



Grand Traverse Pavilions
A COMMUNITY CARING FOR GENERATIONS

Child Care

An Intergenerational Experience



2026 Parent Handbook





Child Care Contacts

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GRAND TRAVERSE PAVILIONS
Child Care Center Handbook

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GRAND TRAVERSE PAVILIONS Childcare Services Handbook

PROGRAM PHILOSOPHY

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

AT WORK REQUIREMENT

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

HOURS OF OPERATION

The Center is open Monday through Friday from 6:00 AM to 5:30 PM.

-**Arrival:** Children may arrive no earlier than **6:00 AM**.
-**Departure:** Children must be picked up by **5:15 PM** to allow time for sign-out procedures and final clean-up.

Late Pick-Up Fee:

-If a child is picked up after the posted closing time of **5:30 PM**, a **late pick-up fee of \$2.00 per minute** will be charged.
-This fee applies unless prior approval has been granted by Center staff.

Changes to Hours:

-The hours of operation may change based on the Center's needs.
-Parents and guardians will receive a minimum of two weeks' notice prior to any changes in the operating hours.

ARRIVAL & DEPARTURE

For the safety and security of all children, it is essential that every child is properly signed in and out of the Center through the ProCare system at the beginning and end of each day. Staff must be made aware of the child's presence and to announce when you are taking your child(ren) for security reasons.

Arrival:

- Parents or guardians are required to personally bring their child into the Center and sign them in upon arrival in the ProCare System.
- After signing in, the parent must ensure that a staff member is informed of your child's arrival before you leave the Center.

Departure:

- When picking up your child for the day or on break, the parent must inform a staff member that you are removing your child from the premises.
- Parents must sign out their child in the ProCare System before leaving the Center for the day.

Authorized Pick-Up:

- ... Children will only be released to their parent(s) or legal guardian(s) unless written authorization has been provided in advance.
- ... Individuals authorized for pick-up who are not the parent or legal guardian must check in with Center staff upon arrival. Staff will assist with signing the child in or out through ProCare and with unlocking the door, as needed.

Work Schedule Reminder

- Arrival and departure procedures for children must be completed outside of the parent's/guardian's scheduled work hours.
- These activities are not considered part of an employee's work duties or compensable work time.

ADVANCE SIGN-UP

To ensure that we have adequate staff to provide the best care for your child, the Pavilions Child Care Center requires advance sign-ups for all children. This process also allows parents to receive a lower rate for the month (please refer to the rate sheet for specific rates).

- **Schedule Submission:**

A child's 4-week schedule must be submitted within **24 hours of receiving the parent's GTP work schedule.**

- If schedules are submitted after this deadline, **drop-in rates** will apply **if space permits.**

- **Changes to Schedule:**

Changes to your child's schedule can be made up until **2:00 PM on Thursdays** for the upcoming week to avoid additional fees.

- **Submission:**

Your child's schedule, including drop-off and pick-up times, should be emailed to lkaltenbach@gtpavilions.org. Verbal notifications do not secure a spot for your child(ren).

Drop-In Care:

While advance notice is strongly encouraged each month, we understand that unexpected situations may arise. In such cases, staff will do their best to accommodate parents who need last-minute care if space permits.

- Please note that a **drop-in rate** will be charged and parent or guardian must notify the Center before bringing in their child.

Payment Information:

- **Grand Traverse Pavilions Employees:** Payments for childcare services will be deducted directly from your payroll. Employees may also participate in a program that allows childcare expenses to be tax deferred
- **Forefront Employees:** Payments for childcare services will be processed via auto-withdrawal from your checking or savings account.

HOLIDAY POLICY

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

New Year’s Day

Good Friday

Memorial Day

Independence Day (July 4)

Labor Day

Thanksgiving Day

Black Friday (the day after Thanksgiving Day)

Christmas Eve

Christmas Day

CANCELLATIONS

It is essential that you notify the Center as soon as possible if your child will not be attending on their scheduled day. You can inform us by:

- Calling: (231) 932-3030
- Emailing: lkaltenbach@gtpavilions.org

Advance Notification & Cancellation Fees:

- If you provide advance notification at least one hour prior to your child’s scheduled start time a \$20.00 cancellation fee per child will be applied for that day.
 - \$20.00 per child for cancellations of more than four hours.
- To avoid cancellation fees, you may email schedule changes to the facilitator by 2:00 PM on Thursdays for the upcoming week.

No-Call, No-Show Policy:

- If a parent fails to provide any notification by at least one hour prior to their child's scheduled start time, the absence will be considered a no-call, no-show, and the full charge for the scheduled day will apply, plus the cancellation fee per child of \$20.00.
- Three "no-call, no-show" occurrences may result in your child being discharged from the Center.

REST TIME

All children are required to participate in rest time for a minimum of 30 minutes each day. To support a calm and restful environment, parents are asked to be mindful of pick-ups between **12:00 p.m. and 3:00 p.m.**, as this is the designated rest period.

During rest time, lights will be dimmed to signal a quiet environment. Research shows that naps do not interfere with nighttime sleep; rather, they help prevent children from becoming over-stimulated or overtired, which can make it more difficult for them to fall asleep at bedtime.

Children will not be awakened during rest time unless a parent has made prior arrangements for early departure from the Center. Staff will document when each child falls asleep and wakes up in the ProCare system.

Infants under 12 months of age will be permitted to eat and sleep on demand. Individual schedules will be gradually adjusted as developmentally appropriate through 18 months of age.

PARENT VISTS

To maintain a calm and consistent learning environment and make the best use of our limited space, we have guidelines for parent visits and breaks during the day. Here are the key points:

- **Visits During the Day:**
Parents and guardians are generally not permitted to visit or take personal breaks inside the Child Care Center during the day.
- **Child Check-Out:**
Parents are welcome to check their child out once per day during their designated break, as long as the child is not napping at that time. To make sure your child is awake, we encourage you to check their nap status through the ProCare app before arriving.
- **Rest Time** is observed daily from **12:00 PM to 3:00 PM**, and we kindly ask that families refrain from entering the Center during these hours unless your child is already awake.
- **Limit Phone Calls:**
Please limit phone calls to the center to **emergencies only**, as calls can disrupt staff from providing direct care and supervision. You can access many routine updates, including your child's status, through the ProCare app. As always, you may contact the Child Care Facilitator through email.
- **Visiting Family and Friends:**
We request family and friends that also work at the Pavilions to schedule visits with you outside of the Child Care Center unless they are specifically authorized to drop off or pick up your child. This avoids disruption for other children.

- **Special Arrangements:**

We understand that some parents, particularly those with infants, may have unique needs. If you need to make special arrangements, plan around scheduled appointments, or have alternate pick-up requirements, please contact the Child Care Office in advance so we can assist you in accommodating those needs.

- **Communication for Emergencies:**

As always, if your child is hurt, ill, or requires immediate attention during the day, we will notify you immediately.

INFANTS

Parents/guardians must supply the Center with labeled bottles, formula or breast milk, in addition to diapers, wipes, non-prescription ointments, etc. used when changing the infant. Sufficient changes of clothing must also be provided. All infants 12 months and under must sleep in their assigned crib or pack and play, on their backs, without blankets, toys, pillows or anything else in their crib. This is a common safe sleep practice used to help prevent SIDS. Swings are also available to help an infant sleep. Staff will do what they can to help accommodate sleeping arrangements for all children.

CLOTHING

Due to the nature of some activities offered at Pavilions Child Care Center, parents must recognize that children's clothing may occasionally become soiled or damaged. To ensure that children are comfortable and free to engage in all activities, parents should dress their children in "play" clothes rather than "good" clothes. The Center is not responsible for any damage to clothing during play or other activities.

Outdoor Play and Appropriate Clothing

The Center strives to take children outdoors to play daily. As such, parents must ensure their child is dressed appropriately for the weather conditions. This may include, but is not limited to:

- Spring/Summer: Pants or shorts, T-shirt, underwear, socks and shoes.
- Fall/Winter: Long pants, sweatshirt or sweater, underwear, socks, hats, mittens, outdoor boots, winter jacket and snowpants.

If a child arrives at the Center without appropriate outerwear for outdoor play, the Center reserves the right to contact the parent and request that the proper clothing be brought in. If a child is inappropriately dressed, they will not be permitted to go outdoors. Please note that the Center may not always have staff available to stay inside with children who are unable to go outside. Parents should routinely check and restock the clothing as needed.

Footwear

For safety and active play, children must wear serviceable footwear appropriate for large muscle activities. Rubber-soled, athletic shoes are required. Sandals, flip-flops, and dress shoes are not allowed, as they do not provide adequate support or safety for physical activities.

By following these guidelines, we can ensure that every child is comfortable, safe, and ready to enjoy the day's activities, both indoors and outdoors.

CUBBIE SPACE

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

SPECIAL ITEMS FROM HOME

Children over 12 months of age may bring one blanket or soft comfort item for rest time. Toys from home are not permitted.

DAILY SCHEDULE

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

INCLEMENT WEATHER

The Center is open Monday through Friday, 12 months a year. Inclement weather will not affect the operations of the Child Care Center.

INTERGENERATIONAL "AGE EXCHANGES"

As part of the Grand Traverse Pavilions Child Day Care Center, your child has the unique opportunity to interact with residents of the Grand Traverse Pavilions and Cottages. The children and grandmas and grandpas develop lasting relationships through planned intergenerational "Age Exchanges" and spontaneous visits. Staff ensure age exchanges and visits are supervised, purposeful, and of benefit to the children and adults alike. Activities include story time, bubble fun, music and dance, arts and crafts, walking tours, sing-a-longs, parties, snacks, special events, and more. Participation is determined by staff based on children's developmental readiness, group dynamics, and daily schedules. While not all children may attend every activity, all children will have opportunities to participate in intergenerational experiences.

STAFF

The Grand Traverse Pavilions Child Care Center strives to have a team of dedicated, caring staff members. At all times the Center will have a staff member who is certified in child/infant CPR and First Aid training. Due to the proximity of our nursing services, there is also a Licensed Nurse on the premises at all times in case of an emergency.

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

The safety and well-being of the children are our top priorities. We strive to create a professional, supportive, and caring environment for both the children and the staff.

DISCIPLINE POLICY

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

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

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

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

CHILD ADVOCATES

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

REGISTRATION

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

- ... Children must be 6 weeks to 5 years of age.
- ... Parents/guardians are asked to make an on-site visit to observe the program. It is recommended the first visit to the Center be without your child and the return visit be with your child.

Each child will be considered on an individual basis. Consideration of enrollment will be based on the level of care required and the staff's qualifications to meet the specific needs of the child. Participation will not be denied based on race, religion, color or national origin.

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

DISCHARGE GUIDELINES

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

- ... The child's needs can no longer be met by the program.
- ... The child becomes abusive to self or others including staff as determined by Child Care Facilitator and Administrative Services Director.
- ... The parent/guardian chooses not to work with staff to address concerns or challenges with their child.
- ... The registration guidelines are no longer met.
- ... Three no call no shows. It is the guardian's sole responsibility to give adequate notice when their child is not attending. We schedule staff based on the needs and number of children attending for the day. See Absence Notification on proper cancellation notifications.
- ... Administration reserves the sole right to terminate enrollment for a child in the program at any time.
- ... Violation of the "At Work" requirement.

INAPPROPRIATE PARENT CONDUCT

It is critical that, while in the Child Care Center, a parent must always conduct himself or herself in a professional and rational manner. Our childcare reserves the right to immediately terminate the childcare agreement if parents behave inappropriately such as harassment of or threats against the staff, other parents, or children.

HEALTH & SAFETY POLICIES

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

Medications: Administration Policy

To ensure the health and safety of all children at Pavilions Child Care Center, the administration of any medication will generally be the responsibility of the parent or guardian. However, there are exceptions to certain over-the-counter medications that may be administered by staff with prior parental consent. These medications include, but are not limited to, diaper rash ointments (e.g., Desitin), Orajel, Tylenol, Motrin, and similar products.

Medication Storage and Safety:

- Medications used by parents or guardians can be stored securely in the Child Care Center's refrigerator if required.
- All medications must be kept in their original container, with the child's name clearly labeled.

Parental Consent Requirements

For any over-the-counter medications to be administered by staff, written consent from the parent or guardian must be provided and agreed upon by the Child Care Facilitator. This consent must clearly include the following details for each item:

- Medication name (e.g., Orajel, Tylenol, Motrin, etc.)
- Dosage and frequency of administration.
- Method of administration (oral, topical, etc.).
- Any potential side effects or special instructions (e.g., to be given with food, before/after a specific activity, etc.).

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

Illness: Your child's health and safety are very important to us. At times, children may show signs of illness or communicable disease. To protect the health of all children, staff, and older adults associated with the Child Care Center, staff have the authority to determine whether a child is too ill to participate or may be contagious.

If a child becomes ill while at the Center, parents/guardians will be contacted and asked to pick up their child promptly.

Symptoms that may require exclusion include, but are not limited to:

- Fever of 100°F (38°C) or higher
- Severe cold accompanied by fever, sneezing, and colored nasal discharge
- Sore throat, bronchitis, or a persistent cough
- Diarrhea
- Vomiting
- Signs of unusual crankiness, listlessness, fussiness, and/or excessive sleepiness
- Conjunctivitis (Pink Eye): Redness of the white of the eye with yellow or white discharge that may cause the eyelids to stick together; burning or itching may also occur
- Impetigo: Red pimples on the skin that may rupture, resulting in raw, weeping lesions, often occurring on moist areas of the body
- Symptoms of a possible communicable disease, including but not limited to measles, German measles (rubella), chickenpox, or mumps

Children exhibiting any of the above symptoms should not be brought to the Center.

Children who are sent home due to illness may not return until they have been symptom-free for at least 24 hours without the use of fever-reducing or symptom-masking medications. If a child has been prescribed antibiotics, the child must have been on the medication for a minimum of 24 hours prior to returning.

The Center reserves the right to require a child to remain out of care longer than 24 hours if symptoms persist or if there is concern for a communicable illness. A child's return may be contingent upon medical clearance from a licensed health care provider and approval from the Organization and/or its medical consultants.

Children who have been exposed to COVID-19 must be tested prior to returning to the Center, and test results must be shared with the Child Care Facilitator.

Disclaimer: The Center will take reasonable precautions to help prevent and limit the spread of contagious illnesses or diseases. However, the Center cannot guarantee that exposure or transmission will be completely prevented. Parents must recognize that, while in care, children may be exposed to contagious illnesses or diseases. Families will be notified through the ProCare App as soon as the Center is made aware of potential exposure.

All applicable cancellation fees remain in effect for time off due to illness.

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

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

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

MEALS

Proper nutrition is viewed as an essential component of a child's growth and development. All meals are provided by the Grand Traverse Pavilions Food Service vendor and meet U.S.D.A. nutritional standards. Breakfast (for children who arrive prior to 8:00am) is available for \$3.50 per day and lunch is available for \$4.50 a day. Two snacks (morning and afternoon) are included in the hourly rate. Parents may opt to pack a cold breakfast and lunch for their child. Weekly menus will be posted for parents/guardians to view in ProCare.

Infants: Parents/guardians will determine the diets and provide instructions for the feeding of all infants. All bottle formulas must be provided by parents/guardians. Parents/guardians may provide solid foods. The child will be fed by staff according to parent/guardian instructions. Parents/Guardians must provide the Center with a daily supply of single-use bottles for their child's feedings, whether breast milk or formula. Each bottle should be pre-filled with the appropriate amount, securely capped, and clearly labeled with the child's name, the date, and the contents. Bottles will be stored in the Center's refrigerator. To prevent spillage, bottles should be transported in a cooler or other thermal container. After each feeding, any leftover breast milk or formula will be discarded. The bottle will be rinsed and returned to the child's cubbie.

BIRTHDAYS

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

CULTURAL/RELIGIOUS CELEBRATIONS

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

SCHOOL'S OUT PROGRAM

The Center will be available, as space allows, for pre-registered school-aged children between the ages of 5 and 7 year olds on weather related school closings, teacher in-service days, as well as any breaks that may occur in the school year. These "school's out" days will offer school-aged children time to enjoy outside and inside activities, relax, study, read, play and choose preferred activities during their hours of attendance. Participants are encouraged to bring their own activities such as reading materials and homework. No video games are permitted.

ANTI-DISCRIMINATION POLICY

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