



**Childcare &
Education Services**

Family Handbook

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Mission, Vision, and Purpose

OUR MISSION

Inspired by God's love, Lutheran Social Services of South Dakota cares for, supports and strengthens individuals, families and communities.

OUR VISION

All people in South Dakota will be healthy, safe and accepted.

STATEMENT OF PURPOSE

LSS Childcare and Education Services provide a safe, enriching, and nurturing learning environment for children and youth ages 4 weeks to 21 years to learn, have new experiences, increase confidence, expand creativity and grow emotionally, physically, mentally, spiritually and socially.

Licensing and Accreditation

Lutheran Social Services Childcare and Education programs maintain South Dakota licensing and COA Accreditation. The center reports to licensing staff and families any changes of circumstances which may affect ability to comply with licensing rules. This may include new program location, building renovations, suspected in-house child abuse or neglect, ownership change, employee felony convictions, or new director.

Your Rights

All clients served by Lutheran Social Services of South Dakota have the following rights:

- To be treated with respect, worth and dignity.
- To receive services regardless of race, color, religion, ethnicity, gender, sexual orientation, national origin, disability or age.
- To express and practice your spiritual and religious beliefs.
- To be informed of any cost for service before receiving the service.
- To be informed of the agency's hours of operation.
- To receive services in a language that you understand.
- To participate in decisions related to goal setting, activities and learning.
- To have personal information maintained by the agency kept confidential consistent with state and federal law.
- To receive explanations for referral, transfer, or termination of service.
- To file a grievance. Grievances can be submitted orally or on paper. Your grievance will be addressed within 10 working days. If the grievance is still unresolved, you have a right to an appeal.

Your Responsibilities

All clients served by Lutheran Social Services of South Dakota have the following responsibilities:

- To participate in program activities by communicating with educators and caregivers, volunteering when able, contributing ideas and asking questions.
- To provide relevant, complete, and accurate information as a basis for receiving service and participating in service decisions.
- To provide reasonable notice if a student's regular schedule will not be kept.

- To notify the agency of changes in email address, mailing address, phone numbers or other contact information while you are receiving services from the agency.
- To arrange payment for any charges associated with service provision.

Questions, Suggestions, and Concerns

At Lutheran Social Services Childcare and Education Services, we believe that parents are an essential part of the team that provides the highest quality education for students. From our youngest infants to our oldest school-age students, we ask for and appreciate the feedback of parents. We request feedback through surveys but we ask that you not wait for those opportunities to tell us what is on your mind. We want you and your child to have the best possible experience and hope that you will tell us immediately if you have input on how to improve our services. If you have a question, suggestion or concern please:

- Talk to the teacher of your child’s classroom.
- Talk with the Program Supervisor of your location.
- If the Program Supervisor is unable to address your concern please feel free to contact the Director of Childcare and Education at 605-215-2773 or Learning@LssSD.org
- If your concerns are still not addressed, we invite you to file a grievance (procedure at the end of this handbook) or contact the Lutheran Social Services Vice President of Community Services.

Thank you for your ongoing commitment to your child’s education. Again, we look forward to hearing from you and truly appreciate your input.

Operating Hours – Inclement Weather

Services are offered Monday through Friday and hours vary by location. Here4Youth also offers Respite Care. A calendar is available at each program location and on the LSS webpage (www.Childcare.LssSD.org) that includes the dates that the program is closed.

We notify parents if we will be closed due to **inclement weather** on our website (www.LssSD.org)

- Before or After-School Programs
 - If there is no Sioux Falls Public School due to weather there will be no Before or After-School Program.
 - If there is a weather related Sioux Falls Schools late start, there will be no Before-School Program.
 - If there is a Sioux Falls Schools early dismissal due to weather, we will not offer After-School Programming.
- Infant Toddler & Preschool Program
 - If there is a weather related issue, a decision to be closed for the day is typically made prior to 6 AM and will be posted on our website.
 - Weather related closings during business hours will be posted on the website and communicated to parents via email as possible.

Staffing

All staff maintain the appropriate level of education and/or experience for their position. Volunteers used to fill any staff member positions also meet the requirements for that position. No staff member or volunteer has a substantiated report of child abuse or neglect. No staff member’s name will appear on the Sex Offender Registry. No staff member or volunteer has a felony conviction on record within the last five years. All primary staff will be at least 18 years of age. All secondary staff are at least 14 years old and are under the direct supervision of an adult staff person. All staff receive ongoing, high quality education experiences to equip them to

educate students. Parents will be asked to provide any special training to staff to meet the unique needs of the child including, but not limited to, nebulizers, hearing aids, medical devices, tube feeding, medications or any other special care.

Infant/Toddler Enrichment Program

Southern Hills Infant/Toddler Enrichment Program provides a safe, nurturing, and stimulating environment for children to explore throughout their day. We provide each child with opportunities to learn through play. Care is individualized based on each child's temperament, interests and learning styles.

Children ages 4 weeks – 3 years are eligible to attend Southern Hills Infant/Toddler Enrichment Program. Infant parents are asked to set up an appointment with teachers before the child's first day. During this meeting, we conduct an introduction interview for parents to share any information related to their child that would be helpful in understanding and caring for his or her child.

Activities in each age group are developmentally appropriate and focused on brain development. Baby sign language and "Angel Care" movement monitors are used in the Dreamer's (young infant) classroom. The Infant/Toddler Enrichment curriculum incorporates the following techniques to enhance growth and development.

- Early Literacy and Early Math
- Movement and Gross Motor Play
- Music and Visual Art
- Sensory Experiences
- Dramatic Play and Pretend
- Intensive Staff Interaction

All teachers will receive training on preventing shaken baby syndrome. Training will include recognition of potential signs and symptoms of shaken baby syndrome, strategies for coping with a crying, fussing or distraught child, and the development and vulnerabilities of the brain in infancy and early childhood.

Working collaboratively with parents is a key component of our care. Parents are welcome to attend the program at any time and are active participants in their child's care and programming.

Preschool Learning

The Southern Hills Preschool offers a progressive curriculum that builds on the strengths of students. The program provides a stimulating learning environment that will help prepare students for kindergarten and instill a love of learning.

Children ages 3-5 who are able to use the restrooms independently, without frequent accidents, are eligible to attend Southern Hills Preschool.

The curriculum is designed to ensure that children enter kindergarten ready for success.

- Social & Emotional Development
- Verbal and Linguistic Skills
- Artistic Creativity
- Social Studies
- Science & Nature
- Logic & Mathematics
- Physical & Kinesthetic Movement
- Bible Stories

Infant/Toddler/Preschool Assessment Tool

We use a development tracking system that helps teachers be intentional in their teaching for infants, toddlers and preschool students by accurately pinpointing where children are in their development and learning. It's a teacher-friendly, easy-to-understand approach to observation,

documentation, and reporting. Parents are provided with detail on each child's progress and goals. We also encourage parents to provide input to the program, which helps staff develop activities specifically planned for their child's needs in addition to the quality day to day interactions with staff.

School Age Learning

Children in grades K through 5 are eligible to attend After-School Programs at East Side, Hilltop and Southern Hills. Children entering Kindergarten through children graduating from grade 5 are eligible for Summer Programs at those locations.

Children and Youth ages 3 to 21 are eligible to attend the Here4Youth location.

LSS After-School Programs are based on the belief that children learn by making choices. Children have the opportunity to select from several different activities:

- Homework with Staff Support
- Service Learning
- Volunteer Activities
- Math and Reading Enrichment
- Character Education
- Team Building Exercises
- Art & Craft Projects
- Board & Computer Games

Children are involved in the planning and organization of daily activities. This participation helps develop leadership skills in young children and ensures that programming is both educational and fun.

Please be sure to call before 2 PM if your child will not be attending the program. For the After-School Program, if a child does not arrive at the designated school meeting place after school, staff will check with the school staff, then immediately call parents and other emergency contacts. A fee of \$5 will be charged to your account if you fail to notify the staff of your child's pending absence and they wait at the school.

Forms will be sent out at each location to allow families to sign up for the Summer and After-School Program. Enrollment is based on the forms that are turned in first. A two-week written notice is required for any change in the contract at all locations.

Parent Involvement

All parents are invited to be involved in the program as much as possible. Parents are invited to stop in and visit the program unannounced. They are also invited to join on field trips or other activities. Parents are encouraged to talk with staff members at any time concerning their child. Feedback on services and programming is welcome. Preschool and Infant/Toddler Enrichment parents are expected to be involved in their child's learning. There are a number of opportunities for parents to choose from, including: take-home activities to do with children, volunteer opportunities in the classroom, and take-home volunteer projects. Parents are also provided with opportunities to complete an anonymous survey regarding satisfaction each year.

Admissions

Families and staff work together to determine if the program is appropriate for the specific needs of an individual child. The program will seek to consider possible accommodations and interventions to help make enrollment possible within the structure of the program. Staff will provide parents with information such as staff to student ratio, classroom space and activities. Parents will share information about their child to allow the best possible decision to be made. If a child has any information from a physician, IEP, Section 504 Plan or Behavior Management

plan, it is helpful to provide a copy to the program. If enrollment is not possible, parents will be informed so that they can choose another option.

The following items are needed for enrollment: Registration Form, Current Immunization Records, Emergency Medical Authorization, Authorization and Agreement form, Tuition Agreement, and Registration Fee. All forms must be kept current. Every legal guardian must sign the application. Any changes made to a child's application must be approved by every legal guardian. Some programs request a parent conference prior to the first day of service.

Waiting Lists

Children are accepted on a first come, first served basis. A waiting list is started when the Program reaches full enrollment. When an opening in the Program occurs, the first name on the waiting list is notified. Payment of the first week of tuition may be required to hold a space for the future. Families currently enrolled in the program are given priority enrollment for siblings on the waiting list.

Termination of Services

The Program may terminate services based on the following criteria:

- The parents or Director/Program Supervisor determine that the Program is unable to meet the needs of the child and/or parent. Reasons might include (but are not limited to) the child's behavior being dangerous to other students or staff, the child being unable to successfully learn in the program environment or the child's behavior making it unsafe for them to attend the program with the existing environment.
- The parent's not fulfilling agreed upon contractual arrangements.
- The child's age is outside the licensing standards.

Parents must give the Program Supervisor a minimum of a two-week notice when choosing to withdraw a child from the program. The center reserves the right to withdraw a child at any time if necessary.

Arrival and Departure

All children should be dropped off each day by an adult who will sign them in on the computer and relay any necessary information to the classroom teacher. (During the school year, the school age children are escorted to the program from their school and staff will check children in.) Parents must sign a child out on the computer and notify a staff person before leaving. Parents must authorize, in writing, alternative people who can pick up their child from the Program and emergency notification contacts. These people will need to bring identification when picking up the child. We will not release the child to anyone without proper authorization. You will need to notify us on the days that an alternate will be picking up your child.

When we pick up children at school to transport them to the After-School Program, we do not leave the school until all children have been accounted for. Please let the Program Supervisor know if your child will be absent from the program. If your child is scheduled to attend the program but does not arrive at the designated spot after school, staff will check with the school staff, then immediately call parents and other emergency contacts.

Transportation and Field Trips

Buses that are contracted through School Bus Inc. and Lutheran Social Services or Lifescape vans and buses may be used to transport students. All ratios, child restraint standards and South Dakota codified laws are strictly observed. The number of seat belts determines the

number of staff and children that can be transported in any vehicle. Parents are expected to provide their child's safety seat when a field trip is scheduled or when a child will be transported from school or to home. On occasion you will be requested to send money to cover a fieldtrip; however, if this is a financial hardship for you please contact the Program Supervisor. There will be a number of exciting and educational field trips for children ages three and older. On summer field trips to the swimming pool, if your child forgets their pool pass you will need to leave money for their admission or your account will be charged.

Property and Valuables

Classroom teachers will provide information on when and if items from home are appropriate. Games, toys and belongings brought from home should be clearly marked with the child's name. Only non-violent games should be brought to the program and staff will determine if they will be permitted to be played. Children should not bring their money from home. LSS staff and programs are not responsible for items that are brought to the program and will not replace or pay for replacement of lost or broken items including clothing, toys, electronics and other items.

Confidentiality and Release of Information

A child's name or status in the Program will be released only to the Parent/Guardian. Photographs and names are released in promotional activities only with the permission granted in the signed parental Authorization and Agreement form. Please view our Notice of Privacy Practices for more information.

Custody Related Issues

To maintain the best interest of the child, the program will remain neutral in custody issues. These issues must be resolved outside of the center. We will provide basic information such as attendance records, incident reports and payment information only. All take home items will be sent home with the child, regardless of who picks up. If custody situations change, please provide the Director or Program Supervisor with proper legal documentation.

Emergency Preparedness

All children and staff members are educated in fire safety and evacuation methods. Each room has posted a visual map of evacuation plans specific to that room. When evacuating the center, all children and staff will use the closest emergency exit. Escape routes are practiced during the monthly fire drills and yearly tornado drill. All staff and children participate in drills. The drills are recorded in the Fire and Safety Log.

If an emergency requires evacuation, parents and guardians will be notified of the emergency by a phone call from the Lead Teacher or designee in each classroom. The contact information in the binder that is carried with staff will provide the necessary information. When possible, staff will also send an email to all families.

Following an evacuation, lockdown or other emergency, students will be reunited with families when the situation is safe and parents arrive to pick up children. Staff will use the contact information provided in the binders to identify the people allowed to pick up children.

If the emergency causes damage to property, the facility will be inspected prior to re-opening to ensure safety and that all licensing and accreditation regulations are met.

Children with disabilities and special medical needs will receive individual attention during an evacuation. If an evacuation lasts longer than one hour, your child will be relocated to another site. You will be contacted with updates. Lock-down procedures are in place in the event of an intruder.

Mandatory Reporting/Child Abuse and Neglect

We are required by law to immediately report any observed or suspected incidents of child abuse or neglect to law enforcement officials, and/or Child Protection. All staff members have read and signed the child abuse and neglect awareness statement. Suspected in-house child abuse and neglect incidents cannot reoccur while awaiting investigation and the Center administrators will evaluate continued employability of a staff member involved in a child abuse and neglect incident.

Behavior

Staff members are consistent, fair and respectful. They are positive role models. Students are expected and taught to follow program guidelines which are:

- Respect yourself
- Respect others
- Respect the building and materials

Discussions regarding positive or negative behavior relate to the child making good choices or discussing what a better choice would have been.

Appropriate behavior is reinforced.

When inappropriate behavior occurs, the staff members:

- Redirect children in healthy and positive directions verbally.
- If redirection is not effective, we ask the child to stop the unacceptable behavior and explain the consequences of continued poor behavior.
- Staff may send a note to parents, email and/or call parents or offer logical consequences such as no longer using a particular toy. If a time out is used to allow the student to calm down it will be used for no more than one minute per year the child is in age and no longer than ten minutes for youth ages 10 to 21.
- When behavior is dangerous to the child or others staff may ask parents to pick up the child, may require a brief suspension or may schedule a conference with parents to discuss a behavior plan or other programming options.

The staff are also prohibited from using humiliating or frightening punishment. Our licensing and accreditation asks us to provide parents with a list of prohibited punishments such as:

- Withholding or forcing snacks, hydration or meals; food will also not be used as a reward
- Delegating discipline to other students or giving authority
- Group punishment or discipline for individual or small group behavior
- Use of aversive stimuli or substances such as soap, pepper, or hot pepper for punishment
- Isolation or ignoring the student, punitive overuse of time outs
- Unnecessarily punitive restrictions or work assignments
- Forced physical exercise, coercive, frightening or humiliating forms of behavior control
- Hitting, pinching, shaking, spanking or inflicting corporal punishment
- Restricting of movement by binding or enclosing in a confined space. This includes turning off electric wheelchairs or removal of assistive walking devices.
- Verbal abuse
- Physical or psychological pain

- Humiliation, threats, demeaning, shaming, sarcastic or degrading language or activities or derogatory remarks about the child or family
- The staff must prevent a child from being placed in an environment that would be harmful or dangerous to the child's physical or emotional health
- Labeling a child or group of children as "good", "bad", "trouble" or "naughty"

Biting

Biting is not uncommon with children up to three years. Children bite for many reasons and some of them include; teething discomfort, lack of ability to verbalize, becoming independent, and if they are frustrated. To maintain a safe environment for all children, the following steps are taken upon a biting incident:

- Staff intervene immediately and help the child who has been bitten. The area is examined for breakage of skin and washed with soap and water. Staff talk to the child who bit about how it hurts and that it is not okay to bite. They also praise positive behaviors.
- Families of both students involved are notified by incident report. We do not release names to ensure the privacy of all families. If the biting continues, we have a meeting with the parents of the child that is biting to discuss possible solutions to resolve the biting behavior. However, if this should continue without improvement we may have to take further steps to ensure that the safety of all students is being maintained.

Here4Youth Specific Behavior Procedures

Staff at our Here4Youth location are trained in Safe Crisis Management (SCM) which includes de-escalation and Emergency Safety Physical Interventions.

- In addition to behavior interventions discussed above, staff may hold a child in an SCM approved position to prevent injury to self or others. Parents are invited to review the SCM holds approved for use at Here4Youth by talking with the Program Supervisor. A binder is available with pictures and descriptions of all Emergency Safety Physical Interventions.
- Quiet rooms are available at Here4Youth to allow children to calm down. A child will not stay alone in the quiet room, unless they go in independently, in which case staff frequently check on them.

Significant Incidents

All significant incidents are reported to the parents. Parents are asked to sign incident reports acknowledging being informed. We are required by law to immediately report any observed or suspected incidents of child abuse or neglect to law enforcement officials, and/or Child Protection.

Diapering and Toilet Training

Diapering procedures are as follows:

- Parents are expected to keep their child supplied with diapers, wipes, ointment (optional), and two changes of clothes at all times. Staff will send home reminder notes when the supply is getting low.
- Diapers will be changed frequently to keep the children's skin healthy.
- Each infant/toddler child will have an area for their diapering items to be stored at the facility.
- Children are never left unattended on changing tables. One hand is on the child at all times.

- Diaper disposal containers are used and provided in each changing area.
- Staff wear gloves when changing diapers and change gloves with each student.
- Staff gather changing materials prior to diapering a child to allow diapering time to focus on interaction, singing and talking with the child while changing.
- Hands are washed before and after each diaper change. Children are also taught to wash hands after a diaper, when developmentally appropriate.
- Diaper changing areas will be disinfected following each use.

We ask parents to make the decision when it is the right time for us to start a partnership of working with the child for toilet training. It is most successful when the routine for this learning experience is the same at home as it is here at the center. Most students at our Southern Hills Preschool are using the restroom by age three. When a child starts toilet training they will be taken to use the restroom every 30 minutes. Parents must be sure that their child always has two or more changes of clothing in their cubby as accidents do happen. If a student soils their outfit staff will put the clothing in a plastic bag and place it in the child's cubby. Parents are expected to check the cubby daily to see if items need to be brought home to be washed. When items are taken home to be washed it is essential that clean clothing is brought in to replace the extra clothes the child was dressed in. We encourage parents to avoid the use of disposable training pants during the potty training process, except at nap times, as this often slows children's progress.

Medication

When alternative options are not available, such as having a child take medication at home (or for after-school students at school before coming), parents may request that their child be administered medication. Medications may only be administered with the written consent of the parent or guardian and only if the consent lists the name of the medication and the date or dates the medication is to be administered. Medications must be kept in their original container with the original, legible label. The label for prescription medications must contain legible directions for use, the expiration date, the child's name, and the physician's name. Medications are stored in a place which is inaccessible to children. Medication requiring refrigeration are placed in another nonabsorbent container and labeled "medications."

Medical Emergencies

In case of medical emergencies, the staff will take whatever steps are necessary to secure the appropriate medical care. We will exert a reasonable effort compatible with the nature and time limitation of the emergency to secure Parent/Guardian consent. CPR and First Aid may also be administered.

Hand Washing and Sanitation

Each classroom maintains a sanitation and cleaning chart that ensures all toys, surfaces and supplies are sanitized regularly using a bleach solution to prevent the spread of illness. Staff wash their hands frequently, after using the restroom, when handling food or bottles, and after activities like wiping a student's nose or changing a diaper. Staff use protective barriers to prevent exposure to body fluids. Sterile gloves are used anytime staff are in contact with blood or mucous membranes. Gloves are changed between contacts with children.

To clean spills of vomit, urine, and/or feces, staff use a commercially available cleaner (detergent, disinfectant-detergent, or chemical germicide cleaner). Teachers remove nasal secretions with tissues and throw them in the ordinary trash. For spills involving blood or other body fluids, staff will remove all visible soil, and then disinfect the surface with freshly prepared

diluted bleach. We will use disposable towels or tissues, and rinse mops in the disinfectant solution.

Feeding Infants

- Parents are always welcome and invited to bottle or breast feed their child at the center.
- Children will be held while feeding.
- Bottles of breast milk and formula will be labeled with the child's full name and the date that it was brought in.
- Bottles of formula are brought in daily and stored in the refrigerator upon arrival, if prepared.
- Powdered formula will be mixed according to the label and for the amount that the child usually drinks. Any formula left in the bottle will be placed in the refrigerator immediately. This bottle may be warmed up once more and used for the next feeding. Any remaining formula that is not used on this second feeding will be discarded immediately.
- Bottles of breast milk will be prepared for the amount the child usually drinks. Breast milk will not be placed back in the refrigerator after it has been warmed up. Breast milk may be stored up to 4 hours at room temperature and can be re-warmed a total of two times. Any breast milk that is not used after 4 hours will be discarded.
- Bottles of breast milk and formula will be warmed in water and never in a microwave.
- Bottles of breast milk and formula, if unused, will be sent home with parents upon departure.
- Bottles will be rinsed and sent home with parents for sanitizing each evening.

Infant Sleep and Play

- Infants are placed on their backs to sleep, unless otherwise instructed by the child's doctor.
- Infants are placed on the safety-approved cribs with a fitted sheet to sleep. Sheets are changed between each child. Cribs are used only for sleeping and not as play areas.
- Infants are not allowed to sleep with blankets or stuffed animals. If parents wish, a sleep sack may be brought from home and will be used if it is cool in the classroom.
- The room is kept at a comfortable temperature and infants are dressed appropriately.
- Walkers are not used at our centers, unless otherwise instructed by the child's doctor.
- Use of seats, infant swings, and jumpers is limited to 15 minutes per session. If a child falls asleep in a swing, bouncy seat, rock & play, stroller, etc. or arrives sleeping in their car seat, they will be quietly moved to the crib for the remainder of their nap. At parent request, the child will remain in the swing but it will be switched off and any blankets or toys will be removed while the child continues to sleep. Swings and jumpers are used only by infants that are awake and are at an age where use is developmentally appropriate.

Payment Policy

We require new enrollments to sign up for ACH payments for childcare expenses. This method of payment will receive a bill by Thursday for the following week's services. If you see a correction that needs to be made, please notify our Billing Supervisor by noon on Friday. If you are unable to notify us by then, we will assess a correction on the following bill if applicable.

The Billing Supervisor can be contacted by calling 605-444-7550 or emailing ChildcareBilling@LssSD.org. All ACH withdrawals will occur on Monday (or the following business day if Monday is a holiday) for that week's service. Should a payment decline, a \$10 non-sufficient funds fee will be assessed and you will be contacted by our billing department in

order to arrange payment. Failure to arrange alternative payment will result in suspension of service for the following week until payment is received in full. Any change to your ACH enrollment will need to be provided in writing through the use of the Authorization for Automatic Payment form.

If you pay by any means other than ACH, you will receive your bill by Thursday and payment is due on Friday prior to the week of service. Failure to pay the balance in full on the Friday prior to the week of service will result in a weekly late charge of \$5 and you will be contacted by our billing department in order to arrange payment. Failure to arrange alternative payment will result in suspension of service for the following week until payment is received in full. Should your check be returned, a \$30 non-sufficient funds fee will be assessed for each returned check

Payment is for time reserved. Refunds are not made. Credits will be assessed as appropriate. Some program locations offer financial assistance or scholarships. Families can request information regarding assistance by contacting the Program Supervisor or Director. Payments past due may result in suspended service and/or use of a collections agency.

Child Care Assistance & Family Support

Our programs accept South Dakota Child Care Assistance (CCA) and Family Support (FS) payments. If you are currently receiving these benefits LSS will bill all eligible tuition charges to CCA first. CCA is billed one time at the end of each month based on the number of hours each child attends. Parents are required by CCA to approve time cards in order for LSS to bill. Failure to approve your time card on time will result in the inability to bill CCA for that month's services. The remaining balance after the CCA payment or denial is received will then be assessed to FS (if applicable). Any remaining balance will then be transferred to the family directly and they will be responsible for this amount. Parents will have one week to pay the amount due prior to a \$5 per week late fee assessment.

Additional service fees may not be covered by CCA and/or FS. No school day fees, meal fees, activity fees, transportation fees and Here4Youth respite nights are not eligible to be billed to CCA. These charges may be covered by FS (determined by Family Support agency) and will be assessed as applicable. Any remaining balances will be transferred to the family directly for payment.

The following examples provide a sample of billing processes for families receiving CCA and/or FS. *Examples are for illustrative purposes only; billing will vary based on individual situations.*

Example #1

CCA approve 120 hours at \$3.70 per hour
\$768 Tuition Charges (4 weeks of Infant/Toddler care)
- \$444 CCA Payment (based on attending all 120 hours)
\$324 Remaining amount due from family

Example #2

CCA approve 120 hours at \$3.70 per hour
\$768 Tuition Charges (4 weeks of Infant/Toddler care)
- \$296 CCA Payment (based on attending only 80 hours / 120)
\$472 Remaining amount due from family

Example #3

CCA approve 50 hours at \$3.70 per hour

FS approve \$100 / month

\$340 Tuition Charges (4 weeks of H4Y afterschool care)

- \$185 CCA Payment (based on attending all 50 hours)

- \$100 FS Payment

\$55 Remaining Amount due from family

Registration Fee

Each new enrollment will be assessed a \$15 registration fee. This fee may be waived at some program locations subject to scholarship availability.

Late Pick Up Fee

The program closes at 6 PM. There will be a late charge of \$1 per minute per child. This fee is charged up to the exact time parent and child leave the building. The amount is payable to the center. If the child is not picked up and all attempts have been exhausted in locating either the parents or an emergency contact, LSS staff will notify child protective services.

Failed to Notify Fee

School Age Learning parents are required to inform the Program Supervisor when their child will be absent from the program. If your child is scheduled to attend the program but does not arrive at the designated spot after school, staff will check with the school staff, then immediately call parents and other emergency contacts. A \$5 failed to notify fee will be charged to your account for each child.

Vacation/Sick Credit Days

The AFTER-SCHOOL PROGRAM families at Eastside, Hilltop, Southern Hills and Here4Youth will receive 5 vacation/sick days (3 days for families on a 3 day schedule at Here4Youth) to be used during the Sioux Falls School District school year. If vacation/sick time is exhausted, tuition will remain the same each week regardless of holidays or absences. This includes if a child is absent for an entire week, for any reason. School Age full-time Summer Program families will receive five vacation/sick days each summer; part-time Summer Program families will receive three vacation/sick days each summer; flexible Summer Program families receive no vacation/sick days.

Full-time INFANT AND TODDLER AND PRESCHOOL families will receive 10 vacation/sick days per calendar year. The first five days given may be used from January through June. The second five days given may be used from July through December.

To be credited for these vacation/sick days please use the form available on our web page or contact the Billing Supervisor by calling 605-444-7550 or emailing ChildcareBilling@LssSD.org. The Billing Supervisor will view the request and respond with an approval or denial of the credit days. There is no carry over for unused vacation/sick days; the Billing Supervisor must be notified within 30 day of the absence for credit. If there is a denial an explanation will be provided. Holidays and other days the program is closed will not be credited unless a family completes the form to use one of their vacation/sick days.

If your child is hospitalized and has a doctor's note stating that he/she cannot attend school for more than three consecutive days you will be credited the number of days the note states after exhausting all available vacation/sick days.

Scholarships – Hilltop and East Side

Although fees are charged to attend the programs, no Hilltop or East Side student will be turned away or suspended based on family inability to pay. In the event that a family is unable to afford weekly tuition, the program accesses other sources of funding, which may include but is not limited to SD Child Care Assistance, a reduced tuition rate or full scholarship may be available. If you are interested in tuition assistance, please provide a short note explaining why you would like assistance or speak with the Program Director. It is important to us that your child is able to learn and grow in our program, and our hope is to remove financial barriers to that goal.

No School Days & Holidays

The program offers no school day services corresponding to the Sioux Falls School District (SFSD) calendar. If your child does not attend a school in the SFSD, your billing schedule will remain the same. If your child attends a school in the SFSD you will be charged a full week's tuition and will also have the option for your child to attend the day at an additional charge at eligible locations. Program Supervisors will distribute a sign-up sheet with sufficient time before the no school day to ensure proper staffing levels. Parents are required to sign up before the due date to reserve their space and avoid late sign-up fees. Children who have previously attended an LSS childcare program but are not currently attending will also be offered the option to attend on a no school day at an increased fee.

The program will be closed for holidays throughout the calendar year. During these times you will still be billed a full week's tuition for all programs in order to hold your place in the program. You are welcome to use any available vacation/sick day credits during these closures.

Meal Fees

All meals are included with full-time infant/toddler and preschool tuition. During full day services, school-age students must bring a lunch or order a hot lunch in advance at eligible locations. A \$3 meal fee will be added to your account for each non-refundable lunch ordered. If your child does not bring a lunch and the program provides one, a \$5 fee per meal will be assessed. You may apply for a free or reduced-price meal by talking to the Program Director. Lunches are not provided at the Here4Youth location.

Meals and Nutrition

Breakfast is provided in the morning (when applicable) at approximately 8:15 AM. Lunch is provided between 11 AM and 12:30 PM. Snacks are provided mid-afternoon beginning around 2:30 PM. For full day services for a school age student, if your child is bringing a lunch, please provide a nutritional lunch and avoid soda and excessive sugar. All program locations are peanut-free and peanut butter and peanuts should not be brought to the program. Please be sure to provide a cold pack with the lunch as we do not have enough refrigerator space for cold lunches. Microwaves are not available for warming up lunches from home.

We participate in the Child and Adult Care Food Program, which allows our program to be partially reimbursed for the cost providing healthy meals to our students. Meals will consist of a variety of foods from the five food groups and will supply at least one-third of the child's daily nutritional needs. A nutritious breakfast and afternoon snacks will be served.

For infants up to one year in age, our program provides Sam's Club brand infant formula and iron fortified infant cereal as well as appropriate solid foods. If you desire a different brand of

formula or want pureed fruits or vegetables for your child you are welcome to bring well labeled jars of food and iron-fortified infant formula.

If you would like to bring refrigerated or frozen breast milk you are invited to do so. Please bring enough milk for your child for one day and if you would like an extra feeding in case of a change of plans. All breast milk must be clearly labeled with the child's name and the date that the milk should be served. Bottles and cups must also be labeled with each child's name. We suggest bringing all breast milk containers in a cooler bag which can be stored in our freezer or refrigerator.

Since all infants will be held when fed (bottle propping is never allowed in our center) and all toddlers will eat in a high chair, staff will ensure that each child receives only the breast milk provided by their mother. Infant feeding times will follow the child's individual schedule. One and two-year old children will follow a group schedule for meals and snacks. View the menu and schedule posted in your child's classroom for specific times that lunch and snacks are served.

Special Dietary Needs

A variety of foods are provided to all children. The staff will modify a child's diet at the direction of the child's parents and health care provider. You and your health care provider will need to complete a form for our Child and Adult Care Food Program. Parents may be asked to provide food items if the item is not cost effective for the program to purchase. A special diet request form needs to be completed and submitted to staff in order for us to provide alternate meal options. The request form will be reviewed by the Director and you will be notified of the outcome. There is a grievance policy in place to address any concerns related to this process.

Please document all allergies that your child has in your enrollment paperwork. If you have allergy related medications for your child, please talk with staff so that we can make sure we know the procedure to follow should your child have an allergic reaction. We will ask you information regarding the specific symptoms that would indicate the need to administer medications. You should arrange for us to have all the necessary medications, equipment, and training to manage the child's allergy. We will notify our kitchen, office, and all teachers in the classroom regarding food allergies. Staff will be notified of steps that need to be taken to avoid that food. We will notify you immediately of any suspected allergic reactions or any ingestion of or exposure to the allergen, even if a reaction did not occur. Emergency Medical Services (EMS) will be immediately notified when epinephrine has been administered.

Meal Accommodation Grievance Procedures

If a family feels that Lutheran Social Services did not provide the child with the appropriate accommodations and/or services required by law in response to a request for a special diet, the family may choose from among the following options.

1. The family may contact the Director of Childcare and Education Services, and request that the meal modification form be reviewed for further accommodations. Families may provide the staff member with additional documentation supporting their need for such accommodations. Our staff genuinely wish to engage in these interactive conversations with families, and we strive to create an environment where families feel comfortable discussing the needs of their children.

2. If a family does not wish to speak to the Director, the family may file a formal written grievance with Rebecca Kiesow-Knudsen, Vice President of Community Services, to request that the file be reviewed for additional consideration. The request must include a full description of the situation, including a statement of the requested solution. Rebecca Kiesow-Knudsen can be reached by email at Rebecca.Knudsen@LssSD.org or by phone at 605-444-7561.

The Program Director will provide the family with a written statement outlining the decision/findings and any next steps available to the family. Where appropriate, the Program Director or Vice President of Community Services may instruct the center to implement temporary and/or permanent approved accommodations.

Health and Illness

If your child has a known medical condition (asthma, diabetes, seizure disorder, etc.) please inform the Program Supervisor of what to do if a problem should occur while the child is at the program.

For the protection of all children and staff, do not send your child to the program when they are not feeling well. Children should be excluded from the program for the following illnesses:

- Illness that prevents the child from participating comfortably in program activities.
- Illness that results in a greater need for care than the staff can provide without compromising the health and safety of the other children.
- Fever, lethargy, irritability, persistent crying, difficult breathing and/or other manifestations of possible severe illness. Parents will be contacted for a fever of 100.5 or greater. Child will be sent home with a fever of 101 or if any other symptoms are present.
- Child should be fever free before returning without the aid of fever lowering medications.
- Persistent abdominal pain (continuous for more than two hours) or intermittent abdominal pain associated with fever, dehydration, or other systemic signs or symptoms.
- Influenza and Influenza-like illness: exclude as long as fever ≥ 100 degrees Fahrenheit is present in an unmedicated state. Additional exclusions may be necessary for documented novel strain or pandemic influenza based on state or federal guidance.
- Diarrhea: To include if stool not contained in diaper, fecal accidents occur in a child normally continent, stool frequency exceeds two or more stools above normal for that child, stools contain blood or mucus.
- E. coli 0157:H7 or Shilgella infection: until diarrhea resolves and two stool cultures are negative.
- Vomiting two or more times in the previous 24 hours, unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
- Mouth Sores associated with drooling, unless a physician has determined it is not a communicable disease.
- Rash with fever or behavior change, until a physician has determined it is not a communicable disease.
- Pinkeye or purulent conjunctivitis (pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep and eye pain or redness of the eyelids or skin surrounding the eyes): until examined by a physician and approved for re-admission, with treatment.

- Tuberculosis: until a physician, concurring with the SD Department of Health, states the child is not infectious.
- Impetigo (streptococcal infection of the skin): until 24 hours of antibiotic treatment.
- Strep Throat (streptococcal pharyngitis): until 24 hours of antibiotic treatment.
- Head lice (pediculosis): because head lice are highly contagious and students in our program often play and learn in close proximity to one another, our program maintains a "no nit" policy. Students found to have live or dead lice or nits will be sent home until all have been removed. Staff may inspect the infected child and other children that could have been exposed.
- Scabies: until after treatment has been completed.
- Chicken Pox (varicella): exclude until all lesions have dried and crusted or, in immunized children without crusts, until no new lesions appear within a 24-hour period.
- Whooping Cough (pertussis): exclude until completion of 5 days of recommended course of antibiotic treatment. If appropriate antibiotic treatment is not received, exclude until 21 days after onset of symptoms.
- Mumps: until five days after onset of the parotid gland swelling.
- Measles: until four days after the onset of rash.
- Hepatitis A: until one week after onset of illness.
- Meningitis: exclude until cleared to return by a health professional.
- Rubella: exclude until 7 days after onset of rash.
- Methicillin-resistant Staphylococcus aureus (MRSA): generally child can attend; considerations may exist if confirmed MRSA is present from a wound in which drainage is occurring and cannot be covered and contained.

If such symptoms appear while at the Program, the staff will segregate the child and contact a parent. If we are unable to contact a parent after reasonable effort is made, we will then contact an emergency contact person. Infectious diseases will be reported to the State's Department of Health in accordance to regulations. When exposure to an illness is possible, a sign indicating that a child has an illness (not including names) will be posted on a classroom door including symptoms to alert parents.

Grievance Policy

Lutheran Social Services recognizes its responsibility to listen to client, applicant, and other stakeholder suggestions, complaints or grievances, and attempt to resolve any such concerns. A grievance/complaint is defined as an expression of verbal or written dissatisfaction that can include, but is not limited to, services, manner of treatment, outcomes or experiences.

Clients (or a client's parent or legal guardian), applicants, and other stakeholders have the right to file a grievance. Individuals filing grievances are treated with dignity, understanding, and respect. In no case will a grievance result in any reprisal. Clients will not be denied service because of a grievance.

Grievances will be given prompt and careful attention and, when indicated, grievances will result in corrective action. LSS staff are charged with the responsibility of providing assistance and services within the full intent of LSS policies, and with making efforts to resolve conflicts.

Clients are informed of their rights when services are initiated by receiving a copy of the LSS Client Rights and Responsibilities statement. A copy of the grievance policy will be given to clients at their request or at such time that a complaint is made to an LSS staff member that cannot be resolved.

The following is the procedure by which clients and representatives of LSS shall attempt to discuss and resolve grievances:

1. Individuals are to discuss grievances that they may have with the staff with whom they are in contact. If a grievance cannot be resolved by the employee, the employee shall inform the individual of the grievance procedure and inform their supervisor and director of the unresolved grievance.
2. If the complainant(s) wishes to pursue the grievance procedure, they must inform the staff member or staff member's supervisor of that intent in writing along with a description of the complaint. Such intent will be communicated by the appropriate personnel to the director.
3. Within ten working days, the complainant, staff member, and director will discuss the grievance and attempt resolution.
4. In the event the grievance is not satisfactorily resolved at this point, the complainant may elect to submit the grievance to the appropriate vice-president. The vice-president reviews the case and responds within ten working days.
5. If the complainant remains unsatisfied with the resolution, they may appeal the matter to the president of Lutheran Social Services. When an appeal is made to the president, the vice-president compiles a complete report of the situation, including; action taken, reason, and other documentation gathered. The President shall review an appeal within ten working days of its receipt. The complainant will be notified of the President's decision in writing. The decision shall be final.

All written grievances, LSS' response to them, and a summary of the action taken on each complaint, will be kept and results reported through the agency's Performance & Quality Improvement system.