the time of enrollment.**

These procedures are being followed for children who are separated from the group three or more times in one day, 5 or more times in one week or eight or more times in two weeks. We appreciate your support with all behavior issues that are brought to your attention by our staff, either in writing or verbally, by a staff person, or the Director. It is important for children to know that together we, Anna's Bananas and the parents, are a team and are looking out for the best interested of the children.

Anna's Bananas will not use physical restraint as a form of behavior guidance when not directly stated in a behavior plan signed by the parent, other than to physically hold a child when necessary to protect the child or others from harm.

The license holder has and enforces a policy prohibiting children from being subjected to corporal punishment, emotional abuse, separation from the group (except within rule guidelines), punishment for lapses in toilet habits, withholding of food, light, warmth, clothing, medical care, and/or use of physical or mechanical restraints.

Children are not being separated from the group until less intrusive guidance methods have been tried.

A child's return to the group is contingent upon, and occurs after, abatement of the unacceptable behavior, which precipitated the separation.

Children between the ages of 6 weeks and 15 months are not separated from the group as a means of behavior guidance.

Children who are being separated from the group remain in an unenclosed part of the classroom within continuous sight and hearing of a program staff person.

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All separations from the group because of behavior guidance are noted on a daily log containing the child's name, staff person's name, time, date, less intrusive guidance methods first used, and how the child's behavior threatened the well-being of another child or group.

The daily log documents that parents were notified if a child was separated from the group three or more times in one day.

A Behavior Management Plan will be formulated for a child that exhibits excessive behavior issues in attempts to correct the negative behavior and encourage positive behavior. The plan will be agreed upon by the Director, Regional Manager, Chief of Operations, Owner and Parents and/or Legal Guardian of the child.

Anna's Bananas Biting Policy

If a child, 15 months and older, bites more than two times in one day, that child will be sent home for the day and must be picked up within one hour for the policy to be effective.

If a child bites another child and breaks the skin, that child will be sent home immediately and must also be picked up within one hour.

If a child is sent home more than two times in one week, the child's parents, the teacher and the Director or Regional Manager may meet to develop an action plan discussing the biting, the environment and an encouraged parent observation date.

If a child is exhibiting persistent biting which is also considered persistent unacceptable behavior, the child's parents, the teacher and the Director or Regional Manager will meet to develop an action plan discussing the biting, the environment and an encouraged parent observation date.

If all of the above listed actions are followed through and biting fails to stop, the result will be possible dismissal by writing or verbal notice by the Director, Regional Manager or Chief of Operations.

It is very important, when you receive a biting report, that you sign the report and give directly back to the teachers or center director. **DO NOT TAKE THESE HOME.** You may request a copy by noting it on the report. These forms are filed in your child's file and are reviewed by both the State and Health Department. We must have these forms filed in order to make this policy legally effective.

Zero Tolerance Policy

Inappropriate behavior or language will not be tolerated. Parents will be notified immediately and appropriate action will be taken. ZERO tolerance and parent support is much appreciated and needed to create a happy and safe environment.

Reporting Policy for Programs Providing Services to Children

Who Should Report Child Abuse and Neglect

- ◆ Any person may voluntarily report abuse or neglect.
- ◆ If you work with children in a licensed facility, you are legally required or mandated to report and cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility. If you know or have reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years, you must immediately (within 24 hours) make a report to an outside agency.

Where to Report

- ◆ If you know or suspect that a child is in immediate danger, call 9-1-1.
- ◆ All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600
- ◆ Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at 952-891-7400 or local law enforcement at 651-463-3333.
- ◆ If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division at 651-431-6500.

What to Report

- ◆ Definitions of maltreatment are contained in the Reporting of Maltreatment of Minors Act (Minnesota Statutes, section 626.556) and should be attached to this policy.
- ◆ A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.
- ◆ An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

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Retaliation Prohibited

- ◆ An employer of any mandated reporter shall not retaliate against the mandated reporter for reports made in good faith or against a child with respect to whom the report is made. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Failure to Report

- ◆ A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from, employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed Personal Care Provider Organizations.

These reporting policies and procedures must be provided to parents of all children at the time of enrollment in the child care program and must be made available upon request. The Division of Licensing recommends that parents with children currently enrolled in the child care program are informed of the development of the reporting policies and procedures, and provide them with an opportunity to request the information.