



215 Edgewood Rd SW
Cedar Rapids, IA 52404
319-363-1413

Parent Handbook

"Devoted to Your Child's Education, Love and Care"

Our Mission is to provide safe, caring, quality care in a positive atmosphere. In order to create a well-rounded teaching curriculum, children will be introduced to multiple areas of learning. We will perform art, music, language development, math, science, and activities for social and physical development. The activities include small and large motor activities, arts and crafts, games, learning centers, reading and dramatic play. The children will have opportunities to practice good manners, taking turns, problem solving and learning to respect themselves and others. We encourage parent's input and involvement in the Center policies and activities.

Devoted to your Child's Education, Love and Care

Welcome to Little Cupcakes Child Care Center! We are happy that you have chosen us to care for your child(ren). Your child(ren) are about to take part in our program designed to enrich his/her experiences while learning social, cognitive and physical development.

Goals

With our experienced staff and balanced programs, our goals are to help your children learn:

- to get along with others
- to explore, experiment and share
- to solve problems and develop positive self-image
- to provide fun that will enrich the children's language skills to stimulate their life with active and imaginative play
- to recognize letters and numbers by the use of reading materials and activities
- to use early learning materials for basic eye-hand coordination skills

Our staff of warm, caring, professional childcare providers maintains a positive and stimulating atmosphere where your child is cared for and respected. Your child is very special, and it is our goal to attend to all of his/her needs, personal and developmental. You are an important part of our "Little Cupcakes Family."

Center Organization

Little Cupcakes Child Care is licensed for 59 children through the Department of Human Services. We comply with all child care regulations set for by DHS. The center will perform in a professional manner in all areas of its operation. Little Cupcakes staff will develop all program areas to meet the individual needs of the children.

Days and Hours of Operation

Little Cupcakes Child Care Center is open year round Monday through Friday from 5:30am to 5:30pm. Preschool is 9am to 11:30am for 3 – 5 year olds Monday - Friday. The Center will observe nine holidays: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. The center will be closed on those days. If the holiday falls on a Saturday, the center will close to observe it on the Friday before. If the holiday falls on a Sunday, the center will close to observe it on the Monday after. We reserve the right to change the days closed depending on the day the holiday falls on. (Ex: if a holiday falls on Wed. and Thurs., we may change our days closed to Thurs. and Friday.) If your child is scheduled to attend the center on these Holidays, you will be charged just as if your child did attend that day.

The Center will do our best to be open during snow days. The Center will only close due to severe weather if (a.) businesses in the area close down or (b.) if driving conditions are not advisable because of snow or below freezing temperatures. For cancellations and delays relating to the weather, call the Center, watch KCRG TV 9 news, KWWL TV 7 news, KGAN TV 2, or listen to KHAK 98.1, KZIA 102.9.

Enrollment Procedures

We provide care for children as early as 4 week-olds through 5 year-olds. A pre-admission conference visit with parents and the child(ren) are required. Visiting the program allows both the parents and the child to become comfortable with our environment, staff and schedule. A number of forms need to be completed and turned in with the deposit of one week's tuition and a \$35.00 non-refundable registration fee, prior to your child's first day in the program.

The following forms are required for enrollment:

- Intake Sheet
- Release Authorization Form
- Pick-Up Authorization Form

- Physical and Immunization Form signed by physician
- Parental Emergency Medical Consent form
- Block Grant DHS approval Letter
- Signed Contract for Services form
- Iowa Eligibility Application
- Photo Permission Form

Annual updates are **required** by the Department of Human Services. The parents are responsible for providing new information to the Center Director regarding information such as emergency contacts, change of address, phone numbers, employers and physicians. The only persons permitted to see your child's file will be you-the parent or legal guardian, the Director, the child's teacher, and the state licensing examiner.

Attendance Policy

Attendance will be expected on your contracted days. Please call the center at (319)363-1413 within one hour of your child's scheduled arrival time and let us know if they will not be here on a given day. If your child does not arrive as scheduled, or we do not receive a phone call within 1 hour, child care for that day **will not** be provided. Families that are on government assistance, you are allowed four absence days **per month**. **If you go over those four days in a month's time, you are responsible for the daily rate for each day missed.**

Center Fees

Registration Fee (onetime fee per family)	\$ 35.00
Full Time Weekly Charges - 26-50 hours per week	
o Infants (4 weeks-24 months)	\$180.00
o Toddlers (24 months-2 years)	\$165.00
o Preschool (3-5 years)	\$155.00

When more than one child attends from the same family, there is a 5% per week discount for the oldest child. The Center's billing period is from Monday to Friday. Fees can be paid by cash, check or block grant funds. Payment is expected the Friday before the week of child care. If there are non-sufficient funds, an additional fee of \$30.00 will be added to that week's fee. This will be paid cash on Monday when the child is signed in. If payment is not received on time per contract, there will be a \$10.00/day late fee. You will be required to pay for the week that is late and all late fees with the next week's payment. If payments are not received at stated above, the contract of services may be terminated. NOTE: we are only permitting you to fall one week behind.

The center will accept children with block grants provided that we receive a letter of authorization from the Department of Human Services prior to the starting day of your child.

After your first complete year, each family will be granted **50%** rate reduction of **one week** vacation or 5 consecutive days due to illness. Any additional days, will be charged 100% full rate.

Each additional year at Little Cupcakes Child Care, you will be granted 1 week FREE for vacation or 5 consecutive days due to illness. Any additional day, will be charges 100% full rate.

Arrival and Departure

For your child's safety, we require that you or other authorized adults escort the child into the center each morning and be signed in. Please make sure the teacher knows you are present. If we do not hear from you

within the hour of your contract time, and you show up at the center, child care for that day **will not** be provided. This policy is important for us in order to maintain the teacher/child ratio's mandated by the Dept. of Human Services. Children may only be in child care for a maximum of 10 hours per day. Every minute you are late, past the 10 hours; you will be charged \$1.00/minute per each individual child in the family. That is to be paid at that time or at drop off the next morning. If it is not paid the next morning, child care will not be provided until paid.

Once you arrive at the Center to pick up your child, you are responsible for your child. Be sure the teacher knows you and your child are leaving the center. Remember to sign your child out. Little Cupcakes Child Care closes at 5:30pm Monday – Friday. If a child is in our care past 5:30pm, the family is responsible for late charges of \$1.00/every additional minute past 5:30pm. This policy applies to each individual child in the family. If you are past your 10 hours and past 5:30pm, both charges apply. You will be charged \$2.00/minute per each individual child in the family. This fee must be paid to the staff before further child care is provided.

The Contract for Services sheet must be current at all times. The hours you enter on the contract, are the hours we staff for. You must stick to your contract hours at all times, unless preapproved. If you have hour changes, it must be preapproved 48 hours prior to the day of changes. The set times you provide us with, determines how many staff are required in your child's classroom at those specific times. This is mandatory per the Department of Human Services teacher/child ratios. Your **pick-up times cannot have any fluctuation. If you drop off later than your contract time, you still have to pick-up per your contract time**, as this ensures we are in our teacher/child ratios.

Authorized Individuals for Pick up of Your Child

On the intake form, there is a section to list names of individuals who are authorized to pick up your child. We will not allow your child to leave with an unauthorized person; this is for the safety and protection of your child. We will check the ID of the person listed to pick up your child. Please remember to keep this form updated with your current phone number and address changes.

Access Policy

Centers are responsible for ensuring the safety of children at the center and preventing harm by being proactive and diligent in supervising not only the children, but other people present at the facility.

1. Any person in the center who is not an owner, staff member, substitute, or subcontracted staff or volunteer who has had a record check and approval to be involved with child care **shall not** have “**unrestricted access**” to children for whom that person is not the parent, guardian, or custodian, nor be counted in the staff to child ratio.

***“Unrestricted access” means that a person has contact with a child alone or is directly responsible for child care.**

***It is imperative that centers not allow people who have not had a record check assume child care responsibilities or be alone with children. This directly relates both to child safety and liability to the center.**

2. Persons who do not have unrestricted access will be under the direct “**supervision**” and “**monitoring**” of a paid staff member at all times and will not be allowed to assume any child care responsibilities. The primary responsibility of the supervision and monitoring will be assumed by the teacher unless he/she delegates it to the teacher assistant due to a conflict of interest with the person.

*“**Supervision**” means to be in charge of an individual engaged with children in an activity or task and ensure that they perform it correctly.

*“**Monitoring**” means to be in charge of ensuring proper conduct of others.

3. Center staff will approach anyone who is on the property of the center without their knowledge to ask what their purpose is. If staff is unsure about the reason, they will contact their site Director or another management staff to get approval for the person to be on site. Non-agency persons who are on the property for other reasons such as maintenance, repairs, etc. will be monitored by paid staff and will not be allowed to interact with the children on premise.
4. A sex offender who has been convicted of a sex offense against a minor (even if the sex offender is the parent, guardian, or custodian) who is required to register with the Iowa sex offender registry (Iowa Code 692A):
 - a. Shall not operate, manage, be employed by, or act as a contractor or volunteer at the child care center.
 - b. Shall not be on the property of the child care center without the written permission of the center director, except for the time reasonably necessary to transport the offender’s own minor child.
 - i. The center director is not obligated to provide written permission and must consult with their DHS licensing consultant first.
 - ii. If written permission is granted it shall include the conditions under which the sex offender may be present, including:
 1. The precise location in the center where the sex offender may be present.
 2. The reason for the sex offender’s presence at the facility.
 3. The duration of the sex offender’s presence.
 4. Description of how the center staff will supervise the sex offender to ensure that the sex offender is not left alone with a child.
 5. The written permission shall be signed and dated by the director and sex offender and kept on file for review by the center licensing consultant.

Emergency Plan for Intoxicated Parent or Visitor

Once you arrive at the Center to pick up your child, you are responsible for your child. Be sure the teacher knows you and your child are leaving the center. Remember to sign your child out. If a staff member believes that a parent/guardian or emergency contact is under the influence of drugs or alcohol when arriving to pick-up a child, the staff will ask if another authorized individual can be contacted to pick up the child. A staff will remain with the child until an alternate person arrives. If the individual who is believed to be under the influence leaves with the child, the police and Child Protective services will be notified immediately. If the individual leaves before authorities arrive, staff must make every effort to write down a license plate number of the vehicle and provide a complete and full description of that person. This procedure is for your child’s safety.

Meal and Snacks

The Center will provide a nutritionally-balanced breakfast, warm lunch and an afternoon snack, which are based on the Child and Adult Care Food Program from the Department of Education. We ask that parents fill out the

Meal Application Form so we may determine each parent's eligibility category and receive proper reimbursement from the State of Iowa. Children are encouraged to feed themselves. Meals are served family-style; thus, creating additional opportunities for the children's social and language development. Menus will be posted in each of the classrooms.

The center will provide Similac Advanced or Sensitive formula and iron fortified cereal until infants are eating table food and drinking whole milk. It is recommended that children under two need to drink formula or whole milk. If parents decide to switch to 2% milk, we will ask for a signed note stating your authorization to change from formula or whole milk to 2%. If you prefer your child to be on whole milk before the age of 1, we will require a doctor's authorization. For snacks we offer water or 100% fruit juice.

We make special exceptions for those that have food allergies or medical conditions. For those exceptions, we need to file a physician's note informing us of what your child can or cannot have.

While we prefer that your child does not bring food from home once they start eating table food, children with food allergies or medical conditions can bring their food from home. We do request that you pack healthy food for your child's lunch and snacks. We allow parents to bring birthday treats as long as they inform the teacher prior to the day of. Treats have to be pre-packaged. They cannot be homemade treats, due to the safety of the children.

Medication

It is extremely helpful when you can administer prescribed medication before or after your child scheduled center time. There may be times, however, when your child needs medication during the day. Little Cupcakes Child Care Director, or your child's teacher, will administer medication prescribed by your physician which is dated, properly labeled and in its original container. Parents will need to give written authorization and instructions by filling out a Medication Authorization Form. This form will be kept in your child's file. This form needs to be filled out before the child will be given any medication at the Center. The form needs to specify the dosage, how often the Center has to administer medication, what time it is to be given, and how many days the medication is prescribed for. The Medication Authorization Form is valid for 30 days from date signed. If further medication needs to be administered, another form will need to be filled out and re-dated.

Non-prescription medication may only be given according to the instructions on the label. Over the counter medication can only be given five consecutive days at the Center. Any ointments or lotions have to be labeled with your child's name.

Toys from Home

Please keep personal toys in your car or at home. Toys brought to the Center may be lost or broken. Toys will get mixed in with Center toys and could cause hard feelings. Toys should only be brought in if the child's teacher notifies them of "show and tell."

Clothing

Dress you child in appropriate clothing so that they feel free to participate in all activities. We use messy materials at times and do not want good clothing ruined. We are not responsible for damaged clothing. Each child needs to bring extra change of clothes, including: shirt, pants, underwear and socks. Please make sure all pieces are labeled with the child's name. The change of clothing can be kept in your child's cubby. There will be extra clothes available in our lost and found should a child need them. Please be courteous to have them washed and brought back to the center promptly for the next child in need.

Children play outside except on rainy or extremely cold or hot days. Please see that your child comes in weather appropriate clothing (boots, snow pants, mittens, and hats in the winter). Remember that as our weather changes abruptly, it would be nice to bring extra clothes for this purpose. Please label with your child's name on all clothing brought to the center.

Home Happenings

If anytime events at home affect your child emotionally, please let the classroom teacher know. This helps the teacher understand any unusual behavior exhibited by your child. The teacher can then provide materials such as a book, which is relevant for the child's situation. The teacher might also be able to provide parents with articles or books to help their child cope with what is happening at home. Anything we are told is held in utmost confidence.

Discharge Policy

The Center will assure every reasonable effort is made to assist children in adjusting to the program. However, there are situations that could result in discharge of your child from child care:

- A problem continues which negatively affects other children in attendance at Little Cupcakes Child Care, such as threats directed towards children, staff or self (abusive behavior, biting, uncontrollable behavior)
- Failure to pay the tuition and any additional fees
- Failure to meet the policies

If any of these situations occur, the Center Director will meet with the parents to discuss possible solutions to the problem. A time frame will be agreed upon to modify the behavior. If it is still determined that our program setting is not meeting your child's needs, we will request another conference to discuss possible options, including termination of contract.

Withdrawal from the Center

Parents wishing to remove their child from the Center **must give a two-week written notice** to the Center Director. Payment is expected for the two-week period.

Parental Access Policy

Parents have unlimited access to their children. Our Center is open to parents visiting their children during the center hours. If at any time you have a concern about your child, please do not hesitate to talk to your child's teacher or the Director, so we can make the necessary changes to meet your needs. If for any reason you need to address the situation to someone else, other than the Director or your child's teacher, you may talk with the owner.

The only exception to the Parental Access policy is for families with custody issues. In this case, the custodial parent needs to furnish the Center a copy of the court order that prohibits the other parent or any other persons from having access to the child.

Illness

We strive to prevent the spread of illness, and your cooperation with our policies will be of great help. Please do not bring your child to the center if your child has:

- A fever of 100.5 - 101F or greater, accompanied by behavior changes or other signs or symptoms of illness-until medical evaluation indicates inclusion in the center
- Symptoms or signs of possible severe illness, such as: uncontrolled coughing, irritability, persistent crying, unusual lethargy, wheezing, or other unusual signs
- Strep throat until 24 hours after an antibiotic started
- Diarrhea; runny, watery, or bloody stools within the last 12 hours
- Vomiting 2 or more times in the last 24 hours
- Rash with fever or behavior change
- Scabies or other infestations – until 24 hours of treatment
- Impetigo 24 hours after treatment has begun
- Chicken pox 6-7 days after blisters appear
- Pertussis, mumps, rubella, shingles, herpetic gingivostomatitis
- I hepatitis A – until 1 week after onset
- Sore throat with fever
- Eye discharge (white or yellow) or pink eye; until 24 hours after starting treatment; if treatment is not sought then, when the discharge clears
- Child is irritable, continuously crying or requires more attention from a teacher than what they can provide without hurting the health and safety of other attending children
- Mouth sores with drooling
- Respiratory illness
- Head lice, until 24 hours of treatment

Do not bring your child to the Center if he/she is not well enough to participate in a normal day's activities, is exposed to a contagious disease, has developed symptoms of a contagious disease or is diagnosed by a physician as having a contagious disease. Please keep him/her home, in all fairness to all the other children.

Note: if your child has three diarrhea occurrences in one day, we will contact you to pick your child up for further doctor diagnosis.

Your child may return when:

- 1.) The above suggestions are met
- 2.) They are fever or symptom free for at least 24 hours before returning to child care
- 3.) They have been treated by a doctor or a doctor permits them to return to the center

You can return with a signed doctor's note.

If your child becomes ill while at the center, you will be called to pick up your child within 1 hour. If a parent is not available, the person on the emergency list will be notified.

Exposure to communicable diseases and any infectious illness should be reported promptly to the center, so our staff can look for any early symptoms. The Center will notify parents when a child has been exposed to an infectious disease.

Medical and Dental Emergency

The following steps must be taken prior to and in the event of a dental/medical emergency at Little Cupcakes Child Care.

1. Staff must be trained to recognize signs and symptoms of conditions that require immediate dental/medical attention.

2. Staff must call 911 immediately upon recognizing signs and symptoms that require immediate dental/medical attention.
3. Staff must call child's parent/legal guardian immediately after calling 911 to inform them of the child's symptoms and where the child will be transported for dental/medical care.
4. Staff must provide first aid as trained in an approved First Aid Training Course until emergency personnel arrive.
5. Staff must take the child's emergency dental/medical information form(s) with them to the hospital.
6. All Little Cupcakes Child Care staff must be certified in CPR/First Aid Certification, Universal Precaution Training, and Mandatory Reporting within 1 year of hire date.

Thereafter, the recertification requirement is as follows:

- CPR/First Aid Certification Every 2 years
- Mandatory Reporter Training Every 5 years
- Universal Precaution Training Every year

Below is a list of dental/medical emergencies that require immediate dental/medical care by a health care professional. This list does not cover every dental/medical emergency, but all serious conditions are to be considered:

- Loss of consciousness/Semi-consciousness
- Breathing difficulties
- Severe bleeding
- Unequal pupils
- Seizure
- Neck or back injury
- Continuous clear drainage from nose/ears after a blow to the head
- Severe headache
- Stiff neck or neck pain when the head is moved
- Hives that appear quickly
- Very sick child who seems to be getting worse quickly
- Repeated, forceful vomiting
- Vomiting blood
- Severe abdominal pain that causes a child to double over
- Abdominal pain after a blow to the abdomen
- Possible broken bones
- Shock
- Broken tooth
- Loose tooth from minor injury
- Mouth injury due to tooth protruding through lip

No Smoking Policy

Little Cupcakes Child Care is a non-smoking facility. Smoking and the use of tobacco products is prohibited in the building and within/around the fenced in play area. To report non-smoking violations please call 1-888-944-2247. Additional information can be obtained through the Department of Public Health at www.IowaSmokeFreeAir.Gov

Health Policy

Children and staff are required to wash their hands upon entering the building, after changing diapers, after sneezing, coughing, or wiping a runny nose, before each meal and after using the bathroom.

The child care staff is trained for First Aid and CPR and will be able to take care of your child's immediate needs. The Center cannot use any ointment or medication that is not labeled with your child's name. For emergencies that need trained medical help, we will call 911 and will inform parents as soon as we can. Any medical treatment/expenses shall be at the expense of the parent's/guardians.

Cleaning and Disinfecting Policies

- Diapering areas are designated to ensure sanitation and safety of your child
- Changing tables are sprayed with bleach mixture after each use
- Each child is assigned their own crib or cot and sheets are washed weekly or as needed. Cribs and cots are sanitized weekly.
- All washable toys, equipment and surfaces are disinfected regularly. Frequent disinfecting will be done of mouthed toys.

Universal Hygiene Precautions

Disposable gloves will be worn for cleaning blood or body fluids containing blood, mucous membranes or open wounds. Hands and skin surfaces will be washed thoroughly as soon as possible if they become contaminated with blood or body fluids containing visible blood. Soiled clothing will be sent home in a plastic bag. Hands will be washed with soap and water following glove removal.

Child Incident Form

Our staff takes very effort to ensure the safety of your child. Unfortunately accidents do occur. In case of that event, an incident form will be filled out by Little Cupcakes Child Care staff for every detected injury that occurs. A copy with your signature will be retained for your child's file. A child coming into the center with injuries may require an incident form, so that both the parent and Little Cupcakes staff are aware that it did not occur at the Center. An incident form will be filled out by Little Cupcakes staff if your child exhibited behaviors that is not acceptable and who do not adhere to the classroom discipline policy. A copy of this form with your signature will also be kept in your child's file.

Volunteers

Little Cupcakes Child Care encourages volunteers! Volunteers are important and can often serve as a mentor in your child's life. All volunteers are required to have a criminal records check.

On occasion there may be students who are in need of training for required courses. These students will be doing extras for your child; such as reading stories, art activities, and helping with your child's development.

We welcome parents and grandparents to observe at any time. They may even share an interest with the children, such as a hobby or a book.

Donations

Little Cupcakes Child Care wants to be affordable for all parents. It also wants to maintain good caregivers to provide for your family. Little Cupcakes opens its doors to donations of toys, books, etc... All donations will be appreciated.

Fundraisers

From time to time Little Cupcakes Child Care may do fundraisers to raise money for needed toys, supplies, and educational materials. Little Cupcakes hopes for your support during our fundraisers. Fundraisers are a positive way to show community support and family support for early childhood education.

Emergency Plans

Emergency plans for fire and tornado are posted by each exit door in each classroom and are practiced monthly, so that your child is familiar with the drill and not alarmed in case of a real emergency.

In case of a real fire, the children will be taken to the south parking lot of Evergreen Estates. Parents will be contacted immediately.

Other plans such as intruder, intoxicated parent, are practiced routinely and/or they are gone over by staff. This prepares them in case the need should arise.

In the case of a medical or dental emergency, the parent of the child will be notified.

Waiting List

In an event that an age group should be full at any time, the child's name would be placed on a waiting list. As vacancies occur, pre-registered children would have first priority. In an event that an expectant mother is pre-registered and there is an opening prior to her starting, the opening may be filled by a temporary child.

Non-Center Activity Policy

Our Center does not provide transportation accommodations for non-center activities (sports, dance, etc...) If you wish for your child to participate in any activity that is not part of the Child Care, you will need to fill out a Non-Center Activity Form. This will contain information as to the time and day of the activity and the name of the person that will assume responsibility of your child.

Lice/Flea Policy

If lice or fleas are present, the child must be picked up from child care as soon as possible. If after an hour of contacting a parent/guardian, the child is still not picked up or the center has not received a call, we will call the next person(s) listed as an emergency contact.

The child may not attend child care until the appropriate treatment has been administered. Upon re-admission to the child care center, the child must be rechecked by the Director or Supervisor to assure the infestation is no longer present.

Field Trip Policy

Field trips will be included in Little Cupcakes Child Care's program. Field trips may include, but are not limited to, trips to the senior care center, the park, splash pad, library, fire station, museum, etc. Prior to ALL field trips, parents/legal guardians will receive a permission slip stating the specific date, time (departure and arrival from center) and location of the field trip. The permission slip will be signed and turned into the child's teacher by the parent or legal guardian BEFORE the child can attend the field trip. If you DO NOT want your child to participate in a field trip, they will remain at the center and partake in the regular daily activities. All children will be secured in a seat belt and the proper restraint system (car seat) which will be provided by each child's parent/legal guardian. Little Cupcakes Child Care, LLC will follow all state licensing requirements in regard to number of staff in attendance and proper certification of drivers.

Staff Training & Development Policy

Each staff is required to be trained in CPR (every 2 years), First Aid (every 3 years), Mandatory Child Abuse Reporting (every 5 years) and Infectious Disease Control. Every year, staff has to put in ten hours of professional growth training through staff meetings and seminars.

Your child will remain with the same teacher throughout most of the day in order to develop a close loving relationship. We strive to be available to share information each day with you and to allow time for concerns and questions. Please feel free to call your child's teacher and/or the Director at any time.

Open Communication Policy

We welcome parents' input and suggestions about the center's program and procedures and encourage parents to speak to the director about these. Our desire is to offer the best possible care for the children in our care. If a situation arises that you have concerns about the welfare of your child, we encourage parents to address the matter to the director as soon as possible. If necessary, the director will arrange to meet with the parents and the child's teacher to discuss the issue and some possible solutions.

Child Abuse Policy

If a staff member suspects that a child is being abused or neglected, by law he/she is required to notify the Department of Human Services immediately. The suspected abuse will then be written up and the statement will be signed by both the teacher and the Director and kept in the child's file. All staff members are required to be trained in child abuse recognition and prevention.

Policies and Procedures Book

A Policies and Procedures book is available at all times for your convenience. If you'd like to view it, please ask your child's teacher and he/she can obtain it for you. If you would like a hard copy, please let your child's teacher know and it will be ready by the end of the day.

USDA Nondiscrimination Statement:

"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, audiotope, 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 my contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) Fax: (202) 690-7442 or

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

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at http://www.fns.usda.gov/snap/contact_info/hotlines.htm.

Iowa Nondiscrimination Statement:

"It is the policy of this CNP provider not to discriminate on the basis of race, creed, color, sex, sexual orientation, gender identity, national origin, disability, or religion in its programs, activities, or employment practices as required by the Iowa Code section 216.7 and 216.9. If you have questions or grievances related to compliance with this policy by this CNP Provider, please contact the **Iowa Civil Rights Commission**."

Grimes State Office Building
400 E. 14th St., Des Moines, IA 50319-1004
Phone Number: 515-281-4121, 800-457-4416
<http://www.iowa.gov/>

Thank You for considering Little Cupcakes Child Care
For your Child's Education, Love and Care!