



Language of Love Spanish Immersion, LLC

Parent Handbook

EDEN PRAIRIE AND WACONIA LOCATIONS

Last Updated: 6/6/16

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- A. **Ages and number of children program is licensed to serve.** Language of Love Learning Center LLC (Language of Love) is licensed to serve children between the ages of 6 weeks and 12 years. The number of children served will not exceed 52.

Eden Prairie

Group	Ages	# Language of Love is Licensed to Serve
Infants	6 weeks to 15 months	16
Toddlers	16 months to 24 months	14
Proddlers (Older Toddlers/Younger Preschooler Transition Room)	24 months to 33 months	14
Preschoolers	33 months to Pre-K	30
Total		74

Waconia Location

Group	Ages	# Language of Love is Licensed to Serve
Infants	6 weeks to 15 months	5
Toddlers	16 months to 32 months	9
Preschoolers	33 months to Pre-K	16
Total		30

- B. **Hours and Days of Operation.** Language of Love will be open year round, five days per week. The hours of operation are 6:30am to 6:00pm, Monday through Friday.

- C. **Holidays.** Language of Love will be closed for the following holidays:

- New Years Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day

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- Day after Thanksgiving
- Christmas Day

If a holiday falls on a weekend, it may be observed on the nearest Friday or Monday.

- D. **Snow Emergencies or other inclement weather.** Language of Love will follow the public school's snow emergency closing schedule (Eden Prairie Public Schools or Waconia Public Schools, respectively), including any declared late starts or early closes. In the event of a snow storm, parents should check local news outlets for school closings. Please note: Language of Love will stay OPEN when school closing are due only to cold weather.
- E. **Child Care options the program is licensed to operate.** Language of Love is a Spanish Immersion Center. Curriculum will focus on early acquisition of the Spanish language in a loving environment which promotes learning, growth, self-esteem, and safety. When communicating with toddlers and preschoolers our teachers will speak in Spanish.

English will be used when needed in order to further a student's understanding of the Spanish language. The infant classroom will be a 50/50 mix of Spanish and English. Infant students will also be taught a basic form of baby sign language beginning at the age of seven months.

The Language of Love Child Care Program Plan is available to parents upon request.

- F. **Tuition Payment Policy.** Tuition is due prior to the scheduled week(s) of attendance. Payment can be made via automatic withdrawal (also known as ACH). Language of Love will debit the bank account specified on a weekly or biweekly schedule, per the *Tuition Payment Reoccurring ACH Authorization* form. Tuition payments cover the week or following two weeks of scheduled attendance. If the parent elects not to use automatic fund transfer, tuition may be paid on a monthly basis via cash or check, due on the first of each Month.

If automatic withdrawal payment is rejected or a check bounces due to insufficient funds, the parent will be asked to make immediate payment plus a late fee of \$30.00 within two business days of notification. If an account remains delinquent for two weeks, the child will be withdrawn from Language of Love until the account is made current.

- G. **Parent Conferences.** Teachers are available to discuss a child's developmental progress at any time upon request. Teachers will offer in-person conferences with each child's parent(s) or guardian(s) twice a year to review the child's progress. A written assessment of the intellectual, physical, social, and emotional development of the child will be documented and provided to the parents. These assessments will be based on teacher observations. Parents may also choose to read and sign the progress report in lieu of an in-person conference. Special conferences may be called to discuss behavior modification needs.

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- H. **Health Care Summary Form & Immunization Records.** Parents will be required to provide a Health Care Summary Form and immunization records completed by the child's health care provider prior to their first day at Language of Love. A new Health Care Summary Form will be required each time a child graduates to a new age group classroom. Updated immunization records must be provided to Language of Love each time a child is administered vaccinations.
- I. **Policies and Procedures for Illness.** When a child becomes ill while attending Language of Love, the parent or guardian will be notified and arrangements will be made for the child to be picked up. While the child is waiting for the parent or guardian to arrive, the child will be isolated from the commotion of ongoing activities and brought to an area designated for sick children. A staff member will supervise and care for the sick child while waiting for the parent or guardian to come. Ill children must be picked up within thirty minutes of notification.

An ill child meeting one or more of the following criteria will be considered too ill to remain at Language of Love:

- Child with a reportable illness or condition that is be contagious and poses a health risk to others
- Chicken pox – Child cannot return to Language of Love no longer infectious or until the lesions are crusted over;
- Vomited two or more times since admission that day;
- Three or more abnormally loose stools since admission that day;
- Contagious conjunctivitis or pus draining from the eye;
- A bacterial infection such as streptococcal pharyngitis or impetigo and has not completed 24 hours of antimicrobial therapy;
- Unexplained lethargy;
- Lice, ringworm, or scabies that is untreated and contagious to others;
- 100 degree Fahrenheit axillary or higher temperature of undiagnosed origin before fever reducing medication is given;
- Undiagnosed rash or a rash attributable to a contagious illness or condition;
- Significant respiratory distress;
- Child is not able to participate in child care program activities with reasonable comfort; or
- Child requires more care than the program staff can provide without compromising the health and safety of other children in care.

Children may not return to Language of Love until 24 hours or more of being symptom-free of any contagious illness. Parents are asked to call to inform the Language of Love staff when a child will not be attending due to illness.

- J. **Parent Notification of Contagious Illness.** Parents are asked to report any communicable diseases involving your family and/or neighborhood to the Program Director. Parent(s) and/or

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guardian(s) will be informed of any communicable disease that has been reported at Language of Love and/or within the local community via postings on the parent communications bulletin board at the center.

Parents must report the following diseases to the Program Director within 24 hours of identification of any of the following symptoms: a contagious reportable disease specified by the Minnesota Department of Health, or lice, scabies, impetigo, ringworm, or chicken pox.

- K. **First Aid & Medical Emergencies.** A first-aid kit is available in each classroom at Language of Love. The Program Director is responsible for keeping the kits fully stocked. All staff members are required to complete child CPR and first aid training. First aid for minor injuries will be appropriately administered by a staff member when needed. An incident report will be completed and discussed with the parent and/or guardian. A copy of the report will be maintained in the child's records.

At the time of enrollment, parent(s) and/or guardian(s) will be asked to sign the medical treatment to a minor form, which gives Language of Love the authorization to perform first aid and to act on the parent or guardian's behalf in the event of an emergency and the parent cannot be immediately contacted.

In the event of a medical emergency, the lead staff member at Language of Love staff will assess the severity of the situation and call 911 if needed. Please note the nearest hospital is:

- Waconia: Ridgeview Medical Center, 500 South Maple Street, Waconia, MN 55387. The telephone number is: (952)442-2191
- Eden Prairie: Fairview Southdale Hospital, 6401 France Ave S, Edina, MN 55435. The telephone number is: (952) 924-5000

911 will be called immediately when one or more of the following symptoms are observed:

- Head injury with any loss of consciousness or status change
- Seizure
- Airway Obstruction
- Breathlessness or lack of pulse
- Open fracture
- Severe allergic reaction
- Severe breathing problems

When 911 is called, the lead staff member will give the pertinent information to the 911 dispatcher:

- Explain the situation

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- Give the center's name and address
- Tell the paramedics which door to enter

The lead staff member will ensure that a staff member is stationed at the door to meet the paramedics and take them to the injured child. First aid will be administered to the child while waiting for the paramedics to arrive. Instructions provided by the 911 dispatcher will be followed.

Immediately after the incident, Language of Love staff will complete an incident report documenting the medical emergency. The incident report will be discussed with the parent or guardian. A copy will be maintained in the child's records. The incident will be reported to the Minnesota Department of Human Services (DHS), as required by law.

Please note that the parent or guardian(s) and/or the health insurance provider for the child will be the primary and sole party or parties responsible for payment for any professional medical attention.

L. **Pandemic Emergency.** Language of Love has a pandemic emergency procedure in place. Parents or Guardians may review the procedure upon request.

M. **Administration of Medicine.** Language of Love will administer medication after written authorization has been provided by the parent. The following procedures and policies will be followed:

- **Non-prescription Medication.** Nonprescription medicines, diapering products, sunscreen lotions, and insect repellents will be administered according to the manufacturer's instructions unless there are written instructions for their use provided by a healthcare provider.
- **Prescription Medication.** Language of Love must obtain and follow written instructions from a licensed healthcare provider before administering prescription medicine. Medicine with the child's name and current prescription information on the label constitutes instructions.
- All medicine must be kept in its **original container** and have a legible label stating the child's name. The medicine will be given only to the child whose name is on the label. The medicine will not be given after the expiration date on the label, and any unused portion will be returned to the child's parent. Language of Love will ensure that the administration of medicine is recorded and give the name of the child, name of the medication or prescription number, date, time, dosage, and the name and signature of the person who dispensed the medicine. The record will be available for parent review and maintained in the child's record.

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- Medicines, insect repellents, sunscreen lotions, and diaper rash control products must be stored according to directions on the original container in an area that is inaccessible to children.

N. **Policy for Research, Experiments, or Public Relations Activities.** Written parental permission will be obtained before any child enrolled at Language of Love is involved in any activity or occasion for research, experiment, advertising, or public relations event.

O. **Field Trips.** Language of Love may provide field trips for children as part of the curriculum. Written parental permission will be obtained prior to any field trip. In some instances, the cost for transportation or admission to the field trip location will be in addition to normal tuition rates and due before the child participates in the field trip. Parent/guardian participation as a volunteer chaperone is always welcome.

P. **Policy for Provision of Meals and Snacks.** Language of Love provides breakfast, lunch, and afternoon snacks. For infants, parents/guardians will need to provide infant formula or breast milk, baby food, and baby cereal.

Food served will be monitored according to Minnesota state guidelines and will meet or exceed the USDA requirements for the quality and quantity served. Nutritional items or no or low sugar will be served. Weekly menus will be posted.

If a child requires a special diet due to allergies or religious beliefs, please notify the Program Director immediately. In some cases, the parent may be responsible for providing a bag lunch for the child.

Q. **Pet Policy.** Language of Love may house pet fish and/or turtles. If your child would like to bring in a pet from home for show and tell, please discuss this in advance with the Program Director. The visit must be pre-approved by the Program Director to ensure the pet is vaccinated and there are no allergies that may conflict with the pet's visit.

R. **Policy for Parental Visits of Enrolled Children.** Parents and/or guardians may come to visit their child at Language of Love at any time.

S. **Ipecac Syrup.** Ipecac Syrup is not used at Language of Love.

T. **Drug and Alcohol Policy.** Language of Love maintains and enforces a strict policy for all staff members, including employees, subcontractors, and volunteers. Language of Love prohibits such individuals who provide direct care to children from the abuse of prescription drugs or from being under the influence of a controlled substance or alcohol in any manner that impairs or could impair the person's ability to provide care or services to children. No staff member is allowed to be under the influence of alcohol or any controlled substance while working at Language of Love. This is a no tolerance policy and will be strictly enforced.

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Staff will be provided initial training on this policy at the time of hire, and annual training thereafter. Documentation of training will be maintained in the staff member's personell file. If there is an incident where a staff member is found to be under the influence of alcohol or any controlled substance while on-duty, the staff member's employment will be immediately terminated.

- U. **Reporting Policy for Abuse and/or Neglect.** Any person may voluntarily report abuse or neglect of a child. Languages of Love staff members are considered "mandated reporters." Persons working with children in a licensed facility are legally required and mandated to report abuse and neglect and cannot shift the responsibility of reporting to their supervisor or anyone else in the licensed facility. Staff members of Language of Love who have knowledge or reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years must immediately (within 24 hours) make a report to an outside agency.

Where to Report. If a staff member knows or suspects that a child is in immediate danger, the staff member will call 911.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake Line at (651)431-6600.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at (612)348-3552 or to local law enforcement at (952)949-6200.

If a report does not involve possible abuse or neglect, but does involve possible violations of Minnesota statues or rules that govern the facility, reports may be made to the Department of Human Services Licensing Division at (612)431-6500.

What to Report. Definitions of maltreatment are contained in the *Reporting of Maltreatment of Minors* Act (Minnesota Statute 626.556). A copy of this statute can be provided upon request. A report to any of the above agencies should obtain enough information to identify the child involved, any person(s) responsible for the abuse or neglect (if known), and the nature of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident. An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter must be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Retaliation Prohibited. An employer of any mandated reporter shall not retaliate against the mandated report for reports made in good faith or against a child with respect to whom the report is made. The Reporting Maltreatment of Minors Act

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contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Failure to Report. A mandated reporter who knows or has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter of maltreatment that is found to be serious or reoccurring maltreatment may be disqualified from employment positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services.

- V. **Potty Training & Diapering Policy.** Parents/guardians are responsible for providing diapers, wipes, and diaper cream for their child. Diaper cream will be applied when needed after the parent has provided written consent and diaper cream to be used. Diapers are changed every two hours and as needed by Language of Love staff. Diaper changing procedures are consistent with Minnesota Department of Human Services rules and regulations.

Language of Love will begin potty training curriculum when a child reaches age 24 to 30 months, unless the teacher and parent(s) both agree that the child is ready to begin potty training earlier.

W. **Behavior Guidance Policies & Procedures**

Language of Love will ensure that each child is provided with a positive model of acceptable behavior.

Staff members will act in a manner that sets an example of positive, acceptable behavior for the children. Behavior guidance will be applied in a manner that is tailored to the child's developmental level.

Children's behavior will be guided by setting clear limits and expectations for the children. Behavior guidance will be applied consistently throughout the program for the purpose of helping children develop self control, self esteem, and respect for others.

Language of Love staff will **redirect** children and groups away from problems towards constructive activity in order to reduce conflict. Behavior guidance will teach children how to use **acceptable alternatives** to problem behavior in order to reduce conflict.

Language of Love will carry out these behavior policies in order to protect the safety of children and staff persons. Unacceptable behavior will be handled immediately. Staff will provide immediate and directly related consequences for unacceptable behavior.

1. **Redirection.** The following methods may be used to help redirect undesirable behavior towards another constructive activity:

- Guide the child towards a different, desirable activity

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- Structure the environment to promote positive behavior.
- Control the environment, not the child.
- Involve the child through choices and consequences.
- Plan time for special attention for each child.
- Promote self sufficiency.
- Increase consistency.
- Notice and praise positive behavior.
- Take the child aside and speak to them about the unacceptable behavior and how to use acceptable alternatives.

These methods will be tailored to the developmental level of the child.

2. **Persistent Unacceptable Behavior Procedures.** When a child exhibits persistent unacceptable behavior, the following persistent unacceptable behavior procedures will be followed.
- a. The teacher will record the child's unacceptable behavior on a daily behavior log which includes the following information: # of incidents of unacceptable behavior, time & description of behavior, and staff response to the behavior. Parents will be informed that a daily behavior log is being kept and asked to review the log with the teacher on a daily basis whenever possible.
 - b. A written behavior plan will be created. The behavior plan will include a description of the unacceptable behavior(s) observed, behavior guidance techniques that have been used by the staff, and outline next steps. The child's parent(s) may employ the services of a behavioral professional to consult on the matter at their discretion and expense.
 - c. A conference will be called with the child's teacher, Program Director, and child's parent(s) to discuss the behavior plan and next steps.
 - d. If the behavior continues or escalates, a second behavior plan will be developed and documented. If a third performance plan is needed, a conference will be called with the parents, teacher, and Program Director.
 - e. If all options have been exhausted and the behavior continues, the parents may be asked to withdraw their child from Language of Love.
 - f. If teaching staff believes that a child's repeated behavior may be a danger to themselves or others, Language of Love reserves the right to withdraw the child from the center either temporarily or permanently.

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3. **Prohibited Actions.** Language of Love **strictly prohibits** the use of the following actions by or at the direction of a staff person:
- Use of corporal punishment, such as rough handling, shoving, hair pulling, ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking.
 - Subjection of a child to emotional stress/abuse such as name calling, ostracism, shaming, making derogatory remarks about the child or the child's family, and using language that threatens, humiliates, or frightens the child.
 - Separation from the group.
 - Punishments for lapses in toileting.
 - Withholding food, light, warmth, clothing, or medical care as punishment for unacceptable behavior.
 - Use of physical restraint other than physically holding a child when necessary to protect the child or others from harm.
 - Use of mechanical restraints, such as tying.
4. **Separation from the group.** Language of Love does not separate children from the group as a means of behavior guidance, except within rule requirements. Per MN Statute 9503.0055, subpart 4. Separation from the group, no child may be separated from the group unless the following has occurred:
- Less intrusive methods of guiding the child's behavior have been tried and were ineffective.
 - The child's behavior threatens the well being of the child or other children in the program.

A child who requires separation from the group must:

- Remain within an unenclosed part of the classroom where the child can be continuously seen and heard by a program staff person;
- The child's return to the group must be contingent on the child's stopping or bringing under control the behavior that precipitated the separation; and
- The child must be returned to the group as soon as the behavior that precipitated the separation abates or stops.

Note: Children between the ages of six weeks and 16 months must not be separated from the group as a means of behavior guidance.

All separations from the group must be noted on a daily log that must include the following:

- The child's name;
- The staff person's name;
- Time;
- Date;
- Information indicating what less intrusive methods were used to guide the child's behavior;

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- How the child's behavior continued to threaten the well being of the child or other children in care;

If a child separated from the group three or more times in one day, the child's parent shall be notified and the parent notification shall be indicated on the daily log; and

If a child is separated five or more times in one week, eight times or more in two weeks, the procedures in subpart 2 must be followed.

For children with developmental disabilities or related conditions or children under the age of five as specified in Minnesota Rules, parts 9525.0004 to 9529.0036, the standards governing the use of aversive and deprivation procedures in Minnesota Rules, parts 9525.2700 to 9525.2810 apply.

X. Nap and Rest Policy

A child who has completed a nap or rested quietly for 30 minutes will not be required to remain on a cot, or in a crib or bed.

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

Separate bedding will be provided for each child in care. Bedding will be washed weekly and when soiled or wet. Blankets must be washed or dry cleaned weekly or when soiled or wet.

A crib will be provided for each infant in the license capacity. We have 8 cribs. The cribs are of safe and sturdy construction that conforms to federal crib standards under Code of Federal Regulations, title 16, part 1219 for full size baby cribs or part 1220 for non-full size baby cribs. We abide by Minnesota Statutes, section 245A.146, for additional crib safety standards including routine crib inspection requirements.

Pursuant to Minnesota Statutes, Section 245A.1435, we place each infant to sleep on the infant's back--unless we have documentation from the infant's physician directing an alternative sleeping position for the infant. The physician's directive will be on a form, approved by the commissioner, and will remain in the child's file, at the school. An infant who independently rolls on to its stomach after being placed to sleep on his back may be allowed to remain sleeping on his stomach if the infant is at least 6 months of age or the license holder has a signed statement from the parent indicating that the infant regularly rolls over at home.

The license holder must place each infant in a crib on a firm mattress with a fitted sheet that is appropriate to the mattress size, that fits tightly on the mattress and over laps the underside of the mattress so it cannot be dislodged by pulling on the corner of the sheet with reasonable

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effort. The license holder must not place anything in the crib with the infant except for the infant's pacifier as defined in Code of Federal Regulation, Title 16, part 1511.

If an infant falls asleep, before being placed in a crib, the license holder must move the infant to a crib as soon as practicable, and must keep the infant, within sight of the license holder until the infant is placed in a crib. When an infant falls asleep, while being held, the license holder must consider the supervision needs of other children in care, when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant's face.

Placing a swaddled infant, down to sleep in a licensed setting, is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently. However, with the written consent of a parent or guardian, according to the paragraph a licensed holder may place the infant who has not yet begun to roll over on its own down to sleep in a one piece sleeper, equipped with an attached system that fastens securely, only across the upper torso, with no construction of the hips or legs, to create a swaddle. Prior to any use of swaddling for sleep by care of a provider licensed under this chapter, the license holder must obtain informed written consent for the use of swaddling from a parent or guardian, of the infant, on a form provided by the Commissioner and prepared in partnership with the Minnesota Sudden Infant Death Center.

Y. Grievance Procedure:

Language of Love Spanish Immersion, LLC has a program grievance procedure that permits persons served by the program and their authorized representatives to bring a grievance to the highest level of authority in the program. The director is Anna Kokesh. Please call her anytime. 612.298.5521.

If the grievance is against the owner, Anna Kokesh, please feel free to speak to Donna Howg, Supervisor of the Eden Prairie location, at (952)686-4513.

Z. Emergency Evacuation

Language of Love performs tornado and fire drills periodically according to state law. Tornado shelter zones within each building are clearly marked in each classroom. In the event of an actual evacuation, due to fire or other danger, children will be evacuated immediately. Weather permitting; children will be evacuated to a safe outdoor space near the center. Otherwise children will be evacuated to the following evacuation sites:

Eden Prairie: The closest business, which is the BP gas station across the street.

Waconia: Trinity Lutheran School

Parents will be notified as soon as possible.