

Pumpkin Patch Childcare & Learning Center

Parent Handbook

About Our Center

Pumpkin Patch Childcare & Learning Centers are privately owned and operated child care & learning centers. The first center opened in November 2000. Pumpkin Patch North opened in the Fall of 2017. We are open from 6:00 am until 6:30 pm Monday-Friday. We offer half day preschool during the school year from 9:00 am-12:30 pm that includes lunch. We are licensed by the Minnesota Department of Human Services Licensing for 93 children: 12 Infants (6 weeks-16 months), 21 Toddlers (16 months-3 years), 30 Preschool (3-5 years), 30 School Age (Kindergarten-12 years). Minnesota Department of Human Services Licensing can be reached at 651-431-6500.

We provide a warm, friendly, family-like atmosphere combined with excellent learning programs in each classroom. Fresh and nutritious home cooked meals and snacks are prepared daily. Transportation is provided to and from local area schools for school age children. We offer full-time care as well as part-time and hourly care, and half day preschool. Pumpkin Patch has an open-door policy and welcomes parents to visit at any time during hours of operation.

Our Purpose

At Pumpkin Patch Childcare & Learning Center, we work each day with the shared purpose of providing families and their children with high quality education and care that allow for whole child development in a loving, safe, and enriching environment.

We achieve this purpose by:

- Acting as an extended family and providing support and education to our families.
- Developing and maintaining strong relationships with our families and their children.
- Supporting each child's development and growth with knowledgeable educators and care providers who are passionate about child development, education, and play.
- Providing exciting learning and play opportunities that allow children to develop socially, emotionally, physically, and intellectually while learning about the world around them.
- Helping children develop positive values including good manners, compassion, kindness, honesty, and respect.
- Providing a community that nourishes creativity, friendships, diversity, sense of self, and a love of learning.

Child Care Program Plan

Our full child care program plan is available for parents to review by request. Notify an administrator if you would like a copy.

Educational Methods:

At Pumpkin Patch, we believe in providing an environment that allows all children to learn as much as they can at their own level and pace. We use the curriculum 123 Learn, a Parent Aware approved curriculum, in our classrooms infant, toddler, and preschool classrooms. This curriculum incorporates the MN Childhood Indicators of Progress. Our school age classroom uses teacher developed lesson plans based on a curriculum plan that incorporates the Minnesota School Age Indicators of Progress. We welcome families of all beliefs but do not provide religious education. We do not prohibit children from discussing religion as long as it is done in a way that doesn't hurt or insult others. We do have a secular Christmas program each winter.

At Pumpkin Patch we provide a wide variety of learning opportunities designed to promote the growth and development of children cognitively, physically, socially, and emotionally. We provide these learning opportunities through fun, engaging, and educational activities, including: art, math, science, writing, cooking, language and literacy, stories, songs, outdoor and large muscle times. Our center based approach to each classroom's layout allows for plenty of child initiated play and exploration with their friends in our Dramatic Play, Blocks, Art, Science, and Puzzles and Games centers. We provide children with activities, discussions, and materials that represent the diverse world we live in and that help children develop a love, respect, and understanding of themselves and all people.

Assessment and Conferences:

Assessing children's development is an essential part of the services we provide to you and your children. At Pumpkin Patch, we use a variety of assessment tools and strategies to ensure we are getting an accurate and current representation of your children's abilities. Assessment results are used to set goals for individual children and classrooms, to adjust curriculum, to modify teaching methods and interactions, and to modify the classroom environment.

We use Ounce Scale Assessment System for children 0-3 years old and Work Sampling Assessment for children 3-6 years old. These tools assess children in their daily environment, work, and play through observations, interactions with the classroom staff and children, and through collecting samples of their work. All classroom staff members receive training on our assessment procedures by a person trained in Ounce Scale and Work Sampling.

All screening and assessment results are kept confidential in the child's assessment file and only accessible only by classroom staff, the Directors, the Assistant Director, NAEYC Assessors, and State officials unless we have signed permission from you to share the information with others. You are welcome to review your child's file at any time.

We offer conferences to parents two times each year in each classroom. At your conference your child's teacher will share the results of your child's assessment forms along with collected samples of your child's work and a summary of your child's development. If you need an interpreter for conferences, please notify a Director or you may bring one with you to the conference. Parents are welcome to request a conference at any time. If you have any questions or concerns about our assessment tools or process please see a Director.

If at any time you or your child's teacher have concerns about your child's development, we can make referrals to outside organizations for further evaluation. We encourage all parents to schedule an Early Childhood/Preschool screening when your child turns 3 years old and for a Kindergarten screening at 4 years. Please see a Director if you would like more information.

Holidays Closings

We are closed for the following holidays: New Year's Day, Presidents' Day (for staff training), Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the Friday after Thanksgiving, and Christmas Day. If a holiday falls on Saturday, we will close on Friday. If a holiday falls on Sunday, we will close on Monday. We close at 3:00 pm on New Year's Eve and Christmas Eve.

Tuition, Registration, Late Fees & Returned Checks

All tuition is prepaid and due on Friday for the upcoming week. A late fee of \$25 will be assessed if your payment is not made by 6:30 pm on Tuesday of the current week. If no payment is received by Wednesday morning, child care services will be terminated, and you will be called to pick-up your child. Your child will not be able to return until payment is made in full. A non-refundable registration fee is due at the time of enrollment but may be paid in advance to reserve a space. A charge of \$25 will be assessed on any returned check. If a second check is returned, your account will be on a cash, cashier's check, or money order basis only.

During a holiday week or if we close due to a snow emergency, you are responsible for paying tuition for the full week. If you are on a part-time schedule and the holiday falls on one of your regularly scheduled days, you may bring your child on another day during the same week.

We are required by the Minnesota Department of Human Services to close at 6:30 pm. You will be charged \$25 for every 10 minutes you are late. In addition, if you are late and we are unable to reach you, we are required by licensing to call child protective services to pick up your child.

If you will be absent for a full week, you may pay the registration fee for each child as a holding fee in lieu of paying tuition for the week. After attending our program for a year, you earn a free week equal to the number of days you are registered for.

Attendance and Schedules

Parents are required to drop their children off with their child's class. Children are required stay with their parents before drop off and after picking up. For the safety of the children it is against center policy to let your children walk around the center unsupervised or walk into the center on their own. It is also against center policy to have an older sibling under the age of 16 pick up or drop off your child. Parents are required to sign their child in and out each day.

If your child will be absent either due to illness or vacation, we ask that you notify us so we can plan accordingly. If you are on a part-time schedule and need to add extra days, please notify the Director or Assistant Director. If you need to permanently change your child's schedule, you are welcome to do so by giving us one week's notice. If at some point you need to end your services with us, we require a 2 weeks' notice.

Students must arrive at the center by 9:30 am unless you call the center by 9:00 am to notify us that your child is arriving later or you are scheduled to arrive late. If you arrive later than 9:30 am without calling or having a scheduled later start time, you will not be allowed to drop off your child.

Nap Time Policies

Infant Room: Children in our Infant Room sleep according to the schedule you provide us with until they turn one year. At one year, we slowly start transitioning children onto the Toddler Room schedule which includes reducing to one nap a day around 12:00. We make this a gradual transition so that children are ready when they move up to the Toddler Room at 16 months. We follow all safe sleep rules and regulations and make adjustments to our policies as laws and recommendations change. All infants are placed on their backs to sleep in their own labeled crib on a firm mattress that meets federal crib standards. We provide fitted sheets that overlap the underside of the mattress so it cannot be dislodged easily. If your doctor requires your child to sleep in a different manner, we require a DHS approved form be completed by your doctor.

Cribs are inspected monthly to ensure they are safe and checked annually to make sure there are no recalls. We do not allow anything other than the child and their pacifier in the crib. Children who fall asleep somewhere other than their crib are moved to their crib as soon as staff can safely do so. They will be supervised carefully until we are able to move them to their crib. Staff make sure infants' airways are never blocked. Infants under 6 months who roll on to their stomach while sleeping are returned to their back to sleep. We do not swaddle children as standard practice because it is not recommended for children in group care settings. If you feel it is necessary for your child be swaddled at nap time, you are required to complete a MN DHS form. Children are not allowed to be swaddled after they start rolling over. We will only swaddle under these conditions if you provide us with a one piece swaddler sleeper.

At Pumpkin Patch, all Infant Room staff receive annual SUIDS training. For infant parents, we have included information on safe sleep practices. We encourage parents to use these practices at home. Your child will adjust better to our program if they are used to sleeping in our program using safe sleeping practices.

Toddler and Preschool Room: Toddler and Preschool children have a scheduled nap/rest time each day. Children are not required to sleep but will need to rest on their cots for 30 minutes. After 30 minutes of rest or upon waking (whichever is first) children are allowed to get off of their cots and participate in activities. Children are required to bring a blanket use at nap time. All bedding is sent home every Friday, anytime your child is ill, and anytime the bedding is wet or soiled. Parents are required to launder the bedding before returning it to the center. If you have any special nap time requests, please talk to your child's teacher. Cots are placed in a quiet part in the classroom, and children who are awake and participating in activities are kept in a different part of the classroom so children can rest comfortably. Cots will be placed with a clear, unimpeded walkway to allow children and adults to walk safely. Cots will be placed directly on the floor and not stacked when in use.

School Age Room: We do not have a scheduled nap time in the School Age classroom, but do have a time for quiet/restful activities during school release days. Students who would like to sleep during this time may do so. We provide cots for students wanting to nap. Your child is welcome to bring a blanket and small pillow. We will send the blanket and pillow home each day. You are responsible for laundering the bedding each week. Cots are placed in a quiet part in the classroom, and children who are awake and participating in activities are kept in a different part of the classroom so children can rest

comfortably. Cots will be placed with a clear, unimpeded walkway to allow children and adults to walk safely. Cots will be placed directly on the floor and not stacked when in use.

Parent Communication and Involvement

Strong parent relationships and communication are vital to Pumpkin Patch providing excellent care to the families we serve. We welcome and encourage you to talk to your child’s teacher each day and to communicate any concerns, issues, or suggestion with them. You are also welcome to call or stop in anytime to visit any part of the center. Each classroom has a “What We Did Today Board” designed to share with you some of the activities the children did during the day. In addition, Infant and Toddler parents receive a written report each day documenting the highlights of your child’s day. Preschool parents will receive a written report once a week. We also want parents to know, you are always welcome to stop by the office anytime to talk with the Owner, Director, or Assistant Director. All parents and family members are welcome to join us by volunteering or participating in classroom parties, field trips, activities throughout the day, and special events. Often joining in an activity during drop-off or pick-up times can help ease the transition for your child.

Behavior Guidance

This is a brief overview of our behavior guidance plan. We have included a complete copy of our behavior guidance policy manual with your registration materials.

We believe that the ultimate goal of a behavior guidance program should be to teach children and help them grow. With that in mind, we use a combination of preventative techniques, redirection, and logical consequences, problem solving and coaching to help guide children’s behavior. We also realize that in order for children to better manage their own behavior, they need to learn how to resolve conflicts with their peers. We have developed a peer problem solving skills program that teaches children to recognize and express their feelings appropriately and to recognize and understand what others are feeling.

If at any time your child is having more serious challenges with their behavior, we will request a meeting to discuss the situation and to work as a team to make a plan to help your child. Part of this process may include requesting outside services to assist us in evaluating the situation.

Although every effort is made to help each child learn to manage their behavior, sometimes their needs may require more help than we are able to provide. In these situations, we may need you to find another program for them. If this happens, we will give you a 2-week notice whenever possible. If you ever have any concerns about your child’s behavior or the behavior of other children, we encourage you to talk to your child’s Teacher, the Owner, the Director or Assistant Director.

The Goals of Our Behavior Guidance Program:

1. To Foster a Strong Self-Esteem in Children
2. To Proactively Tackle Behavior Problems
3. To Provide a Calm and Nurturing Environment
4. To Teach Children Self-Control

We Accomplish These Goals By:

1. Providing an Environment Where Failure is not Fatal
2. Energizing and Recognizing Successes
3. Not Giving Energy to Negative Behavior
4. Setting and Enforcing Rules and Consequences

Severe Weather and Safety Drills

To prepare for a fire or severe weather, we have regular drills so your child can react in a safe and orderly manner in the event of an emergency. If an actual emergency requires the evacuation of our center, we will notify parents as soon as the children are safe. During fire drills and in the event of an actual fire, children and staff will gather on the lower preschool playground. In the case of a Tornado, severe storm, storm warning or storm during drill, children and staff will gather in the classroom bathrooms. If we need to close the center for an entire day due to snow or severe weather, we will list this with local television stations. If the center needs to close early due to severe weather, we will call parents. We ask that parents plan ahead on days when the weather may impact traffic. Our closing time and late fees remain in effect on these days.

Meals and Nutrition

General: We provide all meals and snacks for the children (breakfast, lunch, and snacks). If your child has any special dietary requirements, please communicate that on the form included with your registration materials (for some dietary restrictions, we may be required to have you and/or your doctor complete additional forms). Monthly menus are posted in each classroom and you may request a copy to take home with you from your child's teacher. You are welcome to provide treats for your child's birthday and for other special events. Any food brought in must be commercially prepared and in an unopened package. To protect children with nut allergies, we request that you not bring in any foods that contain nuts or nut products. With the exception of birthdays and special events, we do not allow children to bring in and eat food from home. This rule exists for the safety of your child and the other children in our care. We provide meals based on the requirements of the Food and Nutrition Program for Childcare Centers.

Public Notification: The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

Infants: We provide Target and Costco Brand formulas free of charge (any of the varieties they make). If you wish to use another formula, you are welcome to provide it. If you are using breast milk, it needs to come in labeled, pre-made bottles. We will store these bottles in a labeled container in the refrigerator. We make our own baby food by pureeing the foods your child is allowed to eat. We also provide infant oatmeal and rice cereals. We will not introduce new foods to your child and ask that you communicate with the infant room staff as you introduce new food items at home and to update your child's Food Form. Parents are required to update their child's food form monthly. At different ages, we are required to provide specific types and amounts of food (including amounts of formula/breast milk). The Teacher will notify you of these changes ahead of time to help you prepare.

Health and Safety

Immunizations: All families must submit copies of their children's immunization records before they can start attending our program. If you choose not to have your child immunized for any reason, you must submit the immunization form with the appropriate box checked and notarized or signed by a doctor depending on the situation. Parents who are immunizing their children need to submit updated immunization records according to the schedule set by the Center for Disease Control. If you choose not to immunize your child, we will notify you of any contagious illnesses that can be prevented with immunizations and your child will need to be excluded from care for a period of time based on the type of illness. If your child is behind on any routine health services, you must provide proof that a doctor's appointment has been scheduled in order to remain enrolled in our program (except for any immunization for which you are exempt due to medical conditions or family beliefs).

Health Care Summary: The results of a physical exam must be submitted within 30 days of starting at Pumpkin Patch. We must receive updated physical exam records each year within 30 days of your child's birthday until they start 1st grade.

Illness: If your child becomes ill during the day, we will notify you of your child's symptoms and that your child needs to be picked up. We will provide your child with a quiet place to rest while they wait for you. If we cannot reach you, we will notify your emergency contacts. If your child receives a diagnosed illness, you are required to notify the center office so that we can post information about the illness in your child's classroom. This posting does not include any names of children, parents or any other identifying information and is only provided to help other parents know what symptoms to watch for in their own children. Enclosed in your registration folder is a partial list of common illnesses that require children to be excluded from care for a period of time based on the illness. Please review this form carefully. Your child may return according to the time period listed on the Exclusion Policy Form or sooner if you provide a doctor's note stating that your child is not contagious.

Medications: While we encourage you to try to schedule medications to be administered at home, if you need us to administer prescription medication to your child, please complete a Medication Permission Form (located in the lobby or your child's classroom). You need to fill in all areas of the form in order for us to administer the medication. All medication must come in its original container and have an expiration date clearly marked. We will not administer fever reducing medication unless we have a doctor's note stating that the medication is not to treat a contagious illness. We can only administer over the counter medication to children under 2 years old if it is accompanied by a doctor's note providing proper instructions (if a medication does not give exact dosage for your child's age and they are over 2 years old we will also need a doctor's note). Staff members who administer medication are trained in proper procedures by a medical professional.

Medical Conditions: Please make sure to notify us if your child has any medical conditions, special needs, or allergies. The state requires us to have additional forms and information in these situations. If

your child has an Individual Education Plan (IEP), the state requires that we have a copy on file and that we develop a plan to help continue the work the school is doing. If your child requires an epi pen or other medication for a medical condition, you must store one at the center at all times and replace it before it expires.

Emergency Contact Information: It is vital that we always have current contact information in order to reach you in case of illness or emergency. In addition, the state of Minnesota requires that you list two people other than the parents who can be contacted in case of an emergency and 2 alternative people authorized to pick-up your child(ren). If any contact information changes, please notify us immediately. We will have you complete a new emergency card anytime your child moves into a new classroom but at least annually.

Emergency Situations: If your child is having a medical emergency that requires immediate medical attention, we will call 911 and request an ambulance and then contact you. The ambulance will take the child to the hospital they are directed to use by their dispatch center. Staff will never transport children in emergency situations. All classroom staff members are trained in First Aid and CPR and will attend to your child according to the training they have received.

Nurse: A registered nurse visits our program once a month to review our health and safety policies and practices and to review any illnesses we have had any child health concerns.

Cleaning and Safety

We make every effort to provide a safe environment for your child to learn and grow. Daily safety checks are completed in the classrooms and on the playground to make sure the environment is clear of any hazardous or dangerous materials. We ask that you not send small items children could choke on to school with your child for the safety of all of the children. Our staff clean and sanitize furniture, toys, bathrooms, and other items according to the NAEYC Cleaning and Sanitation Table and MN state guidelines. Smoking is prohibited in the building and around the children. Please extinguish cigarettes before pulling into our parking lot. Firearms and/or any other items that may pose a safety risk to children and/or adults are prohibited.

Clothing and Personal Items

General: Please make sure all items you bring for your child are labeled with their first and last name. This prevents items from being lost or mistakenly sent home with the wrong child. All children in the infant, toddler, and preschool rooms need to have at least 2 sets of extra clothing. School Age children need to have 1 set of extra clothing. We do not allow children to bring toys from home to the center unless it is show and tell or the classroom requests items for a special activity. This is to prevent items from being lost or broken. If your child brings in an item from home, we are not responsible for it if it is lost, stolen, or broken.

Winter: When there is snow on the ground and during winter months, you need to provide snow pants, winter gloves/mittens (not knit), a hat, and a warm coat. The children do go outside during the winter months and need to have the necessary clothing to stay warm.

Summer: We encourage you to provide sunscreen and bug spray for your child during the summer for your child's protection. You need to sign the classroom permission slip in order for us to use it. Please watch for notes about water play days and provide a swimsuit or swim diaper for your child.

Infants: You need to provide 3 bottles for your child if they are taking formula. All infant bottles must be made of plastic due to MN state rules which do not allow us to have glass bottles in the classrooms (even if they are in a silicone cover). We encourage you to provide a full bag or box of diapers (but no fewer than 5 diapers per day) for your child and wipes. If your child does not have at least 5 diapers, you will not be allowed to drop off until you bring them in. The Teacher will notify you when you have 1 week's-worth of diapers left.

Toddlers: We encourage you to provide a full bag or box of diapers (but no fewer than 5 diapers per day) for your child and wipes. If your child does not have at least 5 diapers, you will not be allowed to drop off until you bring them in. The Teacher will notify you when you have 1 week's-worth of diapers left. When your child starts wearing underwear, we ask that you bring 3 sets of clothing (including socks) instead of 2, and an extra pair of shoes.

Outdoor Play

Because fresh air and movement are important to a child's development, all children at Pumpkin Patch participate in outdoor play throughout the year unless weather or air quality creates an unsafe environment. On these days the children will participate in indoor movement games, play, and activities. Preschool and School Age children will go outside if the temperature is between 20-85 degrees. Toddlers will go outside if the temperature is between 30-80 degrees. Infants will go outside if the temperature is between 40-80 degrees. The amount of time spent outside will depend on the temperature. Please make sure to provide your child with weather appropriate clothing (snow pants, heavy coats, gloves, and hats in winter & light layers and hats during the summer). If the weather is appropriate, children will only be allowed to stay inside if we have a doctor's note stating they may not go outside and the dates of this exclusion. All parents are encouraged to provide sunscreen for their children to wear outside during the summer months. Please make sure your child's sunscreen is labeled with their name. You must sign the sunscreen permission form in order for staff members to apply sunscreen to your child. Children will not go outside if it is raining.

Bathroom Training and Diapering

Diapers: We change diapers every 2 hours and as soon as a child wakes-up. If the child has a bowel movement, the diaper will be changed immediately. If your child is not fully potty trained, parents need to provide either disposable diapers or pull-ups. Staff members will give you a written reminder when you have a week's worth of diapers left and again when you have 10 diapers left. Your child needs a minimum of 5 diapers in order to be dropped off for the day. If you want us to use diaper wipes, you are responsible for providing them. If you choose to use cloth diapers, you must provide 5 diapers for each day and a bag or container for storing the soiled diapers. Cloth diapers must be composed of a liner, diaper, and plastic cover. These items will be changed as one unit. We will not rinse or remove any feces from a child's diaper. Parents are to take home the soiled diapers on a daily basis. We encourage families to provide wet wipes for diaper changes. If you do not provide wet wipes for diaper changes, we will use damp paper towels to clean the child during changes.

Bathroom Training: We begin teaching children how to use the toilet when they are in the Toddler Room. Due to our facility's set-up we are not able to bathroom train children in the Infant Room. Once your child is going to the bathroom on the toilet on a regular basis, you may bring in 3 extra sets of clothes (including socks) for accidents. When we put your child in their last set of clothing we will put them in a diaper or pull-up.

Bathrooms: Each classroom has a bathroom in the classroom. Bathroom doors remain closed when they are not in use. Children remain under direct supervision when they are in the bathroom.

Field Trips

Throughout the year, children in our Toddler, Preschool, and School Age classrooms attend field trips to local attractions and businesses. There will be a sign-up form posted in the classroom for all field trips. This form must be signed by a legal parent or guardian in order for your child to attend the field trip. You are responsible for paying any field trip fees your child will be attending. If you can't afford the fee, there is a financial assistance form available for you to fill out. We never want the cost to be the reason your child can't attend a field trip. If your child is in the Toddler or Preschool classroom, you must provide a car seat or booster seat in order for your child to attend. We provide booster seats for children in kindergarten or older. We use Pumpkin Patch Childcare & Learning Center vans to transport the children on field trips. All drivers take a 3 hour course on Passenger Restraint Safety every 5 years and have a valid driver's license. We can always use chaperones on field trips and welcome you to join us. Just let the classroom Teacher know you will be coming along.

School Transportation

We provide transportation to and from a wide range of schools. This list varies from year to year based on the needs of our families. Towards the end of summer, we will distribute forms to our families requesting information about your school plans for fall and notify you if we are unable to transport to/from your child's school. Children are transported to and from school in vans owned by the center. You must provide us with a consistent schedule for your child's transportation needs. If this schedule changes or you do not need transportation for a specific day, it is your responsibility to notify the center. If we attempt to pick your child up and you forgot to cancel their transportation for the day we will call you the first 3 times. After that, we will not contact you if your child does not come to the van. If your child is the only child we pick-up from that school, we may notify you that we are discontinuing their transportation from school due to repeat unannounced cancellations on your part. We provide booster seats for children under 8 years old or under 4'9". Children in these age/height categories are required by law to ride in booster seats. All staff members who transport children are trained in Passenger Restraint Safety and have a valid driver's license.

Public Relations, Research, & Pets

We require written parental permission for each activity relating to research or public relations before involving your child. Parents will be notified if pet will be present in the center. Written permission will also be obtained from parents prior to allowing your child contact with pets.

Community Resources

If at any time you need help finding resources to assist your family or child's individual needs, please see the Director or Assistant Director and we will be happy to help you. In the lobby we have copies of the CAP Agency Resource guide which includes contact information for a number of support services in the community, along with other family support information that you are welcome to take. You may also

contact the CAP Agency directly at 952-496-2125 (Scott and Carver County) or 651-322-3500 (Dakota County).

Grievance Procedure

If you are ever dissatisfied with the care, learning opportunities, or other services we provide or with the performance of any employee or volunteer associated with Pumpkin Patch Childcare & Learning Center, we encourage you to talk to the person directly or with your child's teacher. If you are uncomfortable doing this or the issue was not resolved through conversation with that person, please call or stop by the office to talk with the Owner/Director or Assistant Director. We are happy to try to resolve any problems you are experiencing so that you and your child will be comfortable, safe and happy. You are welcome to bring a translator to any meeting. If you do not have one available, we will do our best to assist to provide one.