

# Imagination Station

5504 Oak Street, Black Hawk, SD

Family Handbook



Updated 1/30/2026

## Quick Contact Information

[www.ImaginationStationSD.com](http://www.ImaginationStationSD.com)

Site Phone: (605) 786-1121

Email: [Imaginationstationsd.com@gmail.com](mailto:Imaginationstationsd.com@gmail.com)

Address: 5504 Oak Street, Black Hawk SD 57718

R&R Daycare, LLC DBA Imagination Station

Tax ID # 88-1981658

Provider # 016597810 / #016597811

### Director:

Leslie Rodriguez

307-281-0716

Call or Text

# **INTRODUCTION**

## **POLICIES AND PROCEDURES**

Policies and procedures help to provide a consistent approach toward developing services and to minimize misunderstandings. Policies and procedures also provide a framework for making decisions. To maintain a high standard of good practice, policies and procedures must be reviewed regularly and changed according to incorporate any new developments in the childcare sector.

### **POLICIES**

A policy is a course of action proposed by a service on a specific issue.

### **PROCEDURES**

Policies give rise to procedures, which are the written statements of how the policies will be carried out.

## **MANDATORY REPORTING TO STATE**

It is the policy of Imagination Station to follow the guidelines set forth by the South Dakota Codified Law (SDCL) 67:42:16:09. The service is required to report any changes that would include but are not limited to the location change, any involvement with Child Protective Services (CPS), major accidents, fire, or significant damage to the facility, etc. These changes must be reported within 24 hours of the occurrence.

## **HOURS OF OPERATION**

Imagination Station will be open from 6:30 AM to 6:00 PM Monday through Friday. In the morning the door will be locked until 6:30 AM, no early drop off is allowed.

Late fees assessed on a per child per minute basis after 6:00 PM.

A list of regular facility closures will be provided and posted near the door.

## **LATE PICKUP FEES**

Fee is based on number of occurrences that happen within a rolling 90-day period. A courtesy call needs to be placed to the daycare to let the staff member know if you will be more than 5 minutes past 6:00 PM.

1<sup>st</sup> occurrence - \$2 per minute per child

2<sup>nd</sup> occurrence – \$3 per minute per child

3<sup>rd</sup> occurrence - \$5 per minute per child

4<sup>th</sup> occurrence – potential for termination, with no refund

The late pickup fee is due in full by next business day at time of arrival. If the fee cannot be paid by the next business day an additional late fee of \$10 per child will be added.

## **WEATHER RELATED CLOSURES**

For the safety of our staff and families, Daycare closures will coincide with the Rapid City School District, to include late starts and early releases due to inclement weather. Notification will be sent through our parent app (as a text message or email).

When Rapid City School District has an early release or late start due to inclement weather, notification will be given to parents of Daycare's early closure or late start. The staff will attempt to notify parents through the provided list of individuals on the enrollment form. Parents must arrange for their child(ren) to be picked up within one (1) hour of the notification of an early closure.

If your school-aged child needs care during teacher in-service / workdays, please let the staff know as soon as possible so we can schedule the appropriate staffing. There will be an additional fee assessed for this service if the daycare is able to accommodate.

## **ADMINISTRATION**

### **ADMISSIONS POLICY**

It is the policy of Imagination Station that our service is open to all families in our community. We are committed to operating open and fair Admissions Procedures.

#### **Admissions Procedures**

- Each child must be at least six (6) weeks of age when starting at the service.
- If there is no current availability a waiting list will be established.
- A completed enrollment package must be submitted to the service prior to the child attending the service. Items may include but are not limited to:
  - A current copy of immunizations.
  - Enrollment fee of \$50 per child which is non-refundable.
  - Payment of child's first week of childcare.
  - For families receiving childcare assistance - approval is required prior to the first day of service or self-pay is required until approval is received.Any difference between the state reimbursement and contracted payment amount will need to be paid by the family.
- Children will be admitted on a 'first come first served' basis in the areas of availability requested (ie. full-time, drop-in) following submission of the enrollment package.

- Referrals from the Department of Social Services will be accepted provided there is a place available.

## **SETTLING-IN POLICY**

It is the policy of Imagination Station that every effort is made to ensure that the settling-in period is as easy and pleasant as possible for the children and their parents.

### **Settling-in Procedures**

- Each parent is provided a welcome package that includes information about the facility and expectations before the child starts at the service.
- Each parent is encouraged to experience a preview day with their child before the child starts so the child can become familiar with the other children, staff, and the day-to-day running of the service. This is limited to ONE day.
- On the first day of service, the parent is encouraged to stay with the child until (s)he feels comfortable in their new surroundings.
- Each parent is encouraged to spend as much time as necessary with the child during the settling-in period. There is not a set time limit on the settling-in period.
- No child will be pressured to take part in any activity during the settling-in period.
- To help staff build a relationship with the child, staff will discuss the child's interests with parents, as well as their likes, dislikes, and keywords the child uses at home.
- The parents will be provided with a daily account of the child's progress during the settling-in period.

## **PARENTAL INVOLVEMENT POLICY**

At Imagination Station parent involvement is encouraged. You are welcome to stop by the facility at any time to view the activities taking place with your child. However, there may be restricted areas due to the confidentiality policy.

## **TERMINATION OF CARE POLICY**

Occasionally, a child will experience some difficulty in adapting to the daycare's environment or abiding by the daycare rules of behavior. A conference will be scheduled if your child should experience some difficulty. We will work closely with you to see if the problem can be resolved. If the child's behavior continues to be disruptive to the group, we reserve the right to ask you to withdraw your child from daycare.

You must give a two weeks' notice when voluntarily withdrawing your child from Imagination Station Daycare and Preschool. You will be responsible for all final payments through the end of the notice period, whether in attendance or not.

If the rules and policies set forth are not followed, we reserve the right to terminate the daycare contract agreement at any time. In such an event, we will be paid in full through the end of the week in which such termination occurs.

The childcare arrangements will be terminated immediately for any of the following reasons (but not limited to):

- Failure to comply with the policies set forth in the parent handbook.
- Failure to comply with the contract.
- Destructive or hurtful behavior of a child that persists even with parent cooperation in stopping the behavior.
- Non-payment of childcare or late fees and/or recurring late payment or fees.
- Repeated failure to pick up the child at scheduled times.
- Failure to show up for 5 consecutive days without any communication.
- Inability to meet the child's needs without additional staff.
- Blatant disrespect towards the care providers.
- If a parent knowingly brings their child ill.
- Consistent child-rearing style differences between the parent and provider.
- False information provided by a parent either verbally or in writing.
- Lack of payment, returned checks, or paying an amount less than the agreed-upon amount.

If for any reason legal services are needed, Imagination Station Daycare and Preschool or any owners or care providers associated with the facility, will not be responsible for any legal or court costs incurred.

#### **Termination of Care Procedures**

- Parent initiated termination - A written notice must be provided to the facility noting the date submitted and the final day of care.
- Facility initiated termination - A written notice must be provided to the parent noting the date delivered and the final day of care.

## **FEE PAYMENT POLICY**

Tuition fees are re-evaluated periodically. The rate is carefully evaluated taking into account affordability for parents and the sustainability of the services.

#### **Fee Payment Procedures**

- An updated fee agreement for each child will be provided with changes. If an updated fee agreement is not provided, then the last signed agreement will stand.
- The fees are paid at least one week in advance of care.
- Payments are due in full by Monday at 6am.
- A late fee will be assessed for any late payments.

- A fee will be charged for returned payments.
- Fees must be paid even when the child is absent for any reason.
- Lack of payment, returned checks, or paying an amount less than the agreed-upon amount are subject to termination of care.
- Parents will sign a contract agreeing to the terms of the fee payment policy.
- Adjustments can be made to the payment contract at any time upon request from the parent or facility. If adjustments are made a new contract will be signed.
- All accounts left unpaid for 7 days or more will be turned over to a collection company.
- Receipts for payment will be provided upon request.
- An end-of-year receipt for tax purposes will be provided to every family no later than January 31st.
- Refunds are at the discretion of the facility.

## **ATTENDANCE POLICY**

Staffing the facility to stay within the state-required staff-to-child ratio is essential to our operation. If your child will be late or absent, please notify the daycare as soon as possible.

### **Attendance Procedures**

- The child needs to be escorted into the facility by an adult. Children are not allowed in the parking lot unattended.
- The child must be signed in daily on the parent app or log sheet.
- Fees must be paid even when the child is absent for any reason.
- Notification is required if your child does not need to be picked up after school.

## **PICKING-UP CHILDREN POLICY**

The children's care is our top priority at Imagination Station. This includes who is authorized to pick up.

### **Picking-up Children Procedures**

- Children may only be picked-up by the person(s) named on the registration form.
- The parent must notify the staff if an alternative named person is to collect the child. Photo ID and/or a unique sign out code will be required of the individual picking up.
- Children must always be picked-up on time (see hours of operation).
- The child must be signed out daily on the parent app or log sheet.
- The child will not be allowed to enter the parking lot without the parent accompanying them.

## **RECORD KEEPING POLICY**

Records, as required by the Child Care Regulations, will be maintained, and made available to parents and any relevant persons, to ensure the health, safety, and development of all children attending the service. Records will be kept for six months after the termination of care.

### **Record-Keeping Procedures**

- All records must be kept in line with the Child Care Regulation SDCL 67:42:17 Health standards and immunizations for daycare children.
- All confidential records are stored securely when not in use.
- Parents or guardians will be asked to sign a medical administration form or accident report form, when necessary.
- All records written are impartial and factual.
- Records in relation to Child Protection concerns are stored in a separate location and are shared only on a need-to-know basis in line with our Confidentiality Policy and Child Protection Policy.
- Additional items can be requested from parents at any time to ensure our files are up to date.

## **CONFIDENTIALITY POLICY**

It is Imagination Station's policy to keep confidential all personal information about the children, families, staff, and volunteers involved in our service. Personal information about families in relation to Child Protection concerns will be shared on a need-to-know basis in line with our Child Protection Policy.

### **Confidentiality Procedures**

- Parents will have access to records kept in the service, but only in relation to their own child.
- All new staff and volunteers will be informed of our confidentiality policy and procedures as part of their orientation.
- Records in relation to Child Protection concerns are stored in a separate location and are shared only on a need-to-know basis in line with our Child Protection Policy.

## **COMPLAINTS POLICY**

It is Imagination Station's policy to welcome any suggestions, recommendations, comments, or complaints made by children or their parents in relation to our service. Any complaints made about the service will be dealt with in an open and impartial manner.



### **Complaints Procedures**

- Complaints should be made to the director, management staff, or owners.
- Every attempt is made to resolve the matter as amicably as possible and to the parent's satisfaction.
- If an agreement can't be reached the parent may make a formal written complaint to the owners. This complaint will be recorded.
- If the complaint is made against a member of staff, the staff member must be informed that a formal complaint has been made and be given full details.
- If a complaint against a staff member involves a child protection concern a second separate reporting procedure will be followed in line with our child protection procedures.

### **VOLUNTEER RECRUITMENT POLICY**

The management staff of Imagination Station is committed to promoting the participation of parents as volunteers in the service. Management is committed to ensuring that the recruitment of parents and other volunteers is open and transparent and always gives precedence to the safety and welfare of the children attending the service.

### **CHILD PROTECTION POLICY**

It is the policy of Imagination Station to ensure that children are protected and kept safe from harm while they are with the staff and volunteers in our service.

We do this by -

- Ensuring our management and staff avail of training on Child Protection.
- Make sure that our staff and volunteers are carefully selected, trained, and supervised in accordance with our Policies and Procedures.
- Let parents know how they can voice their concerns or complaints if there is anything they are not satisfied with.
- Having reporting procedures and a named designated person in place to deal with Child Protection Concerns.
- Ensuring that all staff and volunteers are informed of the Reporting Procedures.
- Developing Codes of Behavior amongst staff, amongst children, and between staff and children.
- Having procedures on actions to take if an allegation is made against a member of the staff or volunteer.

### **Child Protection Reporting Procedure**

All employees are required to follow the SDCL 26-8A-3 and SDCL 26-6-53.

- Any staff or volunteer who has a Child Protection concern will discuss it with an owner or the director.
- Each employee and volunteer will be educated on Dealing with a Disclosure.
- A concern is required to be reported within 24 hours.
- It is our policy to inform parents about any Child Protection concerns, unless doing so would put the child at further risk, this will be done by an owner or director.
- The appropriate verbal/written communication regarding Child Protection concerns will be made in accordance with SDCL 26-8A-3.
  - DSS CPS intake number 877-244-0864
  - Pennington County Sheriff Office 605-394-6113

## **STAFF ALLEGATIONS POLICY**

If an allegation is made against a member of staff or volunteer, management will implement two separate procedures:

- Our Child Protection Reporting procedures, in respect of the child.
- A report will be conducted with a thorough investigation by owners.
- If the report is around in-house child abuse the following steps will take place.
  - The staff will immediately be put on unpaid leave.
  - An internal investigation will be conducted to determine the ongoing status of the employee in question.
  - All items around the incident will be documented in the employee file.

## **HEALTH POLICY**

It is the policy of Imagination Station to promote a healthy lifestyle through the prevention of illness and establishing healthy eating patterns.

### **Healthy Eating**

- A balanced diet is provided with fresh, nutritious food in accordance with the South Dakota Youth and Family Services Food Program.
- Sweets, chips, and chewing gum are discouraged.
- The special dietary needs of children are met with a written diagnosis by a doctor. If there are concerns, we encourage the parent to reach out to staff to see if we can accommodate them easily.
- An adult is always present at mealtimes to encourage good eating habits, simulate conversations and enhance the quality of interaction.
- Mealtimes will be consistent according to a daily schedule of the age group and will include breakfast, morning snack, lunch, and an afternoon snack.
- A weekly menu will be posted in an accessible area to parents and will be retained on file for six months.

### **Birthday Celebrations**

Birthdays are a special time and Imagination Station would like to celebrate your child's day. Children are welcome to bring treats to daycare if they would like. Treats may be whatever your child would like to share. Please ask your child's teacher about any allergies we may have in the classroom.

### **Food Brought from Home**

It is understood that there are times when your child may not want to eat what the service is providing for food on specific days or that you as a parent choose to provide your child's lunch. This will not decrease your monthly childcare fees. All food will be stored and disposed of according to state regulation 67:42:11:16. Due to time constraints, all food must be prepared in a way that is easy to eat for the child with minimal staff assistance. This includes cutting up the food prior to sending to the facility. If the food needs heating it is expected to be provided in a microwave safe container.

- Home-canned food is prohibited.
- Hazardous foods must be 41 degrees Fahrenheit or below or 140 degrees Fahrenheit or above at all times.

### **Food and Allergic Reactions**

Children with known severe allergies, such as allergies to bee stings, peanut products, etc., may be at risk of a serious allergic reaction due to contact with or ingestion of the allergen. Contact with these allergens may result in anaphylaxis, a severe allergic reaction with symptoms that may include swelling of the face and lips, hives, vomiting, diarrhea, shortness of breath, and difficulty breathing.

### **Food and allergic Procedures**

- Prior to the child's first day of attendance or immediately after diagnosis of an allergy by a physician, the parents are responsible for training selected members of the staff on the nature of the child's allergy and providing written instructions.
- At least one (1) trained staff member shall be present at all times the child is present and shall accompany the child on all outings.
- Medication kept at the facility shall be stored in a secure area. During outings, a trained member of the staff shall be designated to carry any required medication.
- Warning signs alerting staff of the child's particular allergy shall be posted in a conspicuous area or areas. With respect to food allergies, the warning signs shall be posted on cabinets or refrigerators containing food.

### **Feeding Infants**

- Feeding will be administered according to the documented schedule provided by parents.
- A bottle will be held by a staff member and not propped up.
- Breaks between feedings may not extend longer than four hours regardless of the parent's feeding schedule.
- Solid foods will only be introduced to infants upon parents' request.

- Breastfeeding is highly encouraged and is welcomed at the facility at any time.

## **Illness Policy**

It is our policy that children or adults who are sick or who may be a source of infection should not attend the service. Parents are advised that a child who has been sick during the night should not attend the service the next day. A child with a communicable illness should not attend the service. All parents and the Department of Health will be informed if a child attending the service has a communicable illness.

The service follows the guidelines provided by the State of South Dakota Health and Safety <https://doh.sd.gov/topics/maternal-child-health/children-s-health/child-development/school-health/school-illness-exclusion-recommendations/>. We ask that parents use their best judgement when deciding to bring your children to service. The facility reserves the right to exclude for illness outside of the DOH guidelines. If you are unsure, please ask.

## **Illness while in Care Procedures**

- Child will be separated from others while still being supervised.
- A staff member will notify the parent to pick up their child. The pickup should occur as soon as possible after receiving the notification, but no longer than 1 hour.
- Children who are sent home ill will not be able to return to service until they are symptom-free for 24 hours without medication.

## **Immunization Policy**

When you enroll your child in our program you are required to provide an updated record of immunizations.

- A copy of current immunizations is required to be provided to the service upon request. If you recently received immunizations, ask your care provider for a copy.
- Immunization records must be kept current at the facility.

## **Lice Policy**

To protect the health of all children and staff, the following lice policy will be strictly enforced.

- Any child with lice (including school-age children) will require immediate pickup, appropriate treatment, and exclusion from care for three (3) consecutive days to allow for daily nit removal.
- After the three-day exclusion period, the child must be checked by a designated staff member before returning to the classroom. Families must remain on site and wait for clearance during the examination.
- Any presence of live lice or nits during the clearance check or after returning to care will require immediate pickup and continued treatment.

## School Age Children

- School-age children found to have lice or nits upon return from school will require immediate pickup from daycare.
- If nits are found on two consecutive days at school-age pickup, the child must be kept home for one (1) additional day to ensure all nits are fully removed before returning.

Clearance decisions are made by designated staff based on visual inspection. Consistent treatment and complete nit removal are required to prevent reoccurrence.

## **Administering Medication**

We understand that at times your children may need medication administered during the day for various reasons. Medication may only be administered with an accompanying permission slip.

### **Administering Medication Policy**

- Medication will only be administered with a permission slip that is signed by a parent.
- A permission slip must include the name of the child, name of medication, dates and times to be administered, dose, and signature of the staff member administering medication.
- All medication must be in the original container with the original label and instructions.
- Medication will be stored in a locked box not accessible to children.
- Medication requiring refrigeration will be held in another nonabsorbent container and labeled "medication".
- The permission slip is available for review for 6 months following the last administered dose.

## **SAFE SLEEPING POLICY AND PROCEDURES**

A safe sleep policy is in place, which facilitates each child's individual need for sleep/rest. While parents are consulted on their child's sleep routines, we ask you to remember that we are responsible for each child in our care and will always follow recommended safety practices.

### **Safe Sleep Practices:**

- Babies are always placed on their back to sleep
- Babies' clothes are loose and light
- One child per portable crib
- Bibs, bottles, and toys are removed
- No blankets, pillows, or bumpers are used
- Babies' head is never covered
- Sleep sacks appropriate for age and size may be used
- Electric monitor may be used

- Visual sleep checks
- Linen is not shared

## **DIAPER CHANGING POLICY**

It is the policy of Imagination Station and in the interest of the children's health and safety, that staff follow the diaper changing procedures correctly and that a high standard of hygiene is evident at all times.

### **Diaper Changing Procedures**

- Children's diapers and other items are labeled and only used on that child.
- Soiled diapers are to be discarded in the covered waste bin provided near the changing table.
- Soiled diapers are to be changed immediately and checked no less than every two hours.
- The changing table is disinfected with bleach water after every use.
- Soap is provided for handwashing with disposable towels.
- Children are never left unattended when having their diapers changed.

## **TOILETING POLICY**

It is the policy of Imagination Station and in the interest of the children's health and safety, that a high standard of hygiene is promoted at all times when children are learning to use the toilet. Staff may assist children in proper wiping until school age unless requested by parents in writing or assisting with an accident. Personal potty-training seats and other devices will not be authorized for use at the facility due to strict hygiene and sanitation rules.

### **Toileting Procedures**

- To create awareness and understanding of good hygiene practices, staff members do a project with children about the importance of self-care. For example, flushing the toilet and washing hands.
- Soap and disposable towels are provided for washing and drying hands.
- A cleaning schedule is in place to ensure the children's toilets are kept in a clean and hygienic condition at all times.
- The staff should treat accidents sensitively.
- Praise and recognition are used when children are toilet-trained to encourage self-esteem and a sense of achievement.
- The child's privacy is always respected.

## **ITEMS FROM HOME**

It is the policy of Imagination Station that the staff is not responsible for broken or lost items brought to the facility from home. If your child brings something from home it is at your own risk. It is highly recommended that you do not bring toys or electronics from home. If the staff observes a child playing with a toy from home it will be placed in "toy

jail” and the parent is responsible for getting the toy out at the end of the day. Please remind your children that home toys should stay home.

## **ACCIDENT PREVENTION**

It is the policy to promote the health, well-being, and personal safety of all children and adults involved in our service, through developing and regularly reviewing accident prevention procedures and fire safety procedures.

### **Accident prevention**

- Children are supervised by adults at all times.
- Only suitable and age-appropriate objects are available to children.
- Appropriate safe behavior is modeled and reinforced by staff.
- Equipment is continually reviewed for safety and soundness.

### **Accident Procedures**

- The first aid box is always fully equipped, easily identifiable, and in a location which is known to all adults.
- At least one member of staff on the premises holds a current First Aid Certificate.
- Records are accessible to all relevant staff in case of an emergency.
- Minor accidents will be treated at the facility and parents will be advised of the injury and the action is taken when the child is collected.
- All accidents, even minor ones, will be recorded in the child’s file.
- All children are required to have a copy of their doctor and a release from their parents in the file.
- All serious accidents must be reported to the state licensing agent.

## **FIRE SAFETY**

- Fire safety equipment is installed and in working condition. The equipment is reviewed at a minimum annually by the state.
- Fire drill instructions are readily available for all staff.
- Fire drills are conducted quarterly, four times a year.
- A record is kept of all drills conducted.
- The plan is reviewed annually.
- A copy of the plan is provided upon request.

## **TORNADO SAFETY**

- Tornado drill instructions are readily available for all staff.
- Tornado drills are conducted annually, one time per year.
- A record is kept of all drills conducted.
- The plan is reviewed annually.
- A copy of the plan is provided upon request.

## **TRANSPORTATION POLICY**

It is the policy to ensure the safety and well-being of the children and adults involved in our service when planning and undertaking outings. Transportation is provided for school-aged kids from Black Hawk and Piedmont Valley Elementary during the school year. We will transport children on field trips throughout the year.

### **Transportation procedures**

- Parents are encouraged to take an active part in the outings.
- Prior information about the outings is provided to parents.
- Staff to child ratios are maintained while off the property.
- A permission slip will be held in file for each student traveling.
- All children are required to use a seatbelt when using daycare transportation.
- There is to be one child per seat belt.
- Parents are asked to provide a car seat for children requiring them. The car seat must be in safe condition, not expired, and appropriate for the age.
- Staff driving is required to have a valid driver's license and pass the insurance approval.

## **CURRICULUM**

Imagination Station Daycare and preschool is committed to developing a curriculum that creates a child centered, play based environment which empowers young children to actively pursue their own learning. This process is facilitated by adults who will provide appropriate, timely, balanced intervention as well as support, continuity, and progression to encourage positive attitudes towards learning. During the school year the facility will utilize a structured curriculum for additional learning.

We recognize that the establishment of daily routines is essential for all young children in our care. We strive to provide a program of activities that encourage the physical, social, emotional, intellectual, creative, and language development of the children who attend our service.

The daily adult-guided activities and meal plans are approved by the facility Director and posted for parents to see.

### **Infants (under 12 months old)**

We strive to keep a schedule as similar to home as possible. A detailed schedule will need to be provided by the parent and updated monthly at a minimum. A daily sheet detailing the child's day will be sent home daily. Open communication is essential.

### **Daily Schedule**

A naptime will be given to those whose parents request they take a nap. All other children will use this time to relax and participate in quiet activities. If your child is participating in nap time, they are required to bring a blanket and pillow. The bedding will be sent home to be washed at a minimum monthly.



## **BEHAVIOR MANAGEMENT POLICY**

The management and staff of Imagination Station believe that children should be encouraged to grow and develop to their full potential in a suitably planned environment, where they know what is expected of them, and where clear limits are set, appropriate to their age and stage of development and any special needs they may have.

### **Behavior Management procedures**

- Children's efforts, achievements, and feelings will always be acknowledged so as to promote the growth of self-esteem and self-discipline.
- The service will strive to manage behavior consistently in order that children have the security of knowing what to expect and can build up good patterns of self-discipline.
- Adults working in the service must be good role models by following codes of behavior and showing respect for each other and the children.
- Rules that apply to children and adults in the group will be discussed and agreed upon. The rules will be made known to all adults, staff, parents, and children. Rules will be kept to a minimum.
- It is recognized that the key to behavior management is good observation skills in adults.

### **Positive Strategies for Behavior Management**

- One-to-one adult support will be offered to the child that has misbehaved to help the child to understand what went wrong and offer possible solutions.
- Comfort and support will be offered when another child has been hurt in an incident.
- Explanations for challenging unwanted behaviors and attitudes will be made clear immediately to the child/children.
- It will always be made clear to the child in question that it is the behavior and not the child that is unacceptable.
- Staff will use simple language, speaking calmly and quietly to the children when dealing with these situations.
- Staff will demonstrate respect and empathy by listening and being interested.
- By offering alternatives, positive behavior is encouraged and helps to teach children about the value of compromise.
- Recurring problems will be dealt with in an inclusive manner following observations and involving the child's parents, and other appropriate adults.
- Books and activities will be available to help the children explore and name their feelings, where appropriate, in conjunction with an adult.
- Quiet time may be required if the behavior happens repeatedly after adult guidance.
- Physical and verbal punishment is strictly prohibited, including restriction of movement.

- Punishment will not take place for a lapse in toilet training.



## Family Handbook Acknowledgement Form

I \_\_\_\_\_ hereby confirm that I have received, read and understand the updated policy and procedures. I understand that it is my responsibility to comply with the policies contained within as a condition of enrollment with Imagination Station.

Enrolled Child(ren) Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_