



JOYFUL NOISE

Award winning, educational Christian childcare

www.JoyfulNoiseKids.com

Center Policies

For Parents

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339.

Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: (1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

*Thank you for taking the time to read our policies.
Understanding this information helps you to help us provide the quality
care your child deserves!*

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INTRODUCTION

Welcome to Joyful Noise Christian Childcare! Joyful Noise is a Christ-centered childcare program offering children from six weeks to ten years of age both full and part time care in a safe and healthy environment. We are located in and supported by the First Presbyterian Church of Grand Haven. Our program provides a full care day of fun that integrates both age appropriate preschool curriculum along with opportunities for gross and fine motor growth, field trips and outdoor play. Also included in our tuition are educational specials. Please read on to discover all about our program and policies!

BUSINESS HOURS

Joyful Noise Childcare is open from **6:00 a.m. to 6:00 p.m., Monday through Friday**. We observe religious holidays and some national holidays such as Labor Day. Closing dates are always indicated in our Event Calendar on our website at www.JoyfulNoiseKids.com, and also through email and written notice. **As a general rule, our center remains open when schools close due to in-service days, vacations or inclement weather (provided that roads remain open)**. In the event that a closing takes place, local news will be notified and parents will be emailed.

HOLIDAY CLOSINGS

The center will be closed on the following holidays:

- New Year's Day
- Good Friday
- Memorial Day
- July 4
- Labor Day
- Thanksgiving and the Friday after
- Christmas Eve day and Christmas Day

MISSION STATEMENT

In a Christian environment, Joyful Noise Christian Childcare seeks to stimulate the growth of children in these five areas of childhood development:

Spiritually, to foster the development of Christian values by experiencing God's love in bible stories, prayer and music;

Socially, to facilitate the development of relationships characterized by caring, sharing and trust;

Emotionally, to encourage a positive self-image, a recognition of feelings and the learning of self-control;

Intellectually, to stimulate growth and critical thinking in all age-appropriate academic subjects, maintaining a non-competitive, fun-filled setting ;

Physically, to promote healthy eating and exercise habits, and to enhance the learning of age appropriate developmental tasks and self-care.

ENROLLMENT

To enroll at Joyful Noise, parents must **first complete an enrollment application**. For your convenience, these forms may be accessed on our website at www.JoyfulNoiseKids.com. If classroom enrollment is full, then the application may be dated and filed in our wait list. You may submit your wait list application online instantly at our website. Filing an enrollment application for the wait list does not guarantee admission nor does it bind the applicant in any way financially. Enrollment at Joyful Noise Christian Childcare is non-discriminatory and without regard to race, color, creed, sex, national origin or disability. We enroll children that are six weeks to ten years old. Considerations for admission are based on date of enrollment, availability in the appropriate classroom and our ability to meet a child's needs. Please see our tuition and payment section below for more information regarding rates, registration fees and tuition payment.

Admission

All necessary forms must be completed in entirety (including enrollment form and policies contract, current immunizations or waivers and the child's health appraisal completed by a physician and Child Information Record) and turned in along with registration fee for enrollment. Once paperwork is complete, at least two weeks will be required to process information so that attendance may begin. Parents will be required to review childcare contracts, enrollment paperwork and center policies annually.

Withdrawal and Disenrollment

Parents must notify the Childcare Director two weeks before withdrawing a child from the program. A two-week tuition fee will be applied to the final bill. This charge applies whether or not the child attends after the notification of withdrawal.

The director and teacher reserve the right to deny or terminate enrollment of any child if it becomes apparent that a child's needs are not consistent with the childcare program. Termination could result if a child engages in behavior that repeatedly presents a risk of harm to self or others. This includes biting, aggressive or disruptive behavior.

Rates and Payment

Nursery/Infant <i>From 6 weeks of age and up</i>	\$248.00 per full time week, \$54.00 per day
Toddler/Twos <i>Toddlers must be turning 1 year of age by Sept. 1st of enrollment year.</i> <i>Twos must be turning 2 years of age by Sept. 1st of enrollment year.</i>	\$238.00 per full time week, \$52.00 per day
Threes/Fours <i>Threes must be turning 3 years of age by Sept. 1st of enrollment year.</i> <i>Fours must be turning 4 years of age by Sept. 1st of enrollment year.</i>	\$213.00 per full time week, \$47.00 per day *Students not yet potty trained in three's class will remain at the two's rate.
School Age <i>School agers must be turning 5 years of age by Sept. 1st of enrollment year. Joyful Noise is licensed for school age children up to ten years of age.</i>	\$184.00 per full time week, \$41.00 per day \$7.00 per hour, \$4.00 per half hour

*Childcare rates are subject to annual increase.

A \$40.00 non-refundable registration fee is required at the time of enrollment.

A Multiple child discount of ten dollars per week is applicable to full time children only (\$10.00 off 2nd full time child, \$20 off 3rd full time child). Full time is five full days per week. Tuition prices include meals, snacks and special programs like music, children's chapel and other fun activities.

Regarding payment for sick days, vacation days, holiday closings and emergency closings

Parents will be charged a flat rate for tuition, regardless of center closings, illness or vacation days. This includes holidays and two center training days per year. Daily and weekly tuition will always be the same throughout the year. Joyful Noise remains open for school in-service days and breaks such as spring and summer, as well as almost all public school snow days. School age students will be charged according to their schedule on our roster, regardless of attendance. This includes before and after care, care during school breaks and summer care. Please contact the director at any time if you would like to alter your child's regular schedule.

Paying Tuition

Joyful Noise is able to accept payment by cash, check or money order. The center does accept F.I.A. (Family Independence Agency) childcare assistance. Checks may be made to *Joyful Noise*. Automatic payment arrangements are also available through your bank account. Payment of weekly tuition is due on or before the first scheduled day of the week. If a payment becomes delinquent at any time, the child or children in question may be disenrolled without written notice until the balance is paid in full. If payment is chronically delinquent or not promptly paid in full, student(s) will be disenrolled without written notice. A charge will be added to accounts for any **returned check, in the amount of \$25.00 per check**. If two checks are returned within a calendar year, cash or money order may be required for payment until further notice. **A late fee of \$5.00 may be applied to my account any time payment is not rendered on first day attendance for the week, unless payment arrangements are made with the financial assistant ahead of time.** Joyful Noise does offer a scholarship program for those who qualify, as long as funds are available. To apply, you may ask for a form in the office or visit our website and select "Printable Forms and Policies" from the dropdown box on the main page at www.JoyfulNoiseKids.com. Select "Scholarship Application", print, fill out information and return to the office.

Age Guidelines

Children may be enrolled into classrooms with available space under the following age requirements:

INFANTS: 6 weeks of age throughout infancy.

TODDLERS: Children turning one by September 1st of enrollment year

TWOS: Children turning two by September 1st of enrollment year

THREES: Children turning three by September 1st of enrollment year. *Students not yet potty trained in three's class will remain at the two's rate.*

FOURS: Children turning four by September 1st of enrollment year.

SCHOOL AGE: Children who are currently enrolled in Young Fives or beyond.

ARRIVAL AND DEPARTURE

Joyful Noise Childcare is an approved pick up and drop off location for the Mary A. White elementary bus route.

For your child's comfort and safety, your child must be escorted into the classroom by an adult, and not dropped off at any other place inside or outside the church building. Until staff physically recognizes anyone responsible for picking up a student (including a parent or guardian) they will be asked for proper picture identification. Please bring identification with you when arriving to pick up your child(ren).

Your child must be signed in and out when arriving or departing, daily. Clip boards are hanging by the door in each classroom or will be nearby in outdoor locations. If children are not located in classroom upon arrival or departure, please see the dry erase board located next to the door of each classroom.

Children may be located in another classroom, or at one of our outdoor locations. Parents are responsible for transporting their child(ren) to the class's designated location at time of drop off.

Parents who routinely drop off mid-day will want to consider observing changes in the daily schedule closely on the calendar so that any changes (field trips, special events) can be accounted for when dropping off. Classroom schedules can be found at www.JoyfulNoiseKids.com under the "Classrooms" tab.

PLEASE END your cell phone conversation when dropping off or picking up your child. Pickup is an essential time for teachers to relay pertinent information to you regarding your child(ren), who will be anxious to interact with you at the end of the school day. All children who are in the care of their parent or guardian while on the premises, especially in the parking lot and adjacent streets, must be supervised by an adult. Please do not leave your children unattended in your car for any length of time when arriving at our center.

Joyful Noise requires parental notification either by phone or written note of anyone other than a parent or guardian who will be picking up a student, even if that person is listed on the Child Information Record. Individuals picking children up MUST be listed on the Child Information Record for each individual child (this includes any instances of siblings). Long term pickup arrangements may be made in a situation where child(ren) will consistently be dropped off or picked up by someone other than a guardian. Please see the office for a "Permanent Pickup" form.

STEPS FOR A CHANGE IN WHO WILL PICK YOUR CHILD UP

(All steps are necessary for your child to be released to an individual other than a parent or legal guardian.)

- 1) **Make sure to list the individual who will be picking up on each student's Child Information Record.** You MUST list this person on the card for them to be legally released while in our care.
- 2) **Inform the office** of the change through a written notice ("Change In Pickup Form") or a phone call.
- 3) **Inform the individual picking up to bring their picture I.D.,** so that any staff may check it if needed.
- 4) **Fill out the long term "Permanent Pickup" form in the office if the change will be for a long period.**

LATE FEE

Joyful Noise Childcare center is open from 6:00 a.m. until 6:00 p.m., and parents or guardians who arrive late for pickup will be charged a late fee of \$2.00 per minute of lateness in pickup. This late fee will be PER CHILD.

Repeated lateness or failure to pay these charges may be grounds for disenrollment.

CHANGES IN SCHEDULE

Parents or guardians will provide written notice to the office staff one week in advance of any changes in children's scheduled days and times of attendance. Any schedule changes need to be made with the office staff through the "Change in Schedule" form or written form, emailed, or communicated by phone.

REPLACEMENT POLICY

Parents or guardians are responsible for fixing, paying for or replacing any equipment that their child willfully and purposely damages.

NO FIREARM POLICY

Joyful Noise Childcare has a **no firearm policy**. If a parent, guardian or staff member comes inside the facility with a licensed and permitted firearm despite the "open carry" rights for the State of Michigan, they will be informed of our firearm policy and asked to leave the building and remove their weapon before returning. Designated staff will call the local police, report the incident and request a police escort for the individual.

JOYFUL NOISE CRISIS MANAGEMENT AND EMERGENCY PROCEDURES

Joyful Noise Christian Childcare trains employees and children routinely to prepare for crises and emergencies. Procedures for fire, tornado, injuries and other natural disasters are posted throughout the center and included in our emergency procedures manual. Some procedures, such as those for an intruder or bomb threat, are confidential but thoroughly provide the necessary steps to keep children safe in the event of an emergency.

COMMUNICATION OF CENTER WIDE CLOSINGS, EMERGENCY OR CRISIS

In the event of a center wide closing, emergency situation or crisis, parents and guardians are informed of emergency information by one or more of the following methods, in the order listed: by mass text (Remind101) and email, phone or through local radio stations and television stations (WGHN 92.1, TV 13 {WZZM} and TV 8 {WOOD TV}).

SIGNING UP FOR REMIND101 (Joyful Noise Emergency Text System)

- 1.) Text the following message to **(616) 217-4117: @Joyfulnois**
- 2.) You will receive a text message back, asking you to confirm your full name.
- 3.) Enter your full name.
- 4.) Receive another confirmation text.

When you receive an emergency alert from Joyful Noise in the future, our name will always appear on the text. You may also choose to store the above number in your phone as "Joyful Noise Alerts". This number is for outgoing messages from Joyful Noise only. Incoming messages will not be sent. Please do not reply to emergency texts that you receive from this number.

Signing up through email:

To sign up for the Remind101 Notification system through your email, follow these steps:

- 1) Send a blank email with no subject to joyfulnois@mail.remind101.com.
- 2) To unsubscribe at any time, send a blank email with the subject line "unsubscribe".

REUNITING FAMILIES AFTER CRISIS OR DISASTER

In order to reunite students with parents and guardians after a crisis or disaster, employees will follow all of the above guidelines regarding transmission of information and also utilize the following additional emergency numbers:

- **SALLY SEGERS, JN DIRECTOR:** Cell phone (616) 402-3348
- **FIRST PRESBYTERIAN CHURCH MAIN LINE:** Land Line (616) 842-6760

SECONDARY EMERGENCY LOCATIONS

In the event that children and staff are unable, for any reason, to return to safety inside the building after an emergency, or if our location is deemed unfit due to any circumstances, all students and teachers will go to one or more of the **Secondary Emergency Locations:**

- **Central School, 106 South 6Th St , Grand Haven, MI**
- **St. John's Episcopal Church, 524 Washington Ave, Grand Haven, MI**
- **Ottawa County Building (58th District Court), 414 Washington Ave, Grand Haven, MI**

STUDENTS WITH SPECIAL NEEDS OR DISABILITIES

Any students in our care will have their individual needs considered when we are proceeding with the following emergency steps as it applies to their individual care plan, developed upon enrollment. Staff members will ensure that students with disabilities receive proper notification of an alarm or warning (for example, a child that is deaf will be visually alerted to a fire alarm). It will be ensured that methods of egress and emergency locations accommodate those with physical disabilities, such as a child using a wheelchair.

ACCIDENT OR INJURY INVOLVING CHILD

Detailed procedures are posted in each room regarding the treatment of children in an accident situation. Employees are required to familiarize themselves with these instructions and follow them. All employees are required to be first aid/CPR certified. Employees always use universal precautions when handling bio-hazardous materials.

RELEASE FROM LIABILITY / MEDICAL TREATMENT

Upon enrollment, a release from liability and medical treatment must be signed (as outlined in the policies contract within the enrollment form) that absolves Joyful Noise Christian Childcare and First Presbyterian Church of Grand Haven, and all of its personnel, from all financial responsibility in case of accident or injury to any child (ren). Additionally, the release grants Joyful Noise permission to secure emergency medical and/or emergency surgical treatment for your child (ren) in our care in the event that parents cannot be contacted immediately.

CHILD INFORMATION RECORDS (FORMERLY KNOWN AS EMERGENCY CARDS)

Child Information Records must be kept current for every child enrolled. **Parents must update any contact information by phoning, emailing or submitting written notice to the office staff.** The center must be notified regarding any changes in address, phone numbers and persons to be added to, or removed from, the Child Information Record. Parents are required to review child information records and enrollment documents annually. **Joyful Noise cannot release children to individuals NOT listed on the Child Information Record as explained in our arrival and departure policy.**

VISITORS

Parents are welcome to visit any time. All visitors must stop at the childcare office and notify the Director upon arrival and departure. For everyone's protection, visitors are not allowed to participate in any activities without a staff member present.

PROGRAM LICENSING AND STAFF QUALIFICATIONS AND TRAINING

Joyful Noise is licensed by the State of Michigan Department of Human Services, Office of Children and Adult Care Licensing. The state has detailed regulations governing staff qualifications, number of children per staff member (ratio), number of square feet of play space per child, discipline, equipment, nutrition, health records, emergency medical care, and fire safety. Joyful Noise Childcare program meets or exceeds each of the state's requirements, and is insured, under the umbrella of First Presbyterian Church.

Our childcare staff consists of adults with degrees in early childhood education, elementary education and child development, and/or years of preschool and daycare program experience. Upon hiring, a staff member has completed an application and interview process, which includes a review of the applicant's past work history. All of our staff is background and criminal history screened (through the Michigan state police) to check for any crime other than traffic violations. Prior child abuse or neglect is checked through a Protective Services screening and by asking directly on an employment application whether the potential employee has ever been accused of child abuse or neglect. No person with any history of abuse or neglect will be allowed to work with children. Staff members are also required to be First Aid/CPR certified, and trained in our methods of interacting with children, as well as the proper methods of cleaning and handling emergencies using universal precautions, before working with students.

PARENT NOTIFICATION OF THE LICENSING HANDBOOK

This center maintains a licensing notebook of all licensing inspection reports, special investigation reports and all related corrective action plans. This notebook will be available to parents for review during regular business hours. Licensing inspection and special investigation reports from at least the past two years are available on the Bureau of Children and Adult Licensing website at www.Michigan.gov/michildcare.

CURRICULUM/DAILY PROGRAM

Each day at Joyful Noise offers your child a variety of appropriate developmental activities to stimulate an inquisitive mind, build self-esteem, compassion for others and a positive attitude towards learning. Our full day of care incorporates age appropriate preschool curriculum with many other fun activities such as:

- Large motor and creative movement activities
- Bible stories
- Storytelling
- Mealtime prayer
- Arts and crafts
- Field trips
- Group projects organized around a topic or concept
- Celebration of holidays and seasonal events
- Exposure to different cultures and parts of the world
- Best practice in kindergarten preparedness including programs like "Handwriting without Tears" and "ZooPhonics"
- Specials programs such as weekly music and children's ministry
- Access to computers

Read about our discipline strategies in the Discipline Policy section, and also refer to our customized developmental goals for each age group at <http://www.JoyfulNoiseKids.com/pdfs/JNDACGs.pdf>, or select find them in the drop down box under "All Essential Documents and Policies" on our "Parents" tab at www.JoyfulNoiseKids.com.

HEALTH CARE PLAN

The following health care plan outlines all of our goals and policies regarding health, nutrition, cleanliness and infection control at Joyful Noise. Please note that staff members and volunteers adhere to the same illness policies that are outlined for students.

Joyful Noise Student Health Goals

At Joyful Noise Christian Childcare, we have physical and emotional health goals for all of our students that are the supporting drive behind all of our policies and guidelines. We know that, in order for students to function optimally and thrive at the childcare center, they need to feel well. Play is work for children, and the rigors of our every day schedule at our childcare center require optimal health and energy. The following goals and guidelines define what we consider being well in our care. When students do not meet these goals, we may become concerned about their well-being, and take action to ensure that their physical health needs are being met and that there are no health problems or illness arising. (See our illness policy below for more information.)

1. Student has a fairly regular and healthy appetite.
2. Student seems emotionally well, and is alert and ready to participate.
3. Student is symptom-free of illness such as fever, vomiting, etc.
4. Student is not in pain.
5. Student has received ample time to recover from an illness (such as a bacterial infection) with proper resting time and prescribed medication at home.

If a student doesn't meet our health goals, we become concerned and will inform parents or guardians. When health goals aren't met, we also begin to assess children for illness or causes for their compromised well-being.

Medicine Slips and Doctor's Notes

With the exception of diaper cream, itch/first aid cream or sunscreen, a medicine permission slip (signed by a parent or guardian) must be used for any other topical or oral medicine that is to be given to children. Correct dosage and permission to administer the medicine must be given using the form. Joyful Noise Childcare cannot administer medicine that is either mislabeled (not in its original container) or expired. Any child under 2 years of age will need a doctor's note outlining specific dosage before the center is able to administer medicine. This includes over-the-counter medicines such as liquid ibuprofen or acetaminophen. Any time that a physician's approval is needed, parents are asked to use the specific "Doctor's Slip" form that is available online or in the office. This includes special requests such as modified sleeping arrangements for infants (please see the *Infant and Toddler Procedures* in this section for more information). Doctor's Slips may also be required before a child can return to child care in the event of an illness. To ensure that all information is provided, obtain a Doctor's Slip on the website at www.JoyfulNoiseKids.com or ask for a copy in the office. **If your child has received any medication before starting their day at Joyful Noise, please make teachers aware or mark their daily slip** with the proper information. Receiving this information is imperative for caregivers in assessing a child's well-being and providing them with quality care. **Please note that if your child has received a fever reducer before arriving for the day to treat a fever or suspected fever, they will be required to return home** until any instance of fever or illness has subsided for 24 hours without the use of medication.

Regarding Illness and Infection Control

When a child exhibits any of the following symptoms, they do not enjoy being at the childcare facility and are most likely contagious to the other children. Please design some kind of backup plan when your child is ill and you can't be absent from work (grandparents, neighbor, older teen, etc.) The center will notify parents if a child becomes ill and parents are expected to pick up the sick child immediately. When a child presents symptoms of illness, they will be detained in the office sick area until a parent, guardian or authorized adult comes to pick them up. Because illness or injury needs to be addressed immediately, proper contact information is of utmost importance. Parents and guardians are expected to keep each enrolled student's Child Information Record updated, and children are expected to be vaccinated as regulated by law. Failure to provide health information papers may result in disenrollment.

Parents and guardians will be expected to keep a child at home if displaying any of the following symptoms:

- | | |
|--|---|
| --Contagious skin rash | --Sore throat not caused by allergies |
| --Headache accompanied by fever | --Indication of head lice (scratching) |
| --Earache accompanied by fever | --Open sores |
| --Temperature above normal | --Excessive coughing |
| --Excessive runny nose | --Symptoms of seizure |
| --Nausea or vomiting | --Loss of consciousness |
| --Severe allergic reaction (presence of anaphylactic symptoms, etc.) or asthma | --Severe injury that prevents participation in daily normal activities (until mobility and comfort are assured and injuries are properly addressed) |
| --Excessive eye irritation (red, watery, mattery, weepy, or pink eyes) | |
| --Diarrhea | |

A child will be required to be picked up immediately if fever, vomiting, diarrhea or other symptoms of illness are present.

Fever, diarrhea and vomiting should be gone, without the use of medication, for one full attendance day before a child returns to the daycare. The child should be able to participate in all daycare activities. This means that a child who was with fever or above symptoms on a Monday will not return to school Tuesday and may only return the following day if all symptoms have been gone without medication for one full day. Children will also be required to be monitored at home if they have presented symptoms of a seizure, or have been administered medicine by an epi-pen. Child (ren) must remain symptom free and/or obtain a doctor's note to ensure safe participation in childcare before returning.

Antibiotics of any sort (if prescribed) should be taken/used for 24 hours, during a contagious illness, before returning to the daycare. A doctor's note may be required to confirm that a child is no longer contagious after a viral or bacterial illness. Children with lice must be treated appropriately and checked by a designated staff member for any incidence of nits or lice before returning to the classroom setting. Parents or guardians must wait for clearance while child is being examined. Any re-occurrence of nits or lice will require immediate pick-up from school and continued treatment.

In the event that a child is suspected to have a particular condition/illness or is being preventively treated for it, Joyful Noise Childcare's sick policy will default to the same procedures that outline how a confirmed case of that particular illness would be handled. For example, a child who has an unconfirmed or suspected case of Conjunctivitis (pink eye) that is being treated for the illness will be required to adhere to the same guidelines with which a confirmed case would be handled.

If Joyful Noise Childcare suspects that a child may have a contagious illness and recommends a doctor's visit or diagnosis but parents or guardians choose not to seek medical advice, preventative measures and cautionary actions may be taken in accordance with our illness and infection control plan to prevent the further spread of a potential illness.

Pre-diagnosed illnesses such as asthma or epilepsy will require that parents inform the center clearly of the child's symptoms and history, so that a health care plan may be established and followed routinely.

Please do not allow your child to attend daycare if they have recently vomited, had incidence of diarrhea, a fever within 24 hours (or fever treated with medicine of any sort) or are otherwise unable to participate due to compromised health or energy level. If a child tells a caregiver that they have been administered medicine or experienced any of the aforementioned symptoms, a parent or guardian may receive a phone call inquiring further about the child's health.

Thank you for your assistance in following our health care plan with honesty and consistency. Your adherences to the policies ensure the health and well-being of everyone—including you and your family.

Peanut Free Policy

Joyful Noise is a peanut and latex free center. Please do not send your child with any outside foods containing peanut oils or products.

Nutrition and Family Style Eating

Joyful Noise offers breakfast, lunch and snacks for all children. All meals will be healthy and nutritious. A weekly menu will be posted, and is also available for download on our website. Parents may choose to send meals or snacks as long as foods are nutritious, peanut free and ready to eat. This means that items do not need to be prepared or heated. Food items intended to stay at center for more than one day must be dated. Food receptacles will not be washed or rinsed and will need to be taken home daily. Meals are served in a "family style", so that children can begin to learn to serve themselves and interact positively with peers and teachers at the table.

Infant and Toddler Procedures

Parents may supply the center with bottles of breast milk or premixed formula, or parents may prepare formula provided by the center upon arrival, per the State of Michigan licensing requirements. Joyful Noise employees may not prepare infant formulas. Any unused bottles are required to be taken home at the end of the day. Empty and used bottles will be rinsed. Bottles may not be washed per licensing requirements. Parents may bring unopened labeled store-bought baby food for children eating solids, or choose to have baby food provided by the center. Parents may also provide freshly prepared homemade foods in labeled containers daily. All children's items, including bottles, foods, and clothing must be labeled with child's name. Joyful Noise will supply all baby spoons, sippy cups, bibs and crib sheets because of sanitation requirements. Per State of Michigan licensing requirements, infants through eleven months may not nap with blankets in cribs. Parents may choose to send a sleep sack. Alternate sleeping requests must

be made by using a specific form authorized from the child's physician.

Rest Time and Items from Home

The State of Michigan requires all children in childcare for over four hours to have a rest period. Parents shall provide a small sheet, blanket and stuffed animal/comfort item for their child to rest with. Parents are responsible for laundering nap blankets each week and should take their child's nap items home on the last day of the week the child is attending Joyful Noise. All toys other than nap items should be left at home. There are **absolutely no weapons or toy weapons allowed**. Please do not send your child to school with items that are valuable or that may cause a distraction to the child or the child's classmates. Please contact your teacher regarding appropriate sharing items and designated sharing times. Joyful Noise is not responsible for any lost or stolen items.

Proper Attire

Children will participate in **daily** outdoor activities in accordance with State Of Michigan Daycare Licensing requirements, and must be dressed appropriately for daily outdoor play. **NO SANDALS OR DRESS SHOES, please.** Parents and guardians are to provide proper snow gear in the winter months. Contact will be made with parents or guardians if children are not dressed appropriately, or if children do not have the necessary clothing or foot wear for playing outdoors. If this is the case, it may be required to either deliver necessary items of clothing or retrieve student until proper attire is acquired. All students' items need to be labeled with his/her name and may be marked with permanent marker at school if they are not previously designated. Joyful Noise is not responsible for any lost or stolen items.

Sunscreen Policy

Parents or guardians are expected to apply sunscreen in the morning on their child(ren) before dropping him/her off during the summer months. Afternoon application of sunscreen will be provided by Joyful Noise. Information regarding the brand and ingredient content of our sunscreen is posted on our website at <http://joyfulnoisekids.com/pdfs/JNSunscreenInfo.pdf> . Parents and Guardians are to sign sunscreen permission slips (located within the policies contract section of the enrollment form) for the application of sunscreen and will be required to provide an alternate brand if they do not prefer the brand of the center.

Diapering Policies

Children at Joyful Noise are never left unattended while being diapered. Children are only to be diapered at labeled diapering stations, located in classrooms and also in adult restrooms. Diapers and pull-ups must only be disposed of in proper receptacles. Step by step procedures are followed to ensure safety and sanitary conditions. These steps are posted in classrooms near diapering stations. If your child is currently wearing diapers or pull-ups, you will be expected to provide them on a regular basis. Classrooms use "community" wipes located in wipe holders in all rooms and bathrooms, so parents will be asked to periodically bring in packs to be shared amongst all children. If a child has sensitivity to a certain brand or type of wipe, please inform your child's teacher and provide them with their own labeled wipes.

Joyful Noise Diaper Changing Procedure:

1. Caregiver washes hands.
2. Caregiver secures child on designated changing table.
3. Caregiver uses gloves and wipes provided and places dirty diaper in diaper pail only.
4. Caregiver washes child's hands.
5. Caregiver secures child on floor, in crib, etc.
6. Caregiver washes hands.
7. Caregiver washes changing table with soapy water.
8. Caregiver rinses with clear water.
9. Caregiver washes with sanitizer, and table air dries.
10. Caregiver washes hands.

Potty-training and Restroom Use

Potty-training procedures vary from room to room but are consistent in method and child-led. Please read the provided materials from your child's teacher to understand how and when pottying is handled in your child's classroom. Children at Joyful Noise are never forced to use the bathroom. All classrooms encourage self-help skills and proper hand washing. Children use age-appropriate facilities located either in their classroom, or in the hallway downstairs. Adult facilities are located throughout the building and utilized by older school age children. Adults do not

use the restroom facilities at the same time as children, nor are they alone in enclosed stalls/bathroom areas where door may be shut. Please note that Joyful Noise may NOT rinse any items soiled with feces, urine or vomit in any sink or toilet area located throughout our center. To do so is a violation of Michigan state licensing requirements. Please remember to check your child's cubby or coat racks for soiled items that may be tied up in plastic bags.

Hand washing

Child and staff hands are washed with soap under running water upon arrival, before handling food, before and after meals, after toileting, coughing, sneezing, nose blowing, and at any other time as needed.

Hand washing Procedure:

1. Turn on the water to a comfortable temperature between 60° and 120° F.
2. Moisten hands with water and apply soap.
3. Rub hands vigorously until a soapy lather appears and continue for at least 20 seconds.
4. Rub areas between fingers, around nails/under fingernails, jewelry, and the back of hands.
5. Rinse hands under running water until they are free of soap and dirt. Leave the water running while drying hands.
6. Dry hands with a clean, disposable paper. Turn taps off with the paper towel.
7. Dispose of the paper towel in a lined trash container.

Universal Precautions Procedures

The following guidelines are used at Joyful Noise when handling biohazardous materials (blood, urine, stool, or vomit):

- Children are removed from area containing hazard. Area is covered with paper towel and isolated.
- Workers use gloves, and face mask, if necessary.
- For any mess containing blood, urine, stool or vomit, **DISPOSABLE MATERIALS (paper towel)** must be used to remove as much of biohazard as possible before proceeding to next step.
- Soiled paper towels are disposed of and area is cleansed with more paper towels and soapy water.
- Area is sprayed with sanitizer. Sanitizer is allowed to disinfect area thoroughly before being removed or dried with additional paper towels.
- Gloves are removed and disposed of, and hands are thoroughly washed. Heavily soiled garbage is double bagged. Garbage is removed from center immediately and taken to outside dumpster.
- Staff/children/parents will be informed if area is deemed unusable or further steps must be taken.

Cleaning and Sanitizing of Toys and Personal Items

Toys, equipment, and surfaces in each classroom and common areas are cleaned and sanitized regularly as needed. Soiled items children chew are placed in a bin immediately after being soiled or put into a child's mouth (baby items). Toys are run through the sanitizer, or dishwasher that has a sanitizing cycle, regularly. Toys played with by older children are sanitized as they become soiled or earlier if staff feels it is necessary (due to illness, older children who are still oral). Cots are used by one child only, and are sprayed with sanitizer between uses for different children. Cots are also sprayed weekly with Lysol disinfectant. Nap items are stored in a plastic bag and placed between the cots. Nap items are not stored in cubbies or where they can touch another child's items.

Cleaning and Sanitizing of Tables, Chairs, Play Equipment and Facility

Tables and chairs are cleaned and sanitized using a 3-step method before and after meals, and as needed throughout the day. Larger equipment (such as indoor climbers, gym mats, and riding toys) will be cleaned and sanitized by hand as needed. Our center is cleaned each evening by janitorial staff and all restroom facilities and sinks are sanitized daily or as needed. Floors are swept, mopped and vacuumed daily.

The following steps are followed by our staff for cleaning and sanitizing (the “Three Step Method”):

1. Wash the surface or article vigorously with warm water and detergent (Joyful Noise uses dish washing detergent).
2. Rinse the surface with clean water.
3. Submerge, wipe, or spray the surface or the article with a sanitizing solution.
4. Let the article or surface air dry.

DISCIPLINE POLICY

At Joyful Noise, our discipline philosophy is one that combines modeling appropriate behavior along with the techniques used in the “Conscious Discipline” method (Dr. Becky Bailey, www.LovingGuidance.com). All childcare staff use disciplinary and guidance tools that promote an idea of patience and self-control, such as:

- Redirection and tools from the “Conscious Discipline” model
- Clear expectations that are communicated to children in an age-appropriate way
- Positive guidance (Replacing the negative behavior with a positive direction, such as “Use walking your walking feet, please!” rather than “Don’t run!”) and the teaching of appropriate social behaviors
- Thoughtful consideration about origins of negative behavior and methodical planning and strategy implementation to encourage desired behavior
- Consistency in methodology and consequences
- Self-evaluation as a teacher (understanding the teacher and classroom’s role in the appearance of an undesired behavior and what steps may be taken to address the issue)
- Careful assessment and recordkeeping of extreme or ongoing behavioral problems

A child who poses a risk to themselves or another child may be separated from the group as needed, and children who are three years of age or older may “take a break” from activities to calm down and consider a plan for correcting behavior, but time-outs are not considered to be an effective method for dealing with conflict and do not teach students the skills they need to handle problems. Additionally, **time outs are not an appropriate method of discipline for children under three years of age.**

Under NO circumstances are children at Joyful Noise disciplined with corporal punishment (physical), verbal abuse, humiliation or withholding of food or toys. Please see the excerpt below from the State of Michigan’s Licensing Rules for Childcare Providers regarding forms of punishment that are prohibited by law.

FROM THE STATE OF MICHIGAN LICENSING RULES FOR CHILDCARE PROVIDERS R 400.8140 (2) Discipline.

All of the following means of punishment shall be prohibited:

- (a) Hitting, spanking, shaking, biting, pinching, or inflicting other forms of corporal punishment.
- (b) Restricting a child’s movement by binding or tying him or her.
- (c) Inflicting mental or emotional punishment, such as humiliating, shaming, or threatening a child.
- (d) Depriving a child of meals, snacks, rest, or necessary toilet use.
- (e) Excluding a child from outdoor play or other gross motor activities.
- (f) Excluding a child from daily learning experiences.
- (g) Confining a child in an enclosed area, such as a closet, locked room, box, or similar cubicle.

Handling Specific Behaviors

Young children who are learning how to function with their peers and manage their emotions have a variety of common, developmentally normal behavior problems. Listed below are some of the most typical problems and how Joyful Noise handles them:

Biting

First and foremost, Joyful Noise immediately treats a bite by focusing on and caring for the child who has been bitten. Any visible injury is always cleaned and assessed while comforting the child who has been hurt. After the biting injury

is handled, the behavior itself is then handled. This means helping the bite victim to use assertive language to the biter: "I didn't like that!"

Biting can be motivated by different emotions and developmental stages. Younger children who are still teething and oral may bite in an exploratory manner. In these instances, Joyful Noise offers appropriate chewing and oral stimulation items (such as icy teethers, crunchy food, etc.) and redirection along with the teaching of appropriate teeth use.

For the child who bites out of aggression or as an attention seeking behavior, the same techniques may be coupled with strategies for self-calming. A child who is repeatedly biting other children may be separated from the group for the safety of all students when issues occur, and parents of both the biting child and the bitten child(ren) will always be informed in a timely manner of incidents as well as how the situation was handled. Depending on the age of the child, a behavior plan with both positive reinforcement and approved consequences may be used.

Exclusion Due To Excessive Biting

A child who bites multiple times in a day will be sent home for the remainder of the day. A child who bites, or attempts to bite, daily will be suspended from care for one week, during which time a half-rate tuition will be charged. If the biting continues after returning, the child will be disenrolled from care for the remainder of the school year.

Aggression and Bullying

When a child displays aggressive behaviors at Joyful Noise, such as yelling, hitting, or any other form of destructive physical behavior, the first concern for staff is to discover what is motivating the aggression. Using Conscious Discipline methods, staff members will attempt to help a child recognize and label emotions and motivations for his or her behavior, and coach the child through conflict, enabling them to use other methods to resolve their problems in the future. Clear expectations are given to children regarding appropriate physical and social behaviors, and the use of modeling/teaching appropriate social behaviors is also used. Joyful Noise is a bully-free zone. We encourage our students to treat each other with love and respect, and encourage/expect those same behaviors from their peers. Student-handled conflict resolution is considered optimal. If a behavior becomes a repeated concern, parents or guardians will be included in creating a behavior plan for the student.

Joyful Noise always includes parents or guardians in the development and implementation of strategies and behavior plans for their child. If a child's behavior does not respond to these methods or it becomes apparent that a child's needs are not consistent with what our program offers, disenrollment may be considered.

Exclusion Due To Excessive Aggressive or Disruptive Behavior

A child who is aggressive toward teachers and other students, including hitting, kicking, throwing objects, slapping and spitting, will be sent home for the day. If the behavior continues the next day, the child will be suspended from care for one week, during which time a half-rate tuition will be charged.

Children who are disruptive and/or oppositional to the point of hindering the learning, routine and overall environment of the classroom as well as children who compromise the safety and integrity of the program will be sent home for the day. Continued disruptiveness will be cause for disenrollment.

For age-specific developmental goals and behavior strategies, please visit our classroom section at www.JoyfulNoiseKids.com/classrooms.

FIELD TRIPS/FIELD TRIP RELEASE

Upon enrollment, consent must be given for any child (ren) to take part in field trips or excursions away from the childcare facility, under proper supervision, by signing the Field Trip Permission section in the Policies Contract of the Enrollment Form. A field trip is considered any outing away from the childcare building. Infants, toddlers and two year olds may ride in a stroller or buggy to "field trip" away from the building without prior notification and as part of their daily activities. Two year olds through school age may walk to area parks, activities, businesses/events as "field trips" away from the building without prior notification and as part of their daily activities. Three year olds, four year olds and school age children may ride a Harbor Transit bus to/from local activities or events, but will do so only with prior notification (the exception being an urgent need, such as a ride back from the Imagination Station when an unexpected storm starts).

PHOTOGRAPHY RELEASE

As a normal part of everyday activities in our program, your child(ren)'s learning and enjoyment are documented through digital photography and video taken by lead teachers and administrative staff. As a school, we enjoy sharing these photos both through display at our facility, and online at our websites and Joyful Noise blogs, giving families an opportunity to share in the school experience both at school, and at home, on the internet. Periodically, parents will receive emails with large folders of current pictures attached. Only parents and staff are included in this email picture sharing. Occasionally, Joyful Noise submits photos of fun activities to the local newspaper, or uses particular photos in publications such as logos or brochures. As a part of our policies contract (attached to enrollment form), parents sign a photography release form annually, which outlines basic photo permission as well as individual authorization for social networks and media submission. Joyful Noise will never distribute photos or misuse them in any way. Please share any questions or concerns you may have regarding this photography with your lead teacher or the office.

OFF SITE BABYSITTING

In the event that a Joyful Noise employee is hired independently by a parent to care for a child off premises or during non-business hours, the center bears no responsibility for such an arrangement, and the parent or guardian will be doing so at his or her own risk. Soliciting employees for full time employment as nannies or home caregivers will be grounds for disenrollment.

PARENT/EMPLOYEE RELATIONS

In the interest of professionalism, parents are strongly advised against entering into social or dating relationships with employees, including those of an online nature. It should also be known that Joyful Noise expects employees to communicate all information regarding students and our school using either a school email address or phone line here at Joyful Noise during business hours unless other arrangements must be made with lead teachers to relay important information about a student or family due to schedule conflicts. At no time should an employee ever contact a parent or relay information via personal email address, or social networking sites such as Facebook, Myspace or Twitter. Employees taking such action could be considered for dismissal. For that reason, we ask that parents avoid interacting with employees in a social networking setting, and avoid seeking employees in such places to "message" or "friend request". This further reduces the likelihood of a misunderstanding and allows our employees to more easily follow Joyful Noise networking policies, while protecting everyone's privacy. Please inform the office if you are contacted inappropriately by a staff member at any time. This policy also protects our staff members, and inappropriate contact that is initiated by a parent may be grounds for disenrollment.

DONATIONS AND FUNDRAISING

Joyful Noise Christian Childcare is a 501c3 not for profit organization under the umbrella of the First Presbyterian Church in Grand Haven, Michigan, and our school relies heavily on donations and fundraising so that we may continue to serve the community in our area with high quality childcare. We also provide services such as scholarship funds for families in dire financial circumstances or times of crisis, and our program strives for the constant professional and educational development of staff, along with continued improvements in center materials for children. Creating quality, modern spaces for children to safely grow and learn in is a continued effort that requires many resources both labor and financially based. We deeply appreciate all donations made to our school whether they are monetary, materials to be used or volunteer efforts.

We offer tax deductible donation receipts for interested individuals, and ask our families to participate in occasional fundraisers along with our main giving program, the "Joyful Noise C Fund". You can find more information about our C Fund at www.JoyfulNoiseKids.com, or at the C Fund website, at www.CthePossibilities.org. We are able to accept cash and checks here in the office, and we are also able to accept Paypal or credit card donations online.

Individuals are able to make one time donations, or recurring donations, and you can also fill out a "pledge form" online to request an invoice to be paid later!

Also inquire about our SCRIP program or visit the "Fundraising" tab on our main website to discover the large variety of pre-paid and reloadable gift cards for your favorite stores, restaurants and more. Each time you purchase a SCRIP card, Joyful Noise receives a percentage as a donation for our program, and we split that percentage and apply half of the monetary value to your childcare tuition. Therefore, when you use our SCRIP program, you earn money for Joyful Noise and yourself!

WEBSITE AND ONLINE INFORMATION

The Joyful Noise website is located at www.JoyfulNoiseKids.com.

Our Facebook page is located at www.Facebook.com/JoyfulNoiseChildcare. We do not share photos without permission or personal information on our Facebook page. Resources available for parents online include:

- Printable forms, center policies, enrollment form and policies contract and digital versions of many necessary forms at our school
- Virtual tours, classroom blogs and classroom information
- Publication of procedures, policies and school information
- An online calendar and up to date front page news
- Fundraising and event Information
- Donation opportunities and more

Upon enrollment at Joyful Noise, we collect primary email addresses from all parents/guardians so that we may keep online communication open. Joyful Noise does not ever share email address or abuse them in any way. **Time-sensitive information will always be communicated via home or cell phone, and information may be sent in children's cubbies as well.** Ways in which we will communicate with parents or guardians online include:

- Emails regarding tuition or account (statements are only printed by request)
- Important notifications about potential closings and schedule changes through email
- Information regarding students
- Information regarding center events and reminders

Joyful Noise checks emails frequently throughout the day and responds in a timely manner, but all emergency contact must be communicated through our phone line at (616) 847-6600.

Always feel free to address any questions, concerns or share ideas by email, phone or in person.

We appreciate your feedback and look forward to hearing from you.