



Grand Traverse Pavilions  
A COMMUNITY CARING FOR GENERATIONS

# CHILD CARE HAND BOOK





**Grand Traverse Pavilions**  
A COMMUNITY CARING FOR GENERATIONS

## Child Care Contacts

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**Email.....[lkaltenbach@gtpavilions.org](mailto:lkaltenbach@gtpavilions.org)**  
Child Care Classroom.....932-3039

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If you are in need of assistance or have questions outside of child cares hours of operation please contact Darcey Gratton.

Administrative Services Director - Darcey Gratton .....932-3010  
**Email.....[dgratton@gtpavilions.org](mailto:dgratton@gtpavilions.org)**  
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GRAND TRAVERSE PAVILIONS  
Child Care Center Handbook

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## GRAND TRAVERSE PAVILIONS Childcare Services Handbook

### **PROGRAM PHILOSOPHY**

The Grand Traverse Pavilions Child Care Center strives to provide a nurturing, safe, secure, fun environment for children and families. Curriculum for all children is play-based and developmentally appropriate. Our program is designed to help children develop a positive self-esteem, nurturing social behavior and self-control. Trained staff will focus their attention on helping to develop a child's physical, cognitive and social development. Children will be encouraged to learn through stimulating and hands-on experiences. Group activities may include Circle Time, music, dramatic play, and creative arts. Children may participate with Adult Day Services participants, Assisted Living residents, Cottage Tenants, and Grand Traverse Medical Care residents in intergenerational age exchanges. Our staff strives to consider each child as an individual and work toward meeting all children at their developmental level, providing them with opportunities that build on their strengths. Cultural diversity will be celebrated and shared with all children. Our Center will serve each family by providing educational and support services that are designed to focus on empowering families. Grand Traverse Pavilions staff feel that in order for children to reach their full potential they must be provided with a nutritious diet, physical exercise, and a happy, healthy environment. We recognize that education is a life long learning process and we all have something to learn and share with one another. Every parent, caregiver, and child will be treated with respect and dignity.

### **AT WORK REQUIREMENT**

The Grand Traverse Pavilions Child Care Center is an "employee only" center. Department of Human Services guidelines for Employment-Based On-Site Child Care Centers require that a parent/guardian must remain on-site at all times when using daycare services. If you leave the campus for any reason, you need to take your child with you.

### **HOURS OF OPERATION**

Children left past the posted closing time will be subject to a late pick-up fee. Hours of operation may be subject to change based upon the needs of the Center. Parents/Guardians will be given a minimum of two weeks advance notice of changes in hours of operation.

### **INCLEMENT WEATHER**

The Center is open Monday through Friday, 12 months a year. Inclement weather will not affect the operations of the Child Care Center. When weather conditions are in question, parents/guardians should call the Center before leaving their home.

## **ARRIVAL & DEPARTURE**

Children are to be signed in when arriving and signed out when leaving the Center at any time. A parent/guardian must accompany the child into the Center and sign the child in. Make sure that a staff person is aware your child has arrived before you leave the Center. When picking up your child, be sure to let staff know you have removed the child and sign them out on the kiosk by exterior door. Children will only be allowed to leave with their parents/guardians unless specifically specified by the parents/guardians.

## **ABSENCE NOTIFICATION**

If you are calling in an absence for the day, or your child will not be coming in as scheduled, it is your responsibility to notify the Center as soon as possible by leaving a message at **(231) 932-3030**. Parents who provide advance notification, at least one hour prior to their child's scheduled start time, will incur a \$20.00 cancellation fee, per child for children scheduled more than four hours. Cancellation of less than four will incur a \$10.00 fee. Parents who fail to provide advance notification will be charged the full amount for the scheduled day plus the cancellation fee, per child.

## **OPEN DOOR POLICY**

Our Center encourages parents/guardians to visit their children at any time during their shift. Children experiencing separation anxiety, parents/guardians may be asked to work out specific times to visit their children to help make the visit a positive experience for them and their child.

## **DAILY SCHEDULE**

Planned indoor activities include dramatic play, games, and puzzles, sand/water table fun, building with blocks, arts and crafts, music and dance, circle time, etc. Outdoor activities include playground time, hiking adventures, picnics, etc. There are also spontaneous and planned intergenerational "Age Exchanges" on our campus. Each child participates in developmentally appropriate curriculum designed to facilitate the development of the child as a whole.

## **INTERGENERATIONAL "AGE EXCHANGES"**

As part of the Grand Traverse Pavilions Child Day Care Center, your child has the unique opportunity to interact with residents of the Grand Traverse Pavilions and Cottages. The children and grandmas and grandpas develop lasting relationships through planned intergenerational "Age Exchanges" and spontaneous visits. Staff ensure the age exchanges and visits are supervised, purposeful, and of benefit to the children and adults alike. Activities include story time, bubble fun, music and dance, arts and crafts, walking tours, sing-a-longs, parties, snacks, special events, and more.

## BIRTHDAYS

Birthdays are a special event for the children. The parent/guardian is permitted to bring in a treat for snack time. Please clear any treats with the staff to assure appropriateness to age groups and allergies. Staff will be happy to take pictures if the parent/guardian wishes.

## CLOTHING

Your child's comfort is important to us. There will be times when the children will be playing and participating in "messy" activities. Please be sure they wear comfortable, washable clothing at all times. Although staff will take precautions to protect the child's clothing from staining, the Center does not assume responsibility for any damaged clothing. Footwear should be suitable for gross motor play such as running, climbing, skipping etc. **Please don't send your child in clothing with drawstrings.**

**Extra Clothing:** All children must have an extra pair of pants, shirt, underwear and socks in his/her cubbie at all times. In the winter months they must have boots, snow pants, hat and mittens daily as we will provide outdoor play time every day, weather permitting and appropriate staffing. **All clothing should be labeled with your child's name.**

## INFANTS

Parents/guardians must supply the Center with formula or breast milk, in addition to diapers, wipes, non prescription ointments, etc. used when changing the infant. Sufficient changes of clothing must also be provided. All infants 12 months and under must sleep in their assigned crib, on their backs, without blankets, toys, pillows or anything else in their crib. This is a common safe sleep practice used to help prevent SIDS.

## OUTDOOR PLAY

All children will go outside daily, with the exception of days with extreme weather conditions. Please make sure your child has appropriate dress for outdoor play. **All clothing should be labeled with your child's name.**

## CUBBIE SPACE

All children will be provided with space to put their extra clothing and personal items. Each cubbie will be individually labeled. Parents/guardians are asked to keep the cubbie free of unnecessary items. Parents/guardians should label anything brought into the Center. The Center is not responsible for lost or stolen items.

## **SPECIAL ITEMS FROM HOME**

Children over 12 months are welcome to bring a blanket or soft toy for rest time. The Center is not responsible for lost or stolen items.

## **STAFF**

The Grand Traverse Pavilions Child Care Center strives to have a team of dedicated, caring staff members. At all times the Center will have a staff member who is certified in child/infant CPR and First Aid training. Due to the proximity of our nursing services, there is also a Licensed Nurse on the premises at all times in case of an emergency. The Child Care Center will strive to provide a consistent caregiver for each child up to 2 ½ years of age in order to maintain continuity of care.

Staffing ratios will be kept at a level to provide sufficient care and supervision of all children. Volunteers may be utilized in the Center. All staff, volunteers, and adult participants will be carefully screened and be subject to a child abuse/neglect and criminal background check.

## **ADVANCE SIGN-UP**

In order to assure we have adequate staff to provide quality service for your child, the Pavilions Child Care Center requires advance sign-up. By no later than 2:00pm on Thursdays, parents/guardians will need to notify the Center of their child's schedule for the upcoming week. You may e-mail your weekly/monthly schedule to [lkaltenbach@gtpavilions.org](mailto:lkaltenbach@gtpavilions.org).

Parents/guardians who have an unanticipated need for child care and are unable to provide advance notice will be accommodated, if possible. The "drop-in" rate will be charged for when advance notice is not provided, with the exception of weather related school closings, if the parent/guardian notifies the Center prior to bringing his/her child.

## **DISCIPLINE POLICY**

All children will be treated with respect and sensitivity at all times. All discipline practices will be positive, promote self-control, self-esteem, cooperation, and acceptable social behavior. Staff shall be prohibited from using the following as a means of discipline:

- hitting, shaking, biting, pinching, or inflicting any form of corporal punishment.
- restricting a child's movements by binding or tying him/her.
- inflicting mental or emotional discipline such as humiliating, shaming or threatening a child.
- depriving a child of meals, snacks, rest or necessary toilet use.
- confining a child in an enclosed area such as a closet, locked room or similar cubicle.

There will be no reason to use disciplinary measures with infants. In regard to toddlers and preschoolers, staff will use redirection to distract the child's attention away from the disruption. If children are old enough to understand, staff will have a conversation with them that helps him/her understand their actions and how they may or may not be appropriate. Staff will be trained to be aware of potential conflicts and to interact before the conflict presents itself. Children who are

displaying signs of aggression or are a distraction to the program will be closely supervised by the staff to avoid harmful or destructive behavior.

Non-severe discipline or restraint may be used when reasonable, necessary, and based on a child's development to prevent a child from harming him/herself, or to prevent a child from harming other persons or property.

### **CHILD ADVOCATES**

We have connections to many agencies in the community who serve the needs of children and their families. If we can be of any help, please allow us to provide assistance.

**Abuse/Neglect:** If abuse/ neglect of your child is suspected we are required, by law, to report such to the proper authorities.

### **REGISTRATION**

The following is a list of what is required of all those interested in registering with the Grand Traverse Pavilions Child Care Center:

Children must be 8 weeks to 5 years of age.

Parents/guardians are asked to make an on-site visit to observe the program. It is recommended the first visit to the Center be without your child and the return visit be with your child.

Each child will be considered on an individual basis. Consideration for enrollment will be based on the level of care required and the staff's qualification to meet the specific needs of the child.

Participation will not be denied based on race, religion, color or national origin.

**All registration forms must be completed and accepted prior to your child's first day.**

### **DISCHARGE GUIDELINES**

It is our goal to make each child's experience at the Grand Traverse Pavilions Child Care Center a positive one. Every effort will be made to work with children and their family when behavior challenges are present. Staff are to work as a team with the parent/guardian and encourage accessing community resources and other support systems when appropriate. We recognize that at times, despite all efforts, there may be cause for discharge. The following is meant to be a guide to parents/guardians. A child may be discharged from our program for one or more of the following:

The child's needs can no longer be met by the program.

The child becomes abusive to self or others including staff as determined by Child Care Center Manager/Staff.

The parent/guardian chooses not to work with staff to address concerns or challenges with their child.

The registration guidelines are no longer met.



Administration reserves the sole right to terminate enrollment for a child in the program at any time. Should this occur, parents/ guardians would be consulted and given support and direction for other options.  
Violation of the "At Work" requirement.

## **HEALTH & SAFETY POLICIES**

**Immunizations:** Every registered child is recommended to have an up to date immunization record.

**Medications:** Administration of any medication must be done by the parent/guardian. There is a refrigerator available for medication storage in the Child Care Center.

**Accidents/Injuries/Incidents:** When a child has an accident or injury, parents/guardians will be notified. If the injury is minor, such as a scrape or bruise, parents/guardians will be notified when they arrive to pick up their child. If the child requires emergency treatment or needs to be transferred for treatment, parents/guardians will be notified immediately. All emergency transfers will go to Munson Medical Center's Emergency Room. A staff person will accompany the child until parent/ guardian arrives. Staff will complete a written report and provide a copy to the parent/guardian, upon request.

**Illness:** Your child's health is of great importance to us. At times children may have signs of communicable disease or illness. To protect all children, staff, and older adults involved with the Child Care Center, staff have the right to determine if a child is too ill to participate or is contagious. Parents/guardians will be contacted and asked to take the child home. Symptoms may include but are not limited to: Fever (100 degrees or above), vomiting, diarrhea, eye drainage, skin rashes/sores, and sore throat. If your child has any of these symptoms, please do not bring him/her to the Center that day.

Children who must be picked up from the Center due to illness may not return until they have been symptom-free for at least 24 hours. If they are treated with antibiotics, they must be treated for at least 24 hours before returning. The Center reserves the right to request that a child remain out of the Center longer than 24 hours if communicable symptoms persist. The date of a child's return may be contingent upon medical clearance from a physician, and approval from the Organization and/or its medical consultants. We appreciate the efforts made to protect all the children and adults participating in our program from unnecessary illness.

**Fire/Tornado/Severe Weather:** Safety Awareness will be made an important part of each child's experience at our Center. Regular fire/tornado/severe weather drills will take place. Children will be instructed on the proper evacuation routes and procedures for each condition. Evacuation routes and procedures are posted in each room. Emergency telephone numbers are posted at each telephone.

**General Safety:** Staff will continuously watch for "unsafe" situations and eliminate them. Space will be kept clutter free, clean and safe. Specific precautions observed will be:

No plastic bags in the children's areas, except in covered garbage receptacles  
All electrical outlets will be covered  
Toys will be sanitized and cleaned daily  
Cribs & mats will be sanitized and cleaned weekly or as needed. Crib sheets, blankets, etc. will be laundered weekly or as needed

### **PARTICIPATION FEES**

All payment for child care services will be done through payroll deduction for Grand Traverse Pavilions employees and auto-withdrawal from checking/saving account for *Unidine* employees. Pavilions Employees may participate in a program in which child care expenses can be tax deferred. See our Child Care Services Facilitator x3030 or Administrative Services Director x3010 for current rates and fees.

### **MEALS**

Proper nutrition is viewed as an essential component of a child's growth and development. All meals and snacks are provided by the Grand Traverse Pavilions Food Service vendor and meet U.S.D.A. nutritional standards. Breakfast (for children who arrive prior to 8:15am) and two snacks (morning and afternoon) are included in the daily rate. The lunch meal is available for \$2.00 per day. Parents may opt to bring in breakfast and lunch food for their child. Weekly menus will be posted for parents/guardians to view.

**Infants:** Parents/guardians will determine the diets and provide instructions for the feeding of all infants. All bottle formulas must be provided by parents/guardians. Parents/guardians may provide solid foods. The child will be fed by staff according to parent/guardian instructions. Parents/guardians must provide the Center with a daily supply of single use bottles to be used for their child. The bottles shall be capped and labeled with its contents, the child's name, and the date. Bottles will be refrigerated at the Center and should be transferred in a cooler or other thermal container to avoid spoilage. After each feeding, any milk left will be discarded, the bottle will be rinsed out and returned to the child's cubbie.

### **HOLIDAY POLICY**

A holiday sign-up sheet will be available for parents/guardians who are scheduled to work a holiday that falls on a weekday. Your child needs to be signed up by the posted deadline. There will be no "drop-in" available on holidays. At least three (3) children need to be signed up for the Center to be open on a holiday. If you have signed up to bring your child in on a holiday and need to cancel, you need to do so by the posted deadline or you will be subject to pay for the full days rate. If staff do not receive notice of your cancelation within 24 hours before the holiday, a \$75 charge will be added for each child instead of the normal cancellation fees.

## **CULTURAL/RELIGIOUS CELEBRATIONS**

Grand Traverse Pavilions recognize that the Grand Traverse Area is a culturally diversified district with many different religious practices and beliefs. We believe in respecting the cultural and religious teachings within a family unit and intend to avoid any hindrance of those teachings.

## **PLAYGROUND**

Playground equipment is provided in the Child Care courtyard.

## **SCHOOL'S OUT PROGRAM**

The Center will be available, as space allows, for pre-registered school-aged children between the ages of 5 and 8 year olds on weather related school closings, teacher in-service days, as well as any breaks that may occur in the school year. These "school's out" days will offer school-aged children time to enjoy outside and inside activities, relax, study, read, play and choose preferred activities during their hours of attendance. Participants will be asked to bring their own activities such as reading materials and homework. Breakfast and two snacks will be provided by the Center, as stated in the "MEALS" section above. Lunch is available for \$2.00 per day.

## **ANTI-DISCRIMINATION POLICY**

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

# Grand Traverse Pavilions Child Care Services

## Rates & Operating Hours

Effective January 1, 2023

(subject to change)

All payment for childcare services will be done through payroll deduction for Grand Traverse Pavilions employees and auto-withdrawal from checking/saving account for *Unidine* employees.

### Regular Rates

Infants (Under 12months)	\$4.50 hourly
Toddler (1 and 2 years old)	\$4.00 Hourly
Pre-school (Age 3 and above)	\$3.50 hourly
School Age (5 Years and older)	\$3.00 Hourly

### Drop-in Rates

Infants (Under 12months)	\$6.50 hourly
Toddler (1 and 2 years old)	\$6.00 Hourly
Pre-school (Age 3 and above)	\$5.50 hourly
School Age (5 Years and older)	\$5.00 Hourly

### Hours of Operation

(Subject to change with notice)

Monday through Friday - 6:00 a.m. to 5:30 p.m.

A "late fee" of \$2.00 per minute will be charged for children not picked up by closing time.

To encourage proper notice for cancellations, parents who do not provide advance notification, prior to their child's scheduled start time, will incur a **\$20 cancellation fee (\$10 under 4 hours)**, per child. **Parents who fail to provide advance notification will be charged the same cancellation fee but will also be charged the full amount for their scheduled day, per child.** If you are calling in an absence for the day, or your child will not be coming in as scheduled, it is your responsibility to notify the Center **one hour prior** to your child's scheduled start time by leaving a message at (231) 932-3030 or by emailing Lori Kaltenbach at [lkaltenbach@gtpavilion.org](mailto:lkaltenbach@gtpavilion.org). For immediate attention during non-business hours, you may email [dgratton@gtpavilions.org](mailto:dgratton@gtpavilions.org). **See Holiday Policy in the handbook for special cancellation rates.**