



A MINISTRY OF HOPE LUTHERAN CHURCH

HOPECARE MISSION, VISION, AND CORE VALUES

TO PLAY, LEARN, AND GROW IN THE LOVE OF JESUS

HopeCare is a safe, faith-based children's ministry that uses education, age-appropriate concepts, play, and experiences to guide children as they learn, grow, and flourish in their communities. The relationship between Hope Lutheran Church and HopeCare allows children to live this vision in their daily lives.

Faith, Education, Safety, Love and Play

Parent Handbook

We learn something new each day with hands-on fun and developmentally appropriate activities to enrich our children and give them a solid foundation for their future educational years. Our classrooms include:

- ☐ Caterpillars and Butterflies (infants- as young as 4 weeks)
- ☐ Sprouts (one-year olds)
- ☐ Blooms (two-year-olds)
- ☐ Shepherds and Fishers (ages 3 to 5)
- ☐ Disciples (school age: after school, no school, and summer program grades kindergarten through fifth grade. Transport from Eugene Field and Robert Frost.)
- ☐ Morning Preschool Program: Tuesdays, Wednesdays, and Thursdays from 9:30 a.m. to 12 p.m. and follows the Sioux Falls School District Calendar. The program runs from September through May.

Licensing

- ☐ **State License number: 018042468**
- ☐ HopeCare Children's Center is regulated and licensed through the South Dakota Department of Social Services (DSS). We comply with licensing and Department of Health regulations to ensure the quality of our programming, health, and safety for all our children and teachers.
- ☐ Annual inspections are conducted by DSS and Department of Health to ensure regulations are met. Inspection Summary Reports are posted for families to review at any time.
- ☐ Our center reports to teachers and families any changes in circumstances which may affect their ability to comply with licensing rules.
- ☐ Our center follows state guidelines and expectations.

Mandated Reporting

- ☐ HopeCare is required by law to report any witnessed or suspected child abuse or neglect to the DSS or law enforcement.
 - ☐ Teachers are required to read and sign a statement which defines child abuse and neglect, and their responsibilities as outlined in SDCL 26-8A-8.
- ☐ Teachers are to report any witnessed or suspected incidents to HopeCare Leadership and notify DSS or law enforcement immediately.
- ☐ If an incident involves a teacher, HopeCare leadership will take the necessary steps to protect the children and follow state guidelines.

Ratios and Supervision of Children

- ☐ HopeCare is supervised by qualified educators following the state regulations as follows:
 - ☐ Children age 4 weeks – 2 years: Ratio of 1 teachers for every 5 children
 - ☐ Children age 3 – 5 years: Ratio of 1 teachers for every 10 children
 - ☐ Children age 6 – 12 years (K-5): Ratio of 1 teachers for every 15 children

HopeCare Teachers

- ☐ All teachers will maintain the appropriate level of education and/or experience for their position and continuously receive ongoing training and educational experiences to equip them to educate children.
 - ☐ Teachers are required to successfully complete the following training courses and certifications within the first ninety days of employment.
 - ☐ *CPR and First Aid Certification*
 - ☐ *Child Development Orientation*
 - ☐ *Prevention & Control of Infectious Diseases*

- ☐ *Safe Sleep Practices & Reducing the Risk of SIDS*
- ☐ *Leadership of Medications in Child Care*
- ☐ *Prevention & Response to Food Emergencies & Allergic Reactions*
- ☐ *Building and Premises Safety*
- ☐ *Prevention of Abusive Head Trauma & Shaken Baby Syndrome*
- ☐ *Emergency Preparedness & Planning for Child Care Programs*
- ☐ *Safe Handling & Storage of Hazardous Materials in Child Care*
- ☐ *Appropriate Precautions in Transporting Children*
- ☐ *Mandatory Reporting of abuse and neglect*
- ☐ *Child Development*

Hours of Operation

- ☐ Monday - Friday between 6:30 a.m. – 6:00 p.m.
 - ☐ The after-school program will follow the Sioux Falls School District's calendar operating Mondays through Fridays between the hours of 2:45 p.m. – 6:00 p.m., with additional hours for no school days.
 - ☐ Morning Preschool follows the same calendar but operates only on school days for the duration of the school year, with summers off.
 - ☐ After 6 p.m. a \$1 per minute late fee per child will be assessed until the child is picked up.
 - ☐ If there has been no contact within 30 minutes of closing with an authorized pick up, local authorities will be contacted, and the child(ren) will be turned over to the authorities.

Holidays

- ☐ HopeCare will be closed on the following holidays:
 - ☐ One floating teacher work day
 - ☐ January: New Year's Day
 - ☐ One Friday in January or February for a sponsored training event
 - ☐ Memorial Day
 - ☐ Good Friday
 - ☐ Fourth of July and the 5th of July
 - ☐ Labor Day
 - ☐ 2nd Friday of October teacher training and work day
 - ☐ Thanksgiving Day and the day after Thanksgiving
 - ☐ Christmas Eve Day and Christmas Day
 - ☐ If the holiday lands on a Saturday, the program will observe the holiday on the Friday before. If the holiday lands on a Sunday, the program will observe the holiday on the Monday after.
 - ☐ Tentatively there will be a day(s) that the afterschool age program will be closed at the end of the school for summer school age prep.

Emergency Closings/Snow Days

- ☐ If the Sioux Falls School district cancels school HopeCare will close.
 - ☐ If the Sioux Falls School district has a late start or early release, due to weather, so will HopeCare.
- ☐ There will be thorough communication when these times arise. Closings are at the discretion of HopeCare leadership.
 - ☐ Any closings due to inclement weather or building situations will be announced through local media outlets as well as Bright Wheel.

Pick-Up and Drop Off Authorization and practices

- ☐ Parents/guardians must authorize any individuals picking up their child. Those individuals will be asked for their identification at pick up.
- ☐ Your child must be checked in and accompanied by an adult when arriving and be checked out by an authorized person.
 - ☐ Communicate to a teacher when leaving with a child.
- ☐ We have an open-door policy; parents may visit at any time.
 - ☐ Be considerate in scheduling appointments during nap time
 - ☐ Consider scheduling appointments early in the morning and coming later to HopeCare or scheduling later in the afternoon and not returning to HopeCare.
 - ☐ Notify teachers by 9 a.m. of any changes in their normal schedule.

Registration

- ☐ The following documents are needed and must be completed and turned in before childcare starts. These are updated annually. They must also be updated if a change occurs within the family.
 - ☐ Registration Form
 - ☐ Current Immunization Records
 - ☐ Annual Fee (non-refundable)
 - ☐ Deposit- one week's tuition that goes towards the child(s) first week of care and the annual fee (non-refundable).
- ☐ Families and HopeCare teachers will work together to determine if the program is appropriate for the specific needs of an individual child.
 - ☐ HopeCare will seek to consider reasonable accommodations and interventions to help make enrollment possible for all children within the structure of the program.
 - ☐ If a child has any information from a physician, IEP, Section 504 Plan or Behavior Management plan, please provide a copy of the recommendation or diagnosis to the center.
- ☐ Current families, teachers and Hope Lutheran Church congregation members will receive priority preference on the waiting list.
 - ☐ The waitlist is first come first served.

Billing and Rates

- ☐ **Tax ID: 46-0253194**
- ☐ **Childcare Assistance License number:** 018042468
- ☐ Payment is made by ACH only. Any other payment methods must be approved by HopeCare Leadership. If check/cash has been approved, it must be dropped in the drop box no later than Tuesday evening.
- ☐ There will be a \$50.00 fee for any returned check, plus the original amount.
- ☐ ***Tuition (All tuition fees are subject to change with 30-day notice, two weeks' notice for end of care) Annual programming and registration fees, deposits, activity fees, and holding fees are nonrefundable.***
- ☐ **Childcare Classrooms and Rates:**
 - ☐ *The annual programming and registration fee of \$100, per child, will be charged on the first Tuesday of January.*
 - ☐ *New enrolled families pay annual programming and registration fees as part of their deposit.*
 - ☐ Caterpillars and Butterflies (4 weeks to age 1 or walking) \$300 weekly, per child
 - ☐ Sprouts (age 1 to age 2) \$300 weekly, per child
 - ☐ Blooms (age 2 to age 3) \$300 weekly, per child
 - ☐ Shepherds and Fishers (ages 3 to age 5) \$300 weekly, per child, starting March

1, 2026 for any children starting or transitioning to that room,

☐ March 23, 2026 all families will pay \$300 weekly.

☐ **HopeCare Morning Preschool Program**

☐ Ages 3 to 5

☐ Tuesdays, Wednesdays, and Thursdays 9:30 a.m. until 12 p.m.

☐ \$200 per month, per child

☐ The deposit of \$200 is due the first Tuesday of May. This goes towards the first month.

☐ Annual programming and registration fee of \$200 due the last Tuesday in July

☐ **School Age Programs:**

☐ **After School Program:**

☐ \$100 per week, per child, annual programming and registration fee of \$100 due last Tuesday of July.

☐ deposit of \$100 due the first Tuesday of May, goes towards first full week of care

☐ Fees are assessed on a weekly basis – you pay for space reserved, not time used.

☐ No school days are part of the tuition for Fall school age

☐ On “No School” days children are responsible for providing their own lunches. Please pack only cold lunches. There will not be refrigerator access to store the lunches.

☐ If you are a drop in on a no school day you will pay the full \$40 and there are no sibling discounts.

☐ **Summer School Program:**

☐ \$200 per week, per child

☐ \$200 activity fee is required on the first Tuesday in April.

☐ A deposit of \$200 will be required to be paid on the first Tuesday of March and goes towards the first full week’s tuition. Registration will start in February.

☐ Each child will be responsible for providing a swim pass for entrance to the Sioux Falls Public Pools.

☐ Parents/guardians are responsible for providing lunches unless otherwise communicated by the teachers of the room.

☐ There will be no part-time options available for summer care.

☐ Summer care is contracted for the entire summer from the start of the program until the end of the program.

Good Faith commitment Payments

☐ **Good Faith Commitment Payments** are required to reserve a childcare space prior to a child’s official start date or for long term requests of time out of childcare. This payment reflects a shared commitment between the family and the program and allows us to responsibly plan for staffing, classroom ratios, and resources.

☐ Because licensed childcare spaces are limited, reserving a space means we are unable to offer that placement to another family during the commitment period. The Good Faith Commitment Payments help support the stability of the program while we prepare for your child’s arrival.

☐ The first Good Faith Commitment Payment will go towards the first week of care and annual deposit.

☐ Please note:

☐ The Good Faith Commitment Payments are **non-refundable** and **non-transferable**

☐ These payments **do not apply toward tuition or weekly fees**

☐ Payments confirm intent to enroll and secures your child’s placement until the agreed start date

- ☐ If care does not begin on the scheduled date, the payments will be forfeited
- ☐ This policy supports thoughtful planning and stewardship of our resources as we care for children and families entrusted to us.
- ☐ This change in process will become effective for all families that join HopeCare after February 1, 2026.
- ☐ Good Faith Commitment Payments will begin for all new enrolled children three months before care begins.
 - ☐ This ensures care will start for both parties involved.
- ☐ If something tragic occurs, we would reimburse the Good Faith Commitment Payments.
- ☐ The good faith commitment payments are 360 per month or 90 per week.

Limited Care Option

- ☐ HopeCare offers an option for families when children may not need the full weeks' worth of care for a limited period. This option can only apply for up to a *2-month, 8 weeks, duration over 12 months, January through December*.
 - ☐ This option is not available to Morning Preschool or School Age programs.
 - ☐ Payment is 180 per week for 3 days of care.
 - ☐ Any day after three days you will be charged full weekly tuition.
 - ☐ The months you would do this need to be given ahead of time and be specific.

Childcare Assistance

- ☐ According to the program's requirements, parents/guardians are responsible for all co-payments as well as any fees that may accrue.
- ☐ Payments and fees are expected, until HopeCare has been notified of approval for CCA.

Refunds/Credits

- ☐ Refunds and credits will be made when necessary to ensure accurate bookkeeping.
- ☐ Deposits are non-refundable.
- ☐ Reserved childcare holding fees are non-refundable.
- ☐ Annual fees and activity fees are non-refundable.

Confidentiality

- ☐ All records and information relating to children and their families attending HopeCare will be kept in strict confidence by teachers.

Communication

- ☐ Teachers will communicate both positive behavior and corrective behavior to parents/guardians.
- ☐ HopeCare has a parent communication bulletin board, parent committee, and weekly newsletter link that is sent out on Brightwheel.
- ☐ HopeCare utilizes a childcare software application called Brightwheel.
 - ☐ The Brightwheel application allows parents/guardians to receive notifications on their smart phones throughout their child's day.
 - ☐ Parents/guardians can see what their child is learning, pictures, records of bottles, meals, diapers.
 - ☐ Parents/guardians can send messages directly to teachers and access our center's calendar all from Brightwheel.
- ☐ Teachers will only use their phones and personal devices for Brightwheel updates. During active supervision, teachers will not be on phones or personal devices.
 - ☐ Be patient for responses, teachers will get to it as soon as possible.

- ☐ Teachers do not respond to messages before or after hours.

Significant Accidents, Incidents, and Behaviors

- ☐ All major accidents, incidents, and behaviors are documented, shared on Brightwheel, and require a parent signature.
 - ☐ There may be a delay in the report being available to sign, so we get all of the details. However, it will be communicated via BrightWheel.
 - ☐ We are required by law to immediately report any observed or suspected incidents of child abuse or neglect to law enforcement officials, and/or Child Protection.

Curriculum, Structure, and Environment

- ☐ Our program is faith-filled, developmentally appropriate, and play-based, intentionally planned to help children grow in:
 - ☐ Confidence
 - ☐ Curiosity
 - ☐ Independence
 - ☐ Compassion
 - ☐ Faith
- ☐ Each week, children engage in learning experiences that include:
 - ☐ Bible stories and faith-based learning
 - ☐ Weekly chapel and worship opportunities
 - ☐ Early literacy (letters, language, and communication)
 - ☐ Math foundations (numbers, patterns, problem-solving)
 - ☐ Exploration of colors, shapes, and the world around them
- ☐ **Personal Belongings**
 - ☐ It is recommended that children do not bring personal toys.
 - ☐ HopeCare will not be responsible for the loss of or damage to toys or personal items brought from home.
 - ☐ **No personal electronics.**
- ☐ **Whole Child Development**
 - ☐ We focus on developing the whole child, recognizing that all areas of growth are connected and equally important.
 - ☐ Physical Development
 - ☐ Building strength, coordination, and confidence through movement and play.
 - ☐ Cognitive Development
 - ☐ Encouraging thinking, problem-solving, curiosity, and early academic skills.
 - ☐ Social & Emotional Development
 - ☐ Helping children build relationships, understand emotions, and develop self-regulation.
 - ☐ Language & Literacy
 - ☐ Developing communication, listening, and early reading skills.
 - ☐ Approaches to Learning
 - ☐ Fostering curiosity, persistence, creativity, and a love of learning.
 - ☐ Adaptive / Self-Help Skills
 - ☐ Supporting independence through daily routines and responsibilities.
- ☐ **Observation, Assessment & Brightwheel Portfolios**
 - ☐ Our Observation Cycle: Observe → Reflect → Plan → Support

- ☐ Observe children during play and activities
- ☐ Reflect on development and skills
- ☐ Plan intentional learning experiences
- ☐ Support each child's individual growth
- ☐ We use Brightwheel to document and share your child's learning journey.
 - ☐ Photos and learning moments
 - ☐ Developmental observations
 - ☐ Milestones and growth updates
 - ☐ Classroom experiences
- ☐ **Classroom Environment**
 - ☐ **Classroom Structure**
 - ☐ Consistent daily routines
 - ☐ Structured and unstructured play
 - ☐ Hands-on learning experiences
 - ☐ Individual and group learning opportunities
 - ☐ **Learning Through Play**
 - ☐ Play is the foundation of learning. Through play, children explore, build relationships, and develop confidence.
 - ☐ **Environment Matters**
 - ☐ Safe and nurturing
 - ☐ Organized and accessible
 - ☐ Developmentally appropriate
 - ☐ Supportive of independence
 - ☐ **Faith in the Classroom**
 - ☐ Prayer
 - ☐ Bible stories
 - ☐ Chapel
 - ☐ Conversations about kindness and love
- ☐ **Physical Activity**
 - ☐ HopeCare provides safe, age-appropriate physical activities that total to the recommended amount for children.
 - ☐ Activities will be scheduled to include time spent in structured activities both indoors and outdoors, working on both fine and gross motor skills, along with opportunities for free play both indoors and outdoors.
 - ☐ Infants with exersaucers/jumpers (updated 3/12/2026):
 - ☐ Age/Developmental Stage: Wait until your baby can sit up independently, usually around 6-7 months, to ensure they have proper core strength.
 - ☐ Duration: Limit use to 15–20 minutes twice per day to avoid overuse, which can hinder motor skill development.
 - ☐ Foot Position: Ensure the baby's feet are flat on the base, not dangling, to prevent toe-walking or hip strain.
- ☐ **Going Outside**
 - ☐ Children will be outside daily, weather permitting. Children will not go outside if weather conditions are below 0 degrees F with the wind chill or higher than 100 degrees Fahrenheit with the heat index.
 - ☐ Time outside will be limited on days with extremely high or extremely low temperatures.

- ☐ Proper apparel is very important for outdoor play times: hats, boots, gloves, snow pants or extra pants, scarves, etc. are necessary during winter months.
- ☐ Parents/guardians are required to supply their child's sunscreen and bug spray in the summer. If your child is unable to go outside due to illness, a doctor's note will be required.
- ☐ **Risky Play**
 - ☐ At HopeCare Children's Center, we believe that children grow through exploration, movement, and challenge. **Risky play** refers to exciting and challenging play that allows children to test their abilities while learning to assess and manage risk.
 - ☐ Risky play may include activities such as:
 - ☐ Climbing on playground equipment
 - ☐ Balancing on logs or stepping stones
 - ☐ Moving quickly during active play
 - ☐ Using real tools with supervision (when developmentally appropriate)
 - ☐ Exploring natural environments
 - ☐ These experiences help children develop:
 - ☐ Confidence and independence
 - ☐ Problem-solving and decision-making skills
 - ☐ Physical coordination and strength
 - ☐ Awareness of personal safety and limits
 - ☐ Our teachers carefully **supervise and guide children during risky play** to ensure that risks remain appropriate and manageable. While minor bumps or scrapes can occur during active play, these experiences are part of healthy development and help children learn resilience and safety awareness.
 - ☐ Safety remains our priority. Staff members monitor environments, provide guidance, and intervene when a situation becomes unsafe.
 - ☐ Through thoughtful supervision and intentional environments, we aim to help children **build courage, capability, and confidence** while staying safe.
- ☐ **Messy Play**
 - ☐ At HopeCare Children's Center, children learn best through hands-on exploration. Many of our activities involve **sensory and creative experiences** that may get a little messy—and that is part of the learning process!
 - ☐ Children may explore materials such as paint, water, sand, mud, shaving cream, glue, markers, and other sensory materials. Through these experiences, children develop important skills including:
 - ☐ Creativity and self-expression
 - ☐ Fine motor development
 - ☐ Problem-solving and experimentation
 - ☐ Sensory exploration
 - ☐ Curiosity and confidence in trying new things
 - ☐ Because of these experiences, children's clothing may occasionally become **dirty, stained, or wet** during the day. While teachers encourage children to wear smocks and take care during activities, messes can still happen when children are fully engaged in play.
 - ☐ We encourage families to:
 - ☐ Dress children in **comfortable play clothes** that can get messy
 - ☐ Send **extra clothing** to keep in their child's cubby
 - ☐ Expect that learning sometimes looks a little messy!
 - ☐ Our goal is to create an environment where children feel free to explore, create, and discover

without worrying about getting dirty. Some of the **best learning happens when children are fully immersed in play.**

Classroom Management & Behavior Guidance

- ☐ **Our Core Expectations**
 - ☐ Be Safe
 - ☐ Be Respectful
 - ☐ Be Responsible
- ☐ **How We Guide Behavior**
 - ☐ Connect – Build relationships
 - ☐ Assist/Reassure – Help children feel safe
 - ☐ Redirect – Guide toward better choices
 - ☐ Emotional Validation – Acknowledge feelings
 - ☐ Soothe – Support regulation
- ☐ **Active Supervision & Safety**
 - ☐ Position staff to see all children
 - ☐ Scan the environment continuously
 - ☐ Listen for changes in activity
 - ☐ Anticipate and prevent unsafe situations
- ☐ **Positive Guidance Practices**
 - ☐ Redirection and problem-solving
 - ☐ Positive reinforcement
 - ☐ Teaching replacement behaviors
 - ☐ Age-appropriate expectations
 - ☐ Withholding food is never used as discipline.
- ☐ **Behavior Support Plans**
 - ☐ Documentation of behaviors
 - ☐ Parent/teacher conferences
 - ☐ Behavior support plans
 - ☐ Ongoing communication
- ☐ **Bullying & Unsafe Behavior**
 - ☐ HopeCare maintains a zero-tolerance approach to bullying and unsafe behavior. Repeated incidents may result in suspension or termination of care.
- ☐ **Professional Standards**
 - ☐ HopeCare teachers participate in Pathways South Dakota and Quality Care South Dakota to ensure ongoing growth, teacher education and development, and quality practices.
- ☐ **Dismissal**
 - ☐ The program reserves the right to dismiss any child if the HopeCare leadership determines that the program cannot meet the needs of the child.
 - ☐ The following procedure will be followed:
 - ☐ Teachers will follow a step-by-step discipline system that is positively reinforced. Incidents will be documented if inappropriate behavior persists.
 - ☐ If a child's behavior leads teachers to come to the step of calling a parent/guardian, a meeting will be scheduled to discuss the situation and create a plan of action.

Health and Safety

☐ **Documentation**

- ☐ *Each classroom has a documentation chart that tracks illness (outside of the common cold). These records are in their classroom and available to see.*

☐ **Immunization Records**

- ☐ Current immunization records are required for admission and will be maintained on file at the center.

☐ **Shaken Baby Syndrome**

- ☐ Shaken baby syndrome is caused by the brain moving back and forth inside the skull and being bumped, bruised, or twisted.
- ☐ HopeCare requires every teacher to be trained in recognizing what shaken baby syndrome is, how it is caused, what the symptoms are, and how to prevent it.

☐ **Meals**

- ☐ Parents/guardians of infants must supply their own formula, breast milk, and baby food.
- ☐ Children ages 1 through 5 in childcare will be served breakfast between 8 am and 9 am, lunch 11 a.m. – 12:30 pm, and afternoon snack between 3:00 p.m. - 4 p.m.
- ☐ We are on the Child and Adult Care Food Program and there are applications in the parent paperwork for Free, Reduced, and paid for reimbursement.
- ☐ Monthly rotating menus are posted on the parent bulletin board; they are subject to change.
- ☐ Children attending the After-School program will be served an afternoon snack between 3:00 p.m. - 4 p.m.
 - ☐ On “No School” days, HopeCare will provide breakfast and an afternoon snack. Parents/guardians are responsible for bringing a sack cold lunch.
- ☐ Children attending Summer Care will be provided with breakfast and snacks. Parents/guardians are responsible for providing a cold lunch. There will be no refrigerator access to store the lunches.
 - ☐ There will be communication if your child does not need to bring lunch on certain days.
- ☐ Children who have special dietary needs will provide their own food with specific preparation instructions from the parents/guardians.
- ☐ HopeCare may need to ban certain foods from the premises in the event of a serious allergy. All parents will be notified, and the appropriate information will be posted for awareness.
- ☐ ***Parents/guardians must indicate any specific allergies on the registration form and then complete the allergy plan of action.***
- ☐ ***We are a peanut free program.***

☐ **Bottle Handling- Amended 11/12/2025**

- ☐ Parents/guardians are always welcome and invited to bottle or breast feed their child at the center.
 - ☐ Our procedures for feeding infants are as follows:
 - ☐ Parents supply enough premade bottles for the child, each day.
 - ☐ This includes formula and breast milk.
 - ☐ Each child's bottle will be color coded, by staff with designated rubber bands, and placed into the refrigerator.
 - ☐ Bottles will be sent home nightly.
 - ☐ New pre-made bottles will need to be supplied each day.

☐ **Infant Safe Sleep and play**

- ☐ Infants are placed on their backs to sleep, unless otherwise instructed by the child's doctor.
- ☐ Infants are placed on the safety-approved sleeping surface with a fitted sheet to sleep.

- ☐ Sheets are changed between each child or each child has their own sleeping area and sheets are washed weekly or as needed.
- ☐ Cribs are used only for sleeping and not as play areas.
- ☐ Children under the age of one are not allowed to sleep with blankets or stuffed animals.
 - ☐ We can use sleep sacks that the parent provides and arms need to be left out.
- ☐ The room is kept at a comfortable temperature and infants are dressed appropriately.
- ☐ Use of seats, infant swings, and jumpers is limited to 15 minutes per session. If a child falls asleep in a swing, bouncy seat, rock & play, stroller, etc., or arrives sleeping in their car seat, they will be moved to the crib for the remainder of their nap.
- ☐ Swings and jumpers are used only by infants that are awake and are at an age where use is developmentally appropriate.
- ☐ **Transportation/Field Trips**
 - ☐ Transportation will be provided for field trips, with the parent's/guardian's consent.
 - ☐ Children must abide by the laws South Dakota has in the use of child restraints systems for children in care. All vehicles being used will always comply with South Dakota's state laws.
 - ☐ Parents/guardians will be notified in advance of all planned field trips.
 - ☐ Parents/guardians must sign the release for field trips for their child(ren) to attend field trips.
 - ☐ We pick up school-age children, after school, from Eugene Field and Robert Frost.
- ☐ **Diapering and Toilet Training**
 - ☐ Parents/guardians are expected to keep their child supplied with diapers, wipes, ointment (optional), and two changes of clothes. Teachers will send home reminder notes when the supply is getting low.
 - ☐ Diapers will be changed every three hours, or more, if necessary, to keep the children's skin healthy.
 - ☐ Each infant/toddler child will have an area for their diapering items to be stored at the facility.
 - ☐ Children are never left unattended at changing tables.
 - ☐ Diaper disposal containers are used and provided in each changing area.
 - ☐ Teachers wear gloves when changing diapers and change gloves with each child.
 - ☐ Teachers gather changing materials prior to diapering a child to allow diapering time to focus on interaction, singing and talking with the child while changing.
 - ☐ Hands are washed before and after each diaper changes.
 - ☐ Children are taught to wash hands after a diaper, when developmentally appropriate.
 - ☐ Diaper changing areas will be disinfected after each use.
- ☐ **Toilet training procedures are as follows:**
 - ☐ We ask parents/guardians to make the decision when it is the right time for us to start a partnership of working with the child for toilet training. This is most successful when the routine for this learning experience is the same at home as it is here at the center.
 - ☐ Parents/guardians must be sure that their child has two or more changes of clothing in their cubby, as accidents do happen.
 - ☐ If a child soils their outfit, teachers will put the clothing in a plastic bag and place it in the child's cubby.
 - ☐ Parents/guardians are expected to check the cubby daily to see if items need to be brought home to be washed.
 - ☐ When items are taken home to be washed, it is essential that clean clothing be brought in to replace the clothes.
- ☐ **Disposal of Bio-Contaminants**
 - ☐ HopeCare requires all teachers to be trained in Universal/Standard precautions for

Bio-Contaminants.

- ☐ These are guidelines issued to prevent disease transmission for people in all walks of life, which includes childcare providers.
- ☐ Universal/Standard precautions require people to have a barrier between any infectious substance and the person's skin, eyes, nose, and mouth.
- ☐ We require our employees to follow these guidelines in handling any fluid that might contain blood or other body fluids.
- ☐ Universal/Standard precautions require treating all blood or blood products as potentially infectious.
- ☐ Bio-Contaminants are disposed of in ordinance with the Universal/Standard precautions.

☐ **Health and Illnesses**

- ☐ If a child should contract any illness, a parent/guardian will be contacted immediately and be required to find appropriate care within one hour of notification.
 - ☐ If he/she cannot be reached, the child's emergency contacts will be notified to come and get the sick child.
 - ☐ The child will be separated from other children until parents or emergency contacts arrive to remove the child from the center.
- ☐ A child cannot return to HopeCare until they are symptom free for 24 hours. If a child has a fever, they cannot return until they are fever free for 24 hours with no fever reducing medication.
 - ☐ Unless told otherwise, siblings can attend care while the ill child is home.
- ☐ If your child has a known medical condition there will be appropriate forms to fill out for the safety of the child.

☐ **Food and allergic reactions**

- ☐ We require all parents/guardians to complete a registration form and document if a child has an allergy.
- ☐ When a parent/guardian documents an allergy, they are required to complete a detailed document that lists the allergy, what the allergy is related to (food, pets, etc.) and a plan of action.
 - ☐ A doctor's care plan and note will be required.

☐ **Medications updated April 2026**

- ☐ A doctor's plan of action must accompany all ongoing medications/prescriptions.
- ☐ Weekly Medication Authorization
 - ☐ A Medication Authorization Form must be completed weekly for any child requiring ongoing or daily medication.
 - ☐ The form must include specific dates for that week and be signed and dated by the parent/guardian.
 - ☐ A new form is required each week. Previous forms will not carry over.
 - ☐ Medication must not be expired.
 - ☐ All medications must be stored in an area which is inaccessible to children.
- ☐ Medication Requirements
 - ☐ All medications must be provided in their original labeled container or bottle.
 - ☐ Prescription medications must include the child's name, dosage, and prescribing physician's instructions on the label.
 - ☐ We will not give more than 2 doses of any medication/prescription in a day unless a doctor's plan of action has been submitted.
- ☐ Medication Check-In Procedure
 - ☐ Medications must be checked in at the beginning of each week with a teacher.

- ☐ At that time, medication will be counted and documented to ensure accuracy and accountability.
- ☐ This count will be used as a reference throughout the week.
- ☐ Medications will not be administered without an updated weekly form.
- ☐ Important Notes
 - ☐ Medications without proper documentation cannot be administered.
 - ☐ Families are responsible for ensuring all forms and documentation are completed accurately and on time.
 - ☐ This policy helps ensure safe, consistent, and accountable medication practices for all children in our care.
- ☐ **Children will be excluded from the program for the following illnesses or other non listed reportable illnesses:**
 - ☐ Illness prevents the child from participating comfortably in programming activities.
 - ☐ Illness results in a greater need for care than the teachers can provide without compromising the health and safety of the other children.
 - ☐ Fever, lethargy, irritability, persistent crying, difficulty breathing and/or other manifestations of possible severe illness.
 - ☐ A child will be sent home if they have a fever of 100.5 degrees Fahrenheit or if any other symptoms are present. They cannot return until they have been 24 hours fever free with no assistance from medication.
 - ☐ Persistent abdominal pain (continuous for more than two hours) or intermittent abdominal pain associated with fever, dehydration, or other systemic signs or symptoms.
 - ☐ Influenza and Influenza-like illness: exclude if fever ≥ 100 degrees Fahrenheit is present in an unmedicated state. Siblings stay home.
 - ☐ Diarrhea: To include if stools are not contained in diapers, fecal accidents occur in a child's normal continent, stool frequency exceeds two or more stools above normal for that child, stools contain blood or mucus.
 - ☐ E. coli 0157:H7 or Shigella infection: until diarrhea resolves, and two stool cultures are negative.
 - ☐ Vomiting two or more times in the previous 24 hours unless the vomiting is determined to be caused by a non-communicable condition and the child is not in danger of dehydration.
 - ☐ Rash with fever or behavior change, until a physician has determined it is not a communicable disease.
 - ☐ Pinkeye or purulent conjunctivitis (pink or red conjunctiva with white or yellow eye discharge, often with matted eyelids after sleep and eye pain or redness of the eyelids or skin surrounding the eyes): until examined by a physician and approved for re-admission, with treatment.
 - ☐ Tuberculosis: until a physician, concurring with the SD Department of Health, states the child is not infectious.
 - ☐ Impetigo (streptococcal infection of the skin): until 24 hours of antibiotic treatment.
 - ☐ Strep Throat (streptococcal pharyngitis): until 24 hours of antibiotic treatment.
 - ☐ Head lice (pediculosis): because head lice is highly contagious and children in our program often play and learn near one another, our center maintains a "no nit" policy.
 - ☐ Children found to have live or dead lice or nits will be sent home until all have been removed. Teachers may inspect the infected child and other children that could have been exposed. Children and their siblings will be required to stay until a treatment has been administered.
 - ☐ Scabies: until after treatment has been completed.
 - ☐ Chicken Pox (varicella): exclude until all lesions have dried and crusted or, in immunized children without crusts, until no new lesions appear within a 24-hour period. Siblings will stay home.
 - ☐ Whooping Cough (pertussis): excluded until completion of five days of recommended course of antibiotic treatment.
 - ☐ Mumps: until five days after onset of the parotid gland swelling. Siblings stay home.
 - ☐ Measles: until four days after the onset of rash. Siblings stay home.
 - ☐ Hepatitis A: until one week after onset of illness.
 - ☐ Meningitis: excluded until cleared to return by a health professional.
 - ☐ Rubella: exclude until seven days after the onset of rash.
 - ☐ Methicillin-resistant Staphylococcus aureus (MRSA): generally, a child CANNOT attend. Children will not be allowed to return without a doctor's note.
 - ☐ Hand, Foot, and Mouth (HFM): can return three days after the onset of the rash and no fever.

Emergency Procedures

- ☐ In case of a medical emergency, the teachers will take the steps necessary to assure the safety and secure the medical care of the child. The teachers may do, but not be limited to, the following procedures:
 - ☐ Attempt to call the parents/guardian.
 - ☐ Attempt to contact the emergency contacts.
 - ☐ Administer First AID, CPR, or AED.
 - ☐ Call 911 for medical assistance.
- ☐ **Emergency Evacuation Plan**
 - ☐ Each room has posted a visual map of evacuation plans specific to that room.
 - ☐ HopeCare has an Emergency Preparedness Policy.
 - ☐ The Emergency Preparedness Policy is updated annually and shared with parents.
 - ☐ Each classroom has their own emergency bag for emergencies. This bag has supplies and documents needed for emergencies.
 - ☐ Fire:
 - ☐ All rooms use the closest exits and meet at the fence in playgrounds. Bring emergency bags, iPad, clip boards and halo.
 - ☐ Tornado:
 - ☐ Infants and ones to the church library
 - ☐ Twos to the cafeteria.
 - ☐ Shepherds and fishers to the back hallway/potty area
 - ☐ School age to the bathrooms in narthex.
 - ☐ Bring emergency bags, iPad, clip boards and halo.
 - ☐ Lock Down:
 - ☐ Classrooms lock themselves into their classrooms or space they are closest to that will lock and keep them away from the situation.
 - ☐ Wait for everything to be clear. This is especially necessary when local schools go on lockdown OR we have concerns of individuals in or around our area.
 - ☐ If there is an active shooter follow lock down procedure, wait for instructions when it is safe to evacuate to the safe location.
 - ☐ All rooms' safe locations are to the playground where we will meet OR if given other instructions to a different area.
 - ☐ Bring emergency bags, iPad, clip boards and halo.

Grievance Policy

- ☐ There is a Q.R. code that can be scanned to share thoughts, concerns, and kudos.
- ☐ Please feel free to talk to the Lead Teacher or support teachers in your child's class in person.
- ☐ Brightwheel: Send an instant message to any classroom from your child's profile from your app
- ☐ If you would like to speak directly to the office, or you feel the teachers are unable to address your concerns please feel free to contact.
 - ☐ HopeCare Director, Brandi McCuen.
 - ☐ Director Phone: 605-367-1108
 - ☐ Email: hopecaredirector@hopesiouxfalls.org
 - ☐ You are also welcome to contact Senior Pastor
 - ☐ Church Phone: 605-332-2531

Non-discrimination Statement: This explains what to do if you believe you have been treated unfairly.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) mail: program.intake@usda.gov.

This institution is an equal opportunity provider.

SNAP: The SNAP Program provides nutrition assistance to people with low income. It can help you buy nutritious foods for a better diet. To find out more and to obtain information on how to contact the Social Services office in your area, call 1-877-999-5612.

CHIP: The Children's Health Insurance Program (CHIP) in South Dakota helps eligible families get free insurance for children under age 19. If you get free or reduced-price meals or are just over the guidelines for reduced price meals and want more information about CHIP, you should call the Department of Social Services in your county or call 1-800-305-3064.