

2023 | Auke Lake Preschool & Afterschool Family Handbook



Auke Lake Preschool & Afterschool

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Mission Statement

The mission of Auke Lake Preschool (ALP) is to provide holistic child care and developmental encouragement to children ages 3 months through 12 years old in partnership with their families.

CORE VALUES

We value the core values of our families and staff. Auke Lake Preschool will be reliable, dependable, and supportiveto families, staff, and children. We love children andrecognize their individual needs while meeting the needs of our group. ALP nurtures social-emotional wellness and skill building in all practices. We encourage play where children learn from their peers and environment. We look to build a bond with our families and offer valuable communication. Auke Lake Preschool supports professional development. We hearten staff to explore studies in Early Learning, child development, Nature School, Behavioral Health, and guiding open-ended conversations and play.

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Section 1- Operation

About Us

Auke Lake Preschool is privately owned and operated in Chapel by the Lake Presbyterian Church. ALP is a State-Licensed Child Care Center with a child capacity of 114, for ages 3 months through 12 years. LMD is located on 11024 Auke Lake Way Avenue, Juneau Alaska.

Non-Discrimination

Auke Lake Preschool is an equal opportunity childcare center and does not discriminate race, color, religion, disability, national origin, sex, age, or marital status.

Program Description and Philosophy

Auke Lake Preschool seeks to build the connection between children, families, and staff. We provide trustworthy, reliable support to families in need of childcare. ALP regularly communicates with families allowing for a strong bond, healthy boundaries, and a secure understanding between family, child, and care provider.

Our program is nature inspired, and connection based. We enjoy learning beyond our walls and uplifting awareness of our environment. We communicate positively with children speaking in an open-ended style allowing the child to develop their own true thinking.

We genuinely care for children and separate behaviors from character. Auke Lake Preschool consistently considers the needs of children and meets them appropriately and positively.

Auke Lake Preschool is located in a spacious facility with development-based care classrooms.

We promote a culture of safety and love and build social-emotional competencies and expectations. Auke Lake Preschool focuses on group care as well as individual needs. The safety and well-being of the group including staff is our largest priority. Auke Lake Preschool tends to the “whole-child” in mind, body, and spirit.

Our learning program is based on a creative model curriculum illuminating language, social-emotional development, physical, and cognitive development plans to foster growth. We incorporate daily life skills which allow our children to build

esteem and empowerment.

Auke Lake Preschool focuses on the process of art where we emphasize the method of creativity rather than a curated product. We celebrate the achievement in creating and love when children are proud of their work.

We value the uniqueness of every child and person and allow them to be themselves while discovering and growing. Auke Lake Preschool supports an attitude of acceptance and offers meetings with nature every day.

Caregivers at Auke Lake Preschool consider each day a learning experience and continue to be taught by children endlessly.

Staff

We aim to provide the most quality childcare possible. Auke Lake Preschool staff are approachable, professional, knowledgeable, understand child development, and love children. It is our continuous effort to build meaningful relationships with the children and families in our care. We want children to experience accomplishment, community, and self-worth daily.

Our staff are attentive, kind, and provide variety and balance by supporting play, emotional growth, discovery, and safety.

We encourage children to engage by offering inviting play centers, tools, and toys in a clean and caring environment.

Auke Lake Preschool Staff are required to:

- be current and certified with CPR and First Aid Trainings
- pass the secure State of Alaska background check
- provide personal and professional references
- complete applicable childcare and safety trainings

We are proud of our Care Team and do our best to keep substitutes on call. There may be times where substitute caregivers are working for Care Staff or Administrators. All staff are held to the same standard of excellent care and client service.

Caregiver to Child Ratios

Childcare service at Auke Lake Preschool accommodates up to 100 children in attendance each day for ages 12 and under.

As a center we follow these mandated ratios:

3-19 months = 1-5

19-36 months = 1-6

3 and 4 years = 1-10

5 and 6 years = 1-14

School age children = 1-18

Enrollment Procedures

Who is eligible?

Any legal guardian in need of childcare. All families are welcomed as space allows...

Before you enroll...

Visit our website, aukelakekids.com

View our policies and program description

Ask questions: childcare@aukelakekids.com

How to enroll?

Submit an application and respond to the follow-up within 5 business days

Schedule an eligibility visit with an Administrator

The child must be present for at least 30 minutes and the meeting may not exceed 1 hour.

Following the meeting Auke Lake Preschool will extend regrets, or acceptance letter in the form of an email no later than 10 days following the eligibility visit allowing the family an opportunity to agree or decline the opportunity.

Future start dates over one month automatically file into the waitlist.

Auke Lake Preschool does not approve holds without payment

Placement Holds

Auke Lake Preschool does not offer placement holds without full tuition payment.

We operate a tuition-based budget and require paid enrollments to remain in business.

Wait List

When Auke Lake Preschool does not have an opening available, a family may be placed on the wait-list. Future start date enrollments are all placed on the wait-list unless a placement hold is paid.

All Part Time requests are placed on a wait-list until a match is found to share the full-time enrollment. The duration of the contract is only guaranteed as long as the share is complete.

Enrollment Priorities

1. Preferred Members
2. Legal children of staff
3. Siblings of children currently enrolled
4. Children of Juneau Community with up-to-date immunizations or waivers

Enrollment Process

1. Review website, policies, and plans
2. Submit Application
3. Schedule eligibility visit
4. Pay \$250 registration deposit
5. Upon approval/agreement sign care contract

6. Submit immunization records and Emergency Card (all docs due before first day)

Drop-In Care

Drop in child-care enrollment requires the same application and enrollment process as any other enrolled child. Drop-in care is only available for children ages 2 and older of drop-in approved families. Mitigation Rules apply. Drop-in rates are \$70 per day and must be coordinated at least 24 prior to drop-in.

Cost of Care

	Infant 0-18 months	Toddler 19-36 months	Preschool 3-4 years	PreK 4-5 years	Primary 5+ years
Full Time	\$1450.00	\$1400.00	\$1350.00	\$1350.00	\$1300.00

Part time Rate (month)	
4 days	determined as available
3 days	determined as available
2 days	determined as available
Drop in	\$80 Per day

Contact us directly for Afterschool Cost

Tuition fees are due by the 1st of every month.

Auke Lake Preschool and Afterschool Program is a tuition-based program not attendance based and payment for the month is due for enrollment regardless of days attended.

We do not offer part-day prorating except for afterschool programs.

A \$250 registration deposit is required to complete a care contract. If payment of the registration deposit is not complete within one business week the placement is no longer secure and the enrollment can be filled by another applicant.

The registration deposit will be deducted from the first monthly invoice.

The registration deposit may be taken should a family decide to withdraw a signed contract prior to starting care.

Tuition fees are due by the first day of care, or the 1st day of the month.

Example: Tuition for January is payable on the 25th of December and is considered late after the 1st of January.

Late payments are charged a \$10 fee per day. Payments received on the weekend are recorded as being received on Saturday.

Auke Lake Preschool requires enrollment-based tuition payment, not attendance based. All days must be paid even if not attended for any reason.

Payment is due for all days reserved, including days the child may be absent for illness, family vacations, or other.

Invoices will be prorated for Auke Lake Preschool vacation closures only.

The formula for this prorating is monthly rate divided by care days in the applicable month multiplied by the number of days closed.

For center illness closures:

40% refund credit for up to first 5 closure days

Daily value calculation-Tuition amount divided by weekdays in the month excluding vacation days. Holidays, In-service (Administrative leave), Winter break, or days open though unattended do not result in prorated amounts. See calendar.

\$10 per day starting closure day 6

Days: defined as time attended. Partial days are not refundable.

Refunds are to be issued as tuition credits only, not direct deposit cash or checks.

Credits pertain only to center closures due to illness and may result in differing results for different families.

Credits are to be applied on every 15th and final day of the month for most accurate accounting.

Non-Payment can result in the close of a care contract, and the child may be dismissed from care.

Fees are due on the 1st of the month regardless of the day in the week that falls. If the 1st lands on a Saturday, Sunday, or Holiday. The payment will be accepted the business day prior to the weekend.

Tax forms

An official document outlining each payment of prior year made to Auke Lake Preschool will be mailed to your current (on file) mailing address by January 31st of each year.

Care Deferment

Families under a care contract may not defer months of care, waive tuition, and remain enrolled. Tuition must be paid in full to hold placement or the enrollment becomes closed, and the family will have to reapply to return. Auke Lake Preschool requires enrollment-based tuition payment, not attendance based. This allows our business to remain sustained.

Child Care Assistance

We accept State of Alaska Child Care Assistance Program, Navy Assistance, Tribal Assistance Subsidy payments and private employer subsidizing. Family Co-pay amounts are due on the 1st of the month. Assistance eligibility is the sole responsibility of the family and must be approved before the payment is due. If eligibility is ----not determined by the payment due date, the family will be required to pay full tuition and be reimbursed by Auke Lake Preschool in the form of check or credit at the time of payment from their program.

Hours of Operation

Monday through Friday 7:30am to 5:00pm

Child care may not be offered outside of this time frame.

Children must be out of the building by 5:00pm.

Late fees incur beginning at 5:01pm after first infringement at the rate of \$1 per minute.

Routinely late pick ups may risk dismissal from care.

If a child remains in care one hour following the closing time and no authorized adult can be contacted by staff the police, and Office of Children's Services (OCS) will be called. The child will be placed in their custody for a safe pick up.

Auke Lake Preschool is not permitted to remove or transport a child from care, nor care for a child after the closing time per regulation.

Holiday Center Closures

The Center will be closed on the following list of 11 days for Holiday. Closures are listed in the Brightwheel app calendar and the monthly newsletter. If the holiday falls on a weekend, the holiday is observed on the business day closest. **Winter break and holidays do not result in a reduced tuition payment per tuition-based standards.**

New Year's Day (Jan)

Martin Luther King Day (Jan)

President's Day (Feb)

Seward's Day (March)

Memorial Day (May)

Juneteenth (June)

Independence Day (July)

Labor Day (Sept)

Alaska Day (Oct)

Veteran's Day (Nov)

Thanksgiving (Nov)

Winter Break (Dec) one week prior to Christmas and one week after

Vacation Center Closures

Auke Lake Preschool may be closed for up to 4 weeks a year for vacation if sufficient substitute caregivers and Administrators are not available. The school will investigate all avenues to remain open before scheduling a vacation break.

Childcare fees will be reduced appropriately for days of closure for vacation and parents are responsible for arranging alternative care during this time. Closures due to vacation are unpaid and result in reduced tuition costs.

We will provide at least 30 days' notice for any vacation closures up to a week in duration and 60 days' notice for more than one care week.

Auke Lake Preschool will be closed for vacation annually on these days:

3rd July

Day after Thanksgiving

Family/Child Vacations

We ask for notice of a child being out of care to family vacation/staycation. Please email or send a message using Brightwheel if your child will not be attending daycare. Childcare rates are not reduced.

Administrative Closures

The Center may be closed up to 1 week per year for Administrative Leave. We will provide at least 30 days' notice of these planned closures. These days do not result in reduced tuition costs. Auke Lake Preschool pays out of pocket to attend and provide these staff trainings and learning opportunities for the betterment of our care practice. Yearly trainings are required by our center for staff for State licensure.

Sick Closures

There may be times where the certified administrative staff or too many caregivers become ill and the center will observe an unplanned closure. These closures result in a childcare credit of 40% refund credit for up to first 5 closure days

Daily value calculation-Tuition amount divided by weekdays in the month excluding vacation days. Holidays, In-service (Administrative leave), Winter break, or days open though unattended do not result in prorated amounts. See calendar.

\$10 per day starting closure day 6

Days: defined as time attended. Partial days are not refundable.

Refunds are to be issued as tuition credits only, not direct deposit cash or checks.

Credits pertain only to center closures due to illness and may result in differing results for different families.

Credits are to be applied on every 15th and final day of the month for most accurate accounting.

Weather Closures

There may be times where Auke Lake Preschool is closed due to extreme weather. This may include (but not limited to) severe wind which may affect the power to the building, floods, or extreme snow fall that makes it dangerous for employees and families to make it to daycare on time and safely.

When the Juneau School District closes due to extreme weather Auke Lake Preschool will determine whether we can operate safely and announce our stance as soon as possible.

Auke Lake Preschool will respond to local weather advisories and may close due to weather if extreme conditions are forecasted.

Section 2- Program Details

What to bring:

Each child should have a bag or backpack with items from home each day including at least one:

- Extra change of clothes
- Bottle/water bottle
- Appropriate outdoor gear
- Bedding
- Lunch in a lunch box/bag with adequate food and snacks.

A pair of indoor shoes are required as we do not wear outdoor shoes in the center. All items from home should be able to fit inside of the cubby provided for belongings. We do not store car seats.

Drop off and Pick-up policies

Parents are expected to accompany their child into the building and check them in using Brightwheel. Only parents or approved pick up contacts are allowed. Their name must be on their contract paperwork or in Brightwheel uploaded by parents beforehand prior to pick up. These individuals may be asked to show identification.

Family Involvement

We encourage parent involvement wherever possible and allow parents free access to their children. We believe in long hellos and goodbyes for healthy transition between home and daycare. We will ask parents if they would like assistance at pick up and drop off times. We encourage parents who participate in activities to review our childcare routines and daily schedules and will be asked to follow our daycare processes.

This section may have other guidance if a mitigation plan is in place.

Custody Orders/legal guardianship

Until custody has been established by court action one parent may not limit the other from picking up a child in our care. We must be notified immediately of any changes in custody orders. Certain custody orders must be obtained in childcare files. This includes proof of guardianship of children who are adopted or granted custody for other reasons.

Volunteers

We accept volunteers who provide references and pass a State and Federal background check. A contract agreement is required. Parents who are regularly involved may be asked to complete these requirements as well if involvement exceeds 10 hours per week. Child Care credits are only approved as budget allows. This is not guaranteed when volunteering as a parent.

Brightwheel App

Our program uses the Brightwheel childcare app. Families are invited to the app at enrollment and are asked to download and use the app regularly on their phone. The app is used for checking children in and out of care, and important updates. It is our primary form of communication between staff and families using the instant messaging. The notifications in Brightwheel are live updates and families may choose to turn these notifications off in settings.

WatchMeGrow App

Our program uses WatchMeGrow video streaming service. This is an app where parents and guardians can view the center through cameras. Families will be given the information needed to sign-up.

Media

Auke Lake Preschool has a public website, littlemoonak.com. A media form is provided at enrollment and upon approval children may be featured. We look forward to having a media presence as well on Instagram, and Facebook. Social media forums will not include facial identification without consent, and faces may be included as permitted on the website.

We are proud to protect your privacy while sharing the wonder of Auke Lake Preschool with others and potential newcomers.

Emergency Response Plans

If an evacuation is necessary, our primary meeting place is at the front of the property outside of near the road. Parents will be contacted as soon as possible following our emergency evacuation. Our protocol is to count off, exit, count off, and contact appropriate dispatch.

Firearms:

There are no firearms in the center. They are not allowed inside on persons either.

Daily Rhythm and Schedules

Our daily rhythms vary by age. Young infants determine their own schedule. Usually playing early in the

morning and rotating between nap, wake, feed, and play. We may take infants outdoors in nice weather.

Older infants and young toddlers may participate in *sleep training and follow a two-nap schedule. Morning and afternoon napping.

Toddlers and preschool may take one longer midday nap after lunch.

Auke Lake Preschool follows a daily rhythm which is the structure of our day. We do our best to follow our rhythm to fit the needs of the children in the group. The daily rhythm is carefully constructed to provide a well-rounded day for all children and requires the ability to participate.

If children show signs of tiredness including yawning, crying, difficulty regulating, or other related manners we allow them a comfortable place to rest as possible at the time of need.

We do not force sleep for children who are unwilling to participate in sleeping and instead offer quiet activities.

If a child is unable to find rest and shows clear signs of needing rest and is showing uncontrollable behaviors due to lack of sleep the requirement of sleep becomes a responsibility of the parent. Parents may come to daycare to assist in helping their child rest so long as not to disrupt others in care or take them from care during quiet time to have a successful rest time to return.

If Auke Lake Preschool cannot meet the biological needs of a child, it becomes the family responsibility to assure the needs are met. If unsuccessful, the child may be considered unable to attend or ill and require a medical note.

We do not force wake for children who are not responsive to our wake-up process. When staff are asked to wake up a child from sleep, we gently speak to the child and rub their backs to encourage them to come to a wakeful state. We do not keep the room quiet or turn lights down when a child is sleeping past wake-up time. If the child is not responsive, we wait 10-15 minutes and try again to peacefully wake them. If the child is not responsive again, we allow them to rest as needed. If a child sleeps more than 3 hours and is unresponsive to wake up encouragements in care, they may be sick and require too much rest which may require an early pick up.

If longer sleeping patterns are developed at daycare, we agree to communicate with families to come up with a plan that may help the child have a regulated schedule between home and daycare. The school does not accommodate special schedule requests unless it is observed to be the needs of the child while at school.

We agree to keep children awake per parents' requests if the child can participate in quiet time without disrupting rest for others and if they are not showing clear signs of tiredness. We do not keep children from meeting biological needs such as sleep, eating, wake and pay careful attention to this need.

Any child in care may sleep during quiet time, usually 1:00pm-3:00pm.

All children are provided active/recess time which is built into our daily plan. Since infants sometimes have an unpredictable schedule, it may not be reasonable to provide outdoor time as often or as regularly as the older children. Outdoors is always a priority, and we always opt for outside when possible.

Curriculum: We provide daily invitations or "play centers" each day to encourage constructive play. These play centers are created to associate with our monthly theme and weekly lesson plans. Our monthly theme determines our creative model curriculum lesson plans which are carried out weekly.

*Daily rhythm included in Appendices

Recess

Children go outdoors in all-weather types unless dangerous or painful. It is the responsibility of the parent to assure the child is properly dressed for at least two recesses a day.

We recommend offering layers to allow for any weather. A fleece layer, down layer, and rain resistant outer layer, insulated rain boots, Gore-Tex or rain resistant gloves and a hat. We recommend two pairs of gloves and extra pairs of socks.

Rain resistant layers may be kept at daycare if preferred by the family.

In summer months we often play with water and recommend extra changes of clothes and quick dry shirts with sun hats/visors.

Nap time (Quiet time)

All children under 5 participate in nap time/quiet time. Children of any age who show signs of tiredness may be asked to rest with the group.

If it becomes a pattern that a child is negatively impacted by lack of sleep and is unable to participate in quiet time to where the group is negatively impacted the need for sleep becomes the responsibility of the parent. A management plan for sleep may be put in to action in partnership with parents. This could result in a close of contract if the group cannot meet sleep because of one's quiet time patterns negatively impacting the group despite efforts.

Positive sleep practice for children through 5 years old is extremely important for overall health, wellness, and brain development. We respect this need if a child is expressing signs of tiredness and offer a place to rest if needed.

In the event a child is overly tired and unable to participate in daily activities we may consider this to be fatigue and inability to participate from our sick guide and require a send home that the child may receive adequate rest for daycare.

Sleep Training: We begin sleep training for infants 6 months and older. Sleep training is our process of assisting a child to fall asleep without being rocked in the safety of their crib by self-soothing. We meet all basic needs prior to laying down for nap assure there are no loose bedding items, and that the child is lying on their back. We lay them down for rest and allow talk to them gently and allow them to find comfort for 15 minutes before assisting them again. If the child remains distressed, we will adjust the bedding, soothe, and sing, and gently pet or place a hand on their body to comfort them we do not pick them up, and repeat the process. If the child is still distressed after three 15-minute intervals, we pick them up and hold and rock and assure basic needs are still met and try again if still tired or keep awake until showing signs of tiredness again. We track progress of sleep training with the family and if there is no progress to be recorded the family may be responsible for assisting with sleep.

Auke Lake Preschool follows a 2-hour nap time/quiet play for all children. Nap time is from 1:00-3:00 every day. All children participate in nap time until they are 4 years old at which time, they can participate in quiet time activities if they show no signs of tiredness after following our calm

down rhythm leading to sleep time. Signs of tiredness are at the sole discretion of the provider. All children participate in our calm down and lay down routine. If they are unable to find sleep, they will be presented with quiet time activities.

During quiet time all children are expected to practice being quiet/silent and work independently without disrupting others.

If it becomes a pattern that a child is negatively impacted by lack of sleep and is unable to participate in quiet time to where the group is negatively impacted the need for sleep becomes the responsibility of the parent. A management plan for sleep may be put in to action in partnership with parents.

Positive sleep practice for children through 5 years old is extremely important for overall health, wellness, and brain development. We respect this need if a child is expressing signs of tiredness and offer a place to rest if needed.

In the event a child is overly tired and unable to participate in daily activities we may consider this to be fatigue and inability to participate from our sick guide and require a send home that the child may receive adequate rest for daycare.

General Child Care Information

Auke Lake Preschool Child Care tends the “whole child” in mind, body, and spirit. We treat all children as individuals and manage them with a group-care way of thinking. Our highest priority is managing a high standard of care for the group as we tend to individual needs. If the safety or control of the group is compromised by an individual need at any time immediate action will be taken.

We believe peers to have the greatest impact on children and we enjoy watching them learn in a home-like facility. Groupings are designed to meet the developmental needs of the children, licensing requirements, and assure safe group management.

A child's placement into a grouping may not be due to chronological age but their needs and needs of others as interpreted by staff. We respect the development of children and respond to behavior from a developmental lens.

Toy Policy: No toys from home please unless it is a comfort item. Please make sure the item is labeled appropriately and may only be used as a tool for comforting and sleep. If the item keeps the child from sleeping or becomes a distraction or somehow negatively impacts the day, we may ask to keep it home. The comfort item must be reasonable size. Please check pockets if your child tends to carry small things prior to attendance.

Attendance/Drop off Policy: If your child is not to attend daycare or any reason please notify us on Brightwheel messaging. The adult dropping off the child must ensure handwashing is completed, or that staff are aware to be assisting with washing hands. The adult dropping off and picking up is responsible to check child in and out of care using the check in system or communicate to staff they are unable to. We request that children are dropped off by 9am and picked up by 4:55 pm as possible.

Announcements will be posted in the entryway.

We ask all personal belongings to be labeled with child's name. Each child is assigned a cubby and coat hook where personal belongings can be stored. All belongings should be able to fit in the cubby system.

We have limited space and ask families not to store car seats in the building regularly. We can accommodate this need occasionally and this will use up valuable staff break room or office space.

We ask clothing goes home weekly for laundering and whenever items are soaked from a wet day outdoors. We will do our best to bag wet items for families.

Washing clothes and water bottles are a responsibility of the family. We ask all personal items that can be washed be taken home on Fridays for washing to keep our space clean of pests.

Active outdoor play is an important and regular part of our program. We go outside in rain and cold weather. If it does not "hurt" to go outside then we go.

If a child is too sick, or still recovering and they are unable to go outside then they are too sick or still recovering to where they should not be in care until able to participate.

Field trips: Occasionally we may plan a field trip. Parents will be notified and approval will be requested at least one week prior to planned outing.

Occasionally children will take a nature-walk in our neighborhood, never on the main road.

Supervision of children:

Children are always supervised even while sleeping. Caregivers will always know the whereabouts of children. During awake time caregivers will be in the same room as the children or within sight or sound of the children. Licensing child to caregiver ratios and group sizes always apply. Some children can use the bathroom without direct supervision, staff instruct these children to inform us of when they will be using the bathroom. Some children are escorted to the bathroom. While outdoors staff consider their position in the environment to always see or hear all children.

Ages served: We offer services to children ages 3 months to 12 years old. Auke Lake Preschool takes into consideration age group sizes and child to caregiver ratios when accepting new enrollments.

Nutrition:

We do not accept sugar items, juice, or food resembling candy such as gummy snacks.

We have a microwave to reheat foods and a refrigerator to store perishables. Please store food in a contained lunchbox, bag, or sealed container labeled with the child's name. All water bottles, or containers within the lunch box are to be labeled as well please.

Please consider lunch time and assist your child in having a best prepared lunch. If a child cannot peel their own orange, it may be helpful to do so from home. Staff are ready, able, and willing to assist all children in eating. To help your child dig into their lunch without additional

assistance some additional preparation could be helpful. Children eat more when lunch items are bite sized. We recommend cutting sandwiches into quarters and halving grapes and hot dogs. Please beware of nuts and other difficult to eat items. Nuts must be shelled please.

We value table manners and the atmosphere of a home meal setting. All meals are prepared and set on a plate with utensils and a napkin for children to learn table manners and etiquette. Children begin sitting at the transitional table at one year old and move to the preschool table by 19 months.

We may like to provide a special pizza delivery lunch from time to time. Auke Lake Preschool will notify families of this as it occurs.

We welcome a sharable treat from home for Birthdays. We will often eat sugar treats before afternoon recess. We ask families to let us know the contents of the treats before we serve them or add a note with the container informing us of the ingredients.

Notification of Change:

We welcome all children. We are not medical or mental health professionals and may not be able to accommodate some special needs. There may be times where we determine a child's needs may require more than what we are able to offer and at which time a notification of change may be issued. We will do our best to accommodate in every way we can within reason that does not negatively impact or threaten the quality of the care of the group.

There are also times where we realize our care environment is not a good fit for the child's needs and temperament. We advocate for the best care possible and realize there is no "one-size fits all" when caring for children of all dispositions. In this situation there will be a referral to a new program with a Notification of Change with a plan to close care.

This is often a difficult situation for all involved and we do our best to communicate properly. In the case a family is referred to new care Auke Lake Preschool will agree to two weeks or remainder of the month of care whichever is greater *unless there is a behavioral component, and the child is suspended from care for uncontrollable behaviors (referenced in the Guidance Policies).

If a child is suspended from care for behavioral reasons payment is still required for the month of enrollment. If a family chooses to close care in lieu of suspension/dismissal for behavior reasons

the enrollment for that last month must still be paid. There will be no refunds for behavioral suspension/dismissal.

This is also an option for families who feel our space and program is not the best fit for their children. Notice is still required when choosing to leave the program and tuition is still to be paid for the month regardless of attendance.

Special Needs: We will do our best to accommodate special needs to the best of our abilities. If the special needs reduce quality supervision or care away from other children, the special need may not be granted.

We are defining special needs in this section to refer to additional needs of the child, not in the medical sense. Auke Lake Preschool does not have staff qualified to care for special medical needs outside of controlled prescribed medications.

A special need may be regular additional private one-on-one care which reduces the supervision of the group.

Assessments: We provide non-academic progress reports for children every six months and refer to them as “Biannual Progress Reports”. These reports allow parents to review temperament, progress, achievements, challenges, preferences, tendencies, and anecdotal notes about observations of their child(ren) made from staff at daycare.

Section 3- Guidance Policies

Behavior Guidance

We are proud to commit to the safety and well-being of the children we care for and families we serve. The guidance policies in this section are presented so we understand how behavior problems are addressed at daycare. We care for children at many different stages of development, and inappropriate behavior will be identified on a case-by-case basis. Clearly, behavior that causes significant property damage or injury to the child, other children, or staff will be considered inappropriate regardless of age or development stage.

We respect and acknowledge the individual needs of each child and regularly communicate with families. While we recognize and meet individual needs of children our largest priority is the safety and manageability of the group at large and to provide an ethical, pleasant workplace for employees.

There may be times where an individual need can compromise the safety and management of the group (including staff). These types of needs cannot be met by the program and the responsibility is assumed by the parent. At any time, a child’s need is too great to be cared for in a group-environment and the safety of others is threatened, the child will be required to go home.

We understand children may be adversely affected by environmental changes or events occurring in their lives that are outside of the control of the families. We understand how these events may disturb a child’s behavior patterns and will determine the capacity to manage the behavior on a case-by-case system as well. There may be times where the needs of a child

cannot be met in our center environment and alternate care may be required temporarily or permanently.

Auke Lake Preschool will help to develop age-appropriate patterns of behavior that nurture constructive relationships, self-help skills, positive coping skills, and awareness.

Caregivers will be accepting and provide positive communication and reinforcement, redirection, realistic expectations, and encourage thoughtfulness.

Caregivers will not:

Use discipline that is cruel, shaming, or damaging

Use Time-Out

Discipline using food, rest

Use verbal abuse or threats

Use Corporal Punishment

Force apologies

Require repressing feelings

Caregivers will:

Apply safety measures and standards

Provide positive attention for deeds well-done

Provide constructive connection to negative attention seeking behaviors

Provide opportunities for success and achievement

Promote autonomy in children and find ways to allow them control in a controlled environment

Will separate behavior from the character of a child

Seek to understand

Acknowledge and identify feelings in themselves and children

Provide open-ended thoughtful conversation

Be problem solvers

Set healthy and consistent boundaries and verbalize them clearly

Let children have feelings

Display healthy coping skills and practice them with children, especially in times of peace

Build awareness in themselves and children

Provide logical and direct consequences

Allow children to take turns and not force sharing
Ask children to have calm down time before reasoning
Give hugs and smiles
Celebrate progress
Be attentive and engaged
Be responsive
Use the environment and children as teachers in learning
Know how to positively de-escalate an escalated child
Be a communicator
Be a team player
Be human
Be kind to themselves and others
Be responsible and reliable

Discipline

We offer a positive discipline system inspired by learning methods where we offer clear expectations and positive redirection and developmentally appropriate de-escalation and regulations methods regularly supporting coping skills.

We help children to identify their feelings and calm down to cope with boundaries and problem solve to develop awareness of their environment.

We immediately engage and address the situation placing ourselves in the environment with the child or removing them for calm down time in a safe way.

When a child conflicts with another child, we offer immediate attention to the affected child comforting them and providing a safe place to assert their feelings. We assist them in telling the other child how they feel. We do not immediately address the child who committed the negative behavior as they are likely having feelings and need a moment and take notice to where the immediate attention goes as not to create a pattern of negative attention seeking behavior.

After finding positive closure with the child who was maltreated, we help the child who committed the undesirable act to notice the feelings of the affected child and let them know we will not allow them to hurt or be mean to others even if they feel angry or sad. We help them to acknowledge why they acted out and let them know we understand, and their behavior was not allowed.

Children who are escalated and unable to reason will be given a calm down space away from other children as possible and then we will follow this process once a regulated state has been reached.

Children who are frequently in a tantrum state and are not able to be managed could be required to follow a behavior plan.

Handling Uncontrollable or Aggressive Behaviors

Children may not react positively to procedures at daycare. It is a concern when children behave in a way that bring danger to themselves, other children, staff, or property.

We will follow specific procedures to assure parents are informed and involved in creating an effective plan to address unwanted behavior.

There may be times where behavior is determined unmanageable to where immediate action may be taken.

A pattern of out-of-control behavior (two or more instances) we will ensure the child is given developmentally appropriate behavior guidance as stated in the Child Care Licensing Regulation 7AAC 57.535 and follow our in-house steps.

These steps include:

1. Behavior is considered considering child's stage of development and on an individual basis. Cause for the behavior will be explored and the environment may change to meet the need.
2. Staff and parents will have discussions about any behavior patterns requiring interventions or attempts will be made by daycare to discuss.
3. We will notify parents in writing if their child has injured another child or staff member and these records will be kept in the personnel file.
4. If Auke Lake Preschool determines the child continues to show unwanted behavior the following steps will be taken:
 - (a) Staff and family will hold a conference and develop an official behavior plan. The behavior plan will indicate a timeframe for correcting the behavior. A copy will be retained in the child's file.
 - (b) We will document all observations and occurrences or identified behaviors, and report findings at least weekly to family.
 - (c) The family will be informed when their child has injured another child or staff member at which point may result in an early pick up (immediate suspension).
 - (d) We may seek professional guidance
 - (e) If the behaviors are not corrected or continue to return Auke Lake Preschool deems current behavior too unsafe, the parent may be asked to find alternate care or follow a suspension plan.
 - (f) If determined by Auke Lake Preschool the child continues to show inappropriate behavior despite intervention a letter will be presented explaining the following:
 1. a summary describing the efforts to address the behaviors
 2. The needs of the child cannot be met
 3. Referral recommendations for assisting parent to find other care or professional advice
 4. Date of termination

There are no payment refunds for behavioral suspension, dismissal, or withdrawal from care.

Extreme circumstances may warrant immediate dismissal.

The center can expel/dismiss any child for physically harming another child, or teacher repeatedly. There are no refunds for expelling/dismissal or withdrawal from care due to suspension or otherwise.

Parent/Guardian Responsibilities

We expect families to work with us in helping their children function at the center by consistently following through with communication.

Failure to do so may result in close of care. We are proud to foster a partnership with families to provide the best care possible.

Families, and designated pick up/drop off contacts are required to be respectful of daycare staff, property, and policies. We require all to be respectful, kind, and open.

Families who are repeatedly disrespectful, unkind, or abusive to our daycare staff, children, other families, and property may be refused care due to an unsuccessful working relationship. This may include defaming or negatively regarding care on social media, or public forums of any kind.

Families are responsible for their children when sick by daycare standards. If a family continuously disregards our sick policy and repeatedly brings illness to the center which negatively impacts others, we may choose to plan to close the care contract.

Care closed due to an unsuccessful working relationship between family and provider do not warrant any refunds of any kind.

We require families to understand and communicate concerns and adhere to our daycare policies. Families who are unable to respect our practice will be asked to find alternate care.

Any biological/environmental/internal needs required by the child if not able to be met by the center are then the responsibility of the parent.

This includes eating, sleeping, regulating/co-regulating (excessive crying), or other.

If a child is unable to be calmed, and comforted and is excessively crying for over two hours an early pick up will be required so the other children in care do not become stressed.

Parents and families are responsible for obtaining up to date immunization and medical records required by the center and providing them within 2 business days of request for files. Children without proper documentation are not able to return to care until the documents are obtained.

Parents are responsible for personal belongings and items brought to the center and for laundering child bedding, clothing, napping items, reusable diapers, etc. Additionally, washing lunch boxes, water bottles, milk bottles, pacifiers, teething items, and other personal things.

We are thrilled to build a positive working relationship, bond, and friendship with our daycare families and value their core values in care. We promise to cultivate a culture of respect and understanding in all ways.

Suspension/Expulsion

An early pick-up request due to uncontrollable behavior is determined a suspension. Suspension may require early pick up, early pick up plus a day, early pick up plus the remainder of the week, early pick up plus however long it may take for the behavior issue to be resolved at home.

Enrollment based tuition fees remain applicable. Reduction in enrollment fees is not given due to suspension or expulsion.

Suspension may be required due to child or family behavior that directly and negatively impacts the children or staff at the center.

Expulsion also known as termination, dismissal, or at times referred to as close of care. Expulsion of a child may occur for reasons included in this handbook and does not result in any reduction of enrollment fees.

We promise to treat expulsion practice very delicately and always to be respectful and accepting even if an agreement cannot be reached.

Confidentiality rules apply. Auke Lake Preschool and Families will agree to remain confidential and professional regarding the sensitive details in suspension and expulsion.

Section 4- Health Policies

Mitigation Plan

We may at times implement a mitigation (risk management) plan which will supersede applicable content of this handbook. An official memo implementing a mitigation plan will be submitted in writing and then another to cancel it. A mitigation plan does not negate the family policies but add additional systems.

Immunization Requirements

To maintain a healthy environment and meet licensing requirements for health precautions for center-based childcare, the following practices are followed:

Immunizations:

The center may provide care to children who may not receive immunizations for medical reasons. To protect Auke Lake Preschool's most vulnerable children, the center will not allow under immunized children to attend unless they have a medical exemption completed by a medical practitioner.

In accordance with Alaska State Licensing requirements children without a medical exemption must be current on immunizations (according to Alaska Immunization Guidelines) to attend the center.

If a child is under-immunized and displays symptoms of a disease that is vaccine preventable, he/she will be excluded from care until the center receives a note from a medical provider stating the child is not a risk to other children in the program.

Under immunized means a person who has not received the recommended number of immunizations for his or her age in accordance with the Alaska Division of Public Health.

Precautions

We are trained in universal health preventative measures including

Latex gloves when tending to wounds, fluids, and bathroom

Washing hands before and after bathroom, meals, sensory and outdoor play

Regular washing and cleaning of children’s sleeping mats, toys, tables, and changing areas

Isolating tissues used to wipe noses followed by hand washing

In addition to-

Required up to date immunizations and records

Staff are required to have up to date CPR/First Aid Training

Good Nutrition, Rest, and Exercise daily

Evacuation drills practiced monthly

Toxic Substances and/or Poisonous Plants

Each toxic cleaning material is:

Stored in a labeled container

Inaccessible to children

Used according to manufacturer’s instruction

For the intended purpose

In a manner that will not contaminate a play surface

In a manner that is not hazardous to children in care

-Only nontoxic arts and craft materials will be used

-Poisonous plants will not be allowed in the center

Sick Children

We follow a strict stay home policy for children who have positive or persistent symptoms.

Diarrhea 2 or more incidents within a 4-hour period	24 hours from last incident of diarrhea
Vomit Any vomit incident	24 hours since last incident of vomit
Conjunctivitis (pink eye) Red, watery eye(s) with yellowish discharge; puffy appearance to eye(s)	Discharge is not present, eye is no longer runny, and treatment has been taken for 24 hours. (dr note to return)
Rash Rash of unknown origin	Rash has been identified by a physician as not contagious or is under treatment and no longer contagious (needs dr note to return)
Head lice Lice on scalp or nits attached to the hair shaft	24 hours after treatment is complete and no lice or nits are present and all belongings have been treated.
Other contagious disease/illness Measles, mumps, chicken pox, scabies, impetigo	Child needs to have completed the contagious stage of illness (needs dr note to return)
Hand Foot & Mouth Fever, sore throat, feeling unwell, irritability, loss of appetite, blister, rash, red spots, coughing, headache	24 hours fever free, no blisters (fever often comes following other symptoms in hand foot and mouth) needs dr note to return
COVID-19 ANY one persistent symptom, two or more positive symptoms, or fever (cough, chills, runny nose, sore throat, yellow/green runny nose, respiratory difficulties, congestion, diarrhea, fatigue, headache, rash, muscle ache)	24 hours symptom free if experiencing one persistent symptom (including fever) 72 hours symptom free if experiencing all symptoms Dr. Note appreciated although not required unless determined possible exposure due to contact tracing.
Positive Symptoms include: Headache, sore throat, cough, rash, low grade fever, inability to participate, nasal discharge, fatigue, lack of appetite/thirst, congestion, diarrhea, redness of eyes/loss of color to lips, sweating, chills.	

Exclusion: If any of the above symptoms are noted at drop off, parent/guardian will be instructed to take the child home. Some symptoms will require the child to see a health provider to gain clearance for return. These symptoms which require clearance are noted above. If a child becomes ill while at daycare, they will be isolated from the group and closely monitored until a person authorized for pick up arrives within one hour of being called.

Medications

Medications may not be administered at the center by staff. We require prescribed medications to be administered at home or by parents whenever possible.

If care providers must administer medicine and follows insurance requirements, we will follow Alaska Department of Health and Social Services childcare licensing requirements regarding authorization, storage, and administration. We may not administer any fever reducing medication.

Parents must clearly label all medicines and they may only be used as directions state. Dosing guidelines by the manufacturer will be followed unless otherwise instructed by a physician. Medications will be stored in a central location outside of children's reach.

Prescriptions must be labeled with the attending physicians name and required dosage.

Non-Smoking Policy

Smoking is not allowed in or on the center property by anyone at any time. This includes in vehicles in the parking lot. Please do not discard cigarette or smoking paraphernalia trash on our grounds.

Section 5- Communication

Confidentiality

Child, family, and daycare protocol information is confidential. Auke Lake Preschool will not discuss information regarding any child to any person other than officials, staff, and legal guardians.

Reporting of Child Abuse:

We are required by law to report any suspected child abuse or neglect.

Parent Concerns:

Internal Procedure: Families may have concerns about how childcare is provided. We consider this a normal part of running our business and welcome positive criticism and suggestions. We encourage you to share your comments verbally, written email, or written letter to the Program Administrator.

Concerns, Grievances, and Complaints may also be sent to Center Owner

Email: owner@aukelakekids.com phone: (907) 790-7990

Communication is so valuable to us and we encourage your openness with us.

External Protocol: If a problem includes issues of non-compliance with licensing requirements, parents may report the concern directly to the Department of Health and Social Services, Division of Child Care Licensing. They may be contacting at P.O. Box 110646 Juneau, AK 99811, (907) 465-4756

I have read and understand the terms of Auke Lake Preschool Family Policies

Parent Signature:

Date:

APPENDICES

Daily Rhythm

Birth (3M) to mobile
 Focus: Secure attachment and attunement

Birth to Mobile

FOCUS: *secure attachment and attunement* (Ratio 1-5)

7:30 AM	Welcome	Wash Hands	First Foods
9:00 AM	Play Time		
10:00 AM	Nap Time		
11:00 AM	Lunch		
12:00 PM	Play Time		
2:00 PM	Nap Time		
3:00 PM	Snack		
4:00 PM	Play Time		
5:30 PM	Farewell	Center Closes	

Mobile/walking to 19 months

Focus: attunement, language, exploration

Mobile/Walking to 19 Months

FOCUS: *attunement, language, exploration*

(Ratio 1-5)

7:30 AM	Welcome Wash Hands
9:00 AM	Snack
10:00 AM	Play Time
11:00 AM	Lunch
12:30 PM	Nap Time
3:00 PM	Read & Eat—Snack
4:00 PM	Play Time
5:30 PM	Farewell Center Closes

Toddlers 19 -36 months old (ratio 1-6)

Focus: discovery, social-emotional, self-realization

Toddlers Ages 19–36 Months

FOCUS: *discovery, social-emotional, self-realization*

(Ratio 1-6)

7:30 AM	Welcome Wash Hands
9:00 AM	Snack
10:00 AM	Indoor/Outdoor Play
11:30 AM	Lunch
12:30 PM	Nap Time
3:00 PM	Read & Eat—Snack
4:00 PM	Indoor/Outdoor Play
5:30 PM	Farewell Center Closes

Early Preschool 3-4 years old (ratio 1-10)
 Focus: discovery, social-emotional, autonomy

Early Preschool Ages 3-4 years

FOCUS: *discovery, social-emotional, autonomy*

(Ratio 1-10)

7:30 AM	Welcome Wash Hands	
8:00 AM	Moonchild Circle Time	
9:00 AM	Snack	
9:30 AM	Outdoor Play	
10:30 AM	Skills	
11:30 AM	Lunch	
12:30 PM	Nap Time	
3:00 PM	Read & Eat—Snack	
4:00 PM	Closing Moonchild Circle /Choice Play	Indoor or Outdoor Play
5:30 PM	Farewell Center Closes	

Preschool Ages 3-5 years

FOCUS: *social-emotional, challenges with familiarity, imagination & creativity* (Ratio 1-10)

7:30 AM	Welcome Wash Hands	
8:00 AM	Lesson Invitation	
9:00 AM	Snack Classroom Jobs	
9:50 AM	Moonchild Circle Time	
10:25 AM	Outdoor Play	
11:50 AM	Lunch	
12:30 PM	Story Time & Regulation Yoga	
1:00 PM	Nap Time	
3:00 PM	Snack Time	
4:00 AM	Choice Play Time	
5:30 PM	Farewell Center Closes	

Sample Weekly Snack Menu

Weekly Snack Offering				
				
Menu				
Strawberries Animal crackers	Apples String cheese	Graham cracker Yogurt dip	Cutie Oranges Pretzels	Pears Cottage Cheese
<p>Little Moon Snack Plate</p>  <ul style="list-style-type: none"> • Fruit or Vegetable • Whole Grain • Dairy Product 		<p>Little Moon Child Care provides one snack per day for children who have mastered skills in eating solid foods. Little Moon Child Care provides responsive and consistent meal routine, service, and supervision based on government guidelines in partnership with enrolled families following health, safety, and nutritional standards.</p> <p>Snack provided follows a choice of 2-3 nutritional items from fruit or vegetable, whole grain, or dairy following portion sizes for age stages at a consistent time of every day for each child eating solid foods.</p>		

This developmental needs model was established by Little Moon

Developmental Needs Model



Auke Lake Preschool commits to fulfilling these developmental needs every day in caring for children.

We enjoy tending to the whole child in circulating throughout the spiral of needs when caring for children.

Family Policies Agreement

By signing below, I hereby agree to the policies, terms, and conditions mentioned above. Auke Lake Preschool and Afterschool Program has the right to make changes without the regular 30-day notice to any policies and procedures.

Child's Name _____

Parent/Guardian Printed Name _____

Signature _____ Date _____

Parent/Guardian Printed Name _____

Signature _____ Date _____