



MIS TORTUGUITAS
SPANISH IMMERSION

Mis Tortuguitas – Spanish Immersion Childcare Center

Family Handbook

19645 Pilot Knob Rd, Farmington, MN

Prepared for DHS Licensing Approval

Revised on 10-2025 L.k.

Nurturing Little Tuttle Through Culture and Care

📍 19645 Pilot Knob Rd #103, Farmington, Mn 55024
📞 (651) 983-5550



1. Welcome Letter from the Director

Dear Families,

Welcome to Mis Tortuguitas Spanish Immersion Childcare, where every child is nurtured, challenged, and celebrated. We are honored that you have chosen us as your partners in your child's early education and care.

At Mis Tortuguitas, our mission is to provide a safe, loving, and culturally rich environment where children can grow socially, emotionally, physically, and cognitively while being immersed in the Spanish language. We believe that early exposure to multiple cultures and languages builds confidence, empathy, and lifelong skills.

We are proud to be the first and only full Spanish immersion childcare program in Farmington, offering families a unique experience that combines:

- Spanish language immersion across all classrooms.
- STEAM-based curriculum that nurtures curiosity through science, technology, engineering, arts, and math.
- Play-based learning develops creativity and problem-solving.
- Healthy meals and snacks aligned with USDA guidelines.
- Cultural programming representing the traditions, food, music, and celebrations of the 21 Spanish-speaking countries.

We see our families as partners and invite you to share your ideas, concerns, and culture with us. Together, we will help your child thrive and prepare for kindergarten with strong academic, social, and bilingual skills.

Thank you for trusting us with your most precious treasure, your child.

With gratitude,

Ladymar Koloshuk

Founder & Director

Mis Tortuguitas Spanish Immersion Childcare





2. About This Handbook

This handbook was created to help families understand our policies, expectations, and practices. It is an important reference that outlines how Mis Tortuguitas operates and ensures compliance with Minnesota Department of Human Services (DHS) licensing requirements and Farmington city regulations.

By enrolling your child at Mis Tortuguitas, you agree to follow the policies and procedures outlined in this handbook. These policies are designed to:

- Keep children safe and healthy.
- Maintain clear communication between families and staff.
- Ensure consistency and fairness for all enrolled families.
- Comply with all applicable DHS, DCYF, and Minnesota rules.

Please read this handbook carefully. Families will be asked to sign a Parent Acknowledgement Form confirming receipt and understanding of the information provided.

If you have any questions at any time, our leadership team will be happy to discuss policies with you in greater detail.

3. Our Philosophy, Vision, and Core Values

Philosophy

At Mis Tortuguitas Spanish Immersion Childcare, we believe that children learn best in a nurturing environment that fosters curiosity, independence, and respect. Early childhood is a crucial period for brain development, language acquisition, and social-emotional growth. By combining full Spanish immersion, play-based exploration, and a STEAM-focused curriculum, we help children develop the foundation for lifelong success.

We view every child as an individual with unique strengths, learning styles, and cultural backgrounds. Our role as educators is to guide, inspire, and support rather than dictate learning, creating opportunities for discovery while ensuring safety and consistency.

Vision

Our vision is to be a leader in bilingual early education in Minnesota, recognized for providing:

- A safe and loving environment that feels like home.
- A rigorous and engaging curriculum that prepares children for school readiness.
- A strong partnership with families, where communication and trust are central.
- A celebration of diversity, where children learn to respect and appreciate different cultures.
- A program that inspires children to become lifelong learners, compassionate citizens, and confident bilingual speakers



Core Values

At Mis Tortuguitas, our values shape our daily interactions, curriculum, and program culture:

1. **Safety First** – Children’s well-being is our highest priority. We follow all DHS safety standards and exceed expectations for health, supervision, and emergency preparedness.
2. **Love & Respect** – Every child is valued, respected, and cared for with compassion.
3. **Bilingual Excellence** – We foster Spanish language skills while supporting English, preparing children for success in a multilingual world.
4. **STEAM & Play** – Learning happens through exploration, creativity, and problem-solving.
5. **Cultural Pride** – We celebrate the 21 Spanish-speaking countries through music, traditions, games, and food.
6. **Family Partnership** – Parents are children’s first teachers; we collaborate to support each child’s growth.
7. **Equity & Inclusion** – We welcome all children regardless of race, religion, culture, ability, or background, and we adapt to meet individual needs.
8. **Professional Integrity** – Our staff uphold the highest standards of training, ethics, and commitment to early childhood education.

4. Program Goals

At Mis Tortuguitas Spanish Immersion Childcare, our program goals are designed to ensure that every child develops socially, emotionally, physically, and cognitively in alignment with the Minnesota Early Childhood Indicators of Progress (ECIPs). These goals guide our curriculum, daily schedule, and classroom environment.

4.1 Language & Communication Development

- Foster bilingual skills in **Spanish and English** through daily immersion, stories, songs, and conversations.
- Support vocabulary growth, listening comprehension, and expressive communication.
- Encourage children to share ideas, ask questions, and participate in group discussions.

4.2 Cognitive & STEAM Learning

- Introduce early concepts in **science, technology, engineering, arts, and mathematics** through play and structured activities.
- Support problem-solving, reasoning, and exploration.
- Foster curiosity and critical thinking through hands-on experiments and thematic projects.



4.3 Social & Emotional Development

- Help children recognize and manage their feelings in positive ways.
- Teach respect, empathy, and cooperation with peers and adults.
- Build confidence, independence, and resilience through encouragement and routines.

4.4 Physical Development & Wellness

- Strengthen gross motor skills through outdoor play, dance, yoga, and movement games.
- Develop fine motor coordination through art, puzzles, and hands-on manipulatives.
- Promote lifelong health habits through exercise, balanced meals, rest, and hygiene practices.

4.5 Creative Arts & Cultural Awareness

- Expose children to music, dance, drama, and art from diverse traditions, with special emphasis on **the 21 Spanish-speaking countries**.
- Celebrate cultural events and holidays that reflect our community's diversity.
- Encourage children to express themselves through art, music, and storytelling.

4.6 Approaches to Learning

- Encourage curiosity, persistence, and initiative.
- Support children in developing focus, self-regulation, and problem-solving strategies.
- Provide opportunities for children to make choices and take responsibility for their learning.

4.7 Family & Community Partnerships

- Create strong connections with families through regular communication, parent-teacher conferences, and family events.
- Partner with local organizations, libraries, and cultural groups to enrich learning.
- Encourage families to share traditions, languages, and talents within the program.



4.8 Program Overview

Ages Served

Mis Tortuguitas Spanish Immersion Childcare provides care and education for children from **6 weeks through 5 years old**, grouped in age-appropriate classrooms:

- **Infants:** 6 weeks – 15 months
- **Toddlers:** 16 – 33 months
- **Preschool:** 34 months – 5 years
- Mis Tortuguitas Spanish Immersion Childcare is licensed to serve a maximum of 53 children, including 15 infants (1:4 ratio), 18 toddlers (1:7 ratio), and 20 preschoolers (1:10 ratio).
- Parents and guardians may review the center's Child Care Program Plan at any time upon request. A copy is kept in the Licensing Binder and available in English and Spanish

Curriculum & Learning Approach

Our curriculum blends:

- **Spanish immersion** – Children are surrounded by Spanish throughout the day, helping them acquire a second language naturally.
- **Thematic learning** – Monthly themes integrate language, culture, and developmental skills.
- **STEAM integration** – Science, Technology, Engineering, Arts, and Mathematics are introduced through play and projects.
- **Play-based approach** – Learning is hands-on and child-centered, encouraging curiosity, creativity, and social-emotional growth.
- **ECIPs alignment** – All activities are guided by Minnesota's Early Childhood Indicators of Progress (ECIPs).

We also include extracurricular enrichment such as Yoga, Zumba, traditional Latin dances, and music to promote movement, culture, and self-expression.

Procare

Mis Tortuguitas uses Procare Childcare Management Software for:

- Daily communication between families and teachers
- Digital attendance and check-in/out
- Meal, nap, and activity reports



- Tuition billing and payments
- Messaging and announcements

This tool ensures families are always informed about their child's day.

Hours of Operation

- Monday – Friday
- **6:30 AM – 6:00 PM**
- Year-round, except for scheduled holidays, professional development days, and emergency closures.

Daily Schedules by Classroom

Infant Classroom (6 weeks – 15 months)

Infants follow individualized routines based on their needs. Teachers coordinate feeding, diapering, and naps with families to maintain consistency. Enrichment activities include:

- Tummy time and sensory play
- Music and soft movement
- Daily Spanish songs and stories
- Outdoor stroller walks (weather permitting)

Toddler Classroom (16 – 33 months)

- **6:30–8:30 AM:** Arrival, breakfast, free play
- **8:30–9:00 AM:** Circle time (songs, Spanish vocabulary, story)
- **9:00–10:00 AM:** Learning centers & gross motor play
- **10:00–10:30 AM:** Snack
- **10:30–11:30 AM:** Thematic STEAM activities & outdoor play
- **11:30–12:00 PM:** Lunch
- **12:00–1:00 PM:** Story time & transition to nap
- **1:00–3:00 PM:** Nap/rest time
- **3:00–3:30 PM:** Snack
- **3:30–4:15 PM:** Music & Movement (Zumba, dance, yoga)



- **4:15–5:00 PM:** Outdoor play / cultural games
- **5:00–6:00 PM:** Closing activities: puzzles, stories, art, dismissal

Preschool Classroom (34 months – 5 years)

- **6:30–8:30 AM:** Arrival, breakfast, free play
- **8:30–9:00 AM:** Morning meeting (calendar, weather, Spanish songs)
- **9:00–10:30 AM:** Learning centers (literacy, math, dramatic play, art, blocks, science)
- **10:30–11:00 AM:** Snack
- **11:00–12:00 PM:** STEAM project / cultural learning / outdoor play
- **12:00–12:30 PM:** Lunch
- **12:30–1:00 PM:** Story & relaxation
- **1:00–3:00 PM:** Nap/rest time
- **3:00–3:30 PM:** Snack
- **3:30–4:15 PM:** Enrichment (Yoga, Zumba, traditional Latin dances, music)
- **4:15–5:00 PM:** Outdoor play / group activities
- **5:00–6:00 PM:** Closing activities: art, games, literacy, dismissal

5. Enrollment, Tuition & Fees

Before a child may begin attending **Mis Tortuguitas Spanish Immersion Childcare**, all required paperwork must be completed, signed, and submitted. Enrollment cannot be finalized until all documents are on file. Required forms include:

- Enrollment Application
- Enrollment Agreement
- Emergency Card
- Allergy and Dietary Restriction Form
- Child Pick-Up Authorization Form
- Child and Family History Form
- Health Care Summary (signed by a licensed physician)
- Physical Examination (within the past year)



- Immunization Records (current and compliant with DHS requirements; exemptions only for medical or legal reasons)
- Birth Certificate

All enrollment information is kept strictly **confidential** and is available only to authorized parties as required by law.

5.2 Tuition & Payment Policy

- Tuition is charged based on your child's age group and schedule (see Enrollment Agreement for current rates).
- Tuition must always be paid in advance, and families may choose:
 - Weekly plan: Payment is due two weeks in advance of attendance.
 - Monthly plan: Payment is due on the first day of the month for the entire month of care.
- Tuition is non-refundable and is required regardless of attendance, including:
 - Scheduled holidays (see Section 5.5)
 - Emergency closures (weather, power outages, public health emergencies)
 - Child absences due to illness, vacation, or personal reasons

5.3 Fees

- Registration Fee: A non-refundable fee is required at enrollment to secure your child's spot.
- Annual Fee: Assessed each year to cover Multiculture events, classroom materials, extra curriculum activities.
- Late Payment Fee: Applied if tuition is not received by the due date.
- Late Pick-Up Fee: Families who pick up their child after 6:00 PM will be charged a per-minute fee.
- Returned Check Fee: A processing fee will be charged for any returned checks.
- Activity/Field Trip Fee: May apply for special events and will be communicated in advance.

5.4 Withdrawal & Termination

- Families must provide a minimum of 30 days' written notice to withdraw from the program.
- Tuition is due in full for the 30-day notice period, whether or not the child attends.



- Mis Tortuguitas reserves the right to terminate enrollment if:
 - Tuition is not paid according to policy.
 - A child's needs cannot be safely accommodated despite reasonable efforts.
 - Parents/guardians fail to comply with program policies or DHS regulations.

5.5 Holiday & Emergency Closures

- Mis Tortuguitas will provide families with an annual calendar of holiday closures and professional development days.
- Tuition is still charged during holidays, as well as during emergency closures (including severe weather, power outages, or other situations beyond our control).
- This policy ensures that staff wages and operational costs are maintained year-round, allowing us to provide consistent, high-quality care.

6. Health & Safety Policies

At Mis Tortuguitas, the health and safety of every child is our highest priority. All policies are written in compliance with Minnesota Department of Human Services (DHS) regulations, DCYF standards, and the City of Farmington requirements.

Detailed staff procedures supporting these parent policies are maintained in our DHS Licensing Binder and are available for review upon request.

6.1 Illness & Exclusion Policy

Children who are ill must remain at home to protect the health of other children and staff. Exclusion is required if a child:

- It has a fever of 100.4°F or higher.
- Has vomiting or diarrhea within the past 24 hours.
- Shows symptoms of a contagious disease (e.g., strep throat, influenza, RSV, COVID-19).
- It has an undiagnosed rash, eye infection, or other signs of communicable illness.

Return to Care:

- Children may return when symptom-free for 24 hours without medication, or with a doctor's note clearing them.
- DHS exclusion guidelines will always be followed.

If a child becomes ill while at Mis Tortuguitas:



- Parents will be contacted immediately.
- The child will rest in a quiet supervised area until picked up.

6.2 Injury & Incident Reporting

- All accidents and injuries, no matter how minor, will be documented in an Incident Report Form.
- Parents will receive a copy, and the form will be signed by the teacher and parent.
- In the case of a serious injury or emergency, staff will call 911 and parents will be notified immediately.
- Reports of exposure to blood or bodily fluids will require an Exposure Incident Report and Parent Notification Form.

6.3 Nap & Rest Policy

- Toddlers and preschoolers rest daily from 1:00–3:00 PM.
- Infants follow individualized sleep schedules based on their needs.
- Safe Sleep Practices:
 - Infants are always placed on their backs to sleep.
 - Once a baby can roll over independently, parents must sign a “Roll Over Acknowledgment Form” allowing them to remain in their new position.
 - Swaddling is permitted only with written parent consent and only for infants under 6 months of age. Swaddlers must be designed for safe infant sleep.
 - No blankets, pillows, toys, or loose items are permitted in cribs.
 - White noise or sound machines may be used but kept at safe volume levels per DHS recommendations.

6.4 Allergy Prevention & Response

- All allergies and dietary restrictions must be documented on the Allergy & Dietary Restriction Form.
- Each child with allergies will have an Individual Allergy Action Plan signed by the parent and physician.
- Medications such as EpiPens will be stored in a clearly labeled, secure but accessible area.
- Staff are trained annually in allergy recognition and emergency response.
- Food from home is not permitted unless medically necessary.



6.5 Medication Policy

- All medications must be approved and stored according to DHS medication administration policies.
- Parents must complete a Medication Authorization Form.
- Prescription medications must be in original containers with pharmacy labels.
- Over-the-counter medications must be age-appropriate, unopened, and accompanied by written instructions.
- All doses are logged in the Medication Log for DHS review.

6.6 Sanitation & Cleaning Procedures

We follow strict cleaning and disinfection guidelines:

Three-Step Method (per DHS):

1. **Wash** with soap and water.
2. **Rinse** with clean water.
3. **Sanitize/Disinfect** with a bleach-water solution.

Bleach Solution Measurements:

- Diapering areas: 1 tablespoon bleach per quart of water.
- Food surfaces: 1 teaspoon bleach per quart of water.

All sanitizing solutions are prepared fresh daily, labeled, and stored safely out of children's reach.

6.7 Emergency Preparedness

We maintain a full Emergency Preparedness Plan including:

- Fire drills – conducted monthly.
- Tornado/storm drills – conducted seasonally.
- Lockdown drills – conducted at least twice a year.
- Evacuation & relocation procedures – staff lead children to designated safe sites and contact parents immediately.



- Reunification procedures – children are released only to authorized contacts on the enrollment form.

All staff receive annual training in emergency response and first aid. Parents will be notified of any emergency that affects the center's operation.

6.8 Nutrition & Food Safety

- All meals follow **USDA** Child and Adult Care Food Program (CACFP) guidelines.
- Meals are provided by a licensed catering service using disposable preparation materials.
- Children are not allowed to bring outside food unless required for medical reasons.
- Bottles and breastmilk must be labeled with the child's name and date.
- Breastmilk and formula are stored, warmed, and served according to DHS safe handling standards.

Infant Feeding and Bottles

Parents must provide all bottles and breast milk already prepared and ready to feed each day. Breast milk must arrive in clearly labeled bottles (not bags) with the child's first and last name and the date. Staff will warm bottles as needed and test the temperature on the inside of the wrist before feeding. Any remaining breast milk will be returned home at the end of the day and not discarded. Bibs used during feeding will be sent home daily for washing.

6.9 Mandated Reporting

All staff at Mis Tortuguitas are mandated reporters under Minnesota law. Any suspicion of child abuse or neglect must be reported immediately to DHS or county child protection services. Families may review our Maltreatment of Minors Mandated Reporting Policy and the DHS-6315 Form kept in our compliance binder.

Families receive a copy of the DCYF Mandated Reporter Form (Appendix A) upon enrollment. This form includes contact information for reporting suspected child abuse or neglect and identifies the individuals responsible for internal reviews.

7. Behavior Guidance Policies

7.1 Philosophy of Guidance

At Mis Tortuguitas Spanish Immersion Childcare, we believe children learn best in an environment where they feel safe, respected, and supported. Behavior guidance is approached through positive reinforcement, redirection, modeling, and consistent routines. Our goal is to teach self-control, empathy, and problem-solving skills in alignment with each child's developmental stage. We emphasize:

- Respect for self and others.
- Safe choices in the classroom and playground.
- Encouragement of independence and responsibility.



- Positive communication and cooperation.

7.2 Guidance Strategies

Teachers use a variety of strategies, including:

- **Redirection:** Guiding the child toward a more appropriate activity.
- **Positive reinforcement:** Praising desired behaviors and celebrating progress.
- **Choices:** Offering two acceptable options to empower decision-making.
- **Modeling:** Demonstrating respectful and safe behavior.
- **Problem-solving:** Helping children use words to express feelings and resolve conflicts.
- **Calm-down area:** A safe, quiet space where children may go to regain control.

7.3 Prohibited Actions

As required by Minnesota DHS licensing rules, the following actions are strictly prohibited and will never be used by staff:

- Corporal punishment (hitting, spanking, slapping, shaking).
- Emotional abuse (name-calling, shaming, humiliation, sarcasm).
- Withholding food, rest, or bathroom privileges.
- Isolation in a locked room, closet, or any area away from supervision.
- Physical restraint (except when necessary to protect a child or others from immediate harm).
- Rough handling such as shoving, pushing, pulling, or pinching.
- Verbal threats, yelling, or intimidation.

Violations of these standards by staff will result in disciplinary action, up to and including termination, and will be reported to DHS as required.

7.4 Parent Partnership in Guidance

Consistence between home and school is essential. Mis Tortuguitas encourages open communication with families to ensure children receive clear and consistent expectations. Parents will be informed of repeated behavioral concerns and will be invited to collaborate on strategies for support.

If challenging behaviors persist, the following steps will be taken:

1. Observation and documentation of behaviors.
2. Parent-teacher conference to discuss strategies.



3. Implementation of a Behavior Support Plan, if needed.
4. Referral to outside resources (e.g., early childhood specialists, therapists) when appropriate.

7.5 Suspension & Termination of Care

Mis Tortuguitas is committed to inclusion and supporting all children. However, in rare cases where a child's behavior presents a consistent risk to themselves, other children, or staff despite intervention, the program may:

- Issue a short-term suspension while additional supports are explored.
- Terminate enrollment if no safe solution can be achieved.

Decisions are made in consultation with families and in compliance with DHS regulations.

8. Risk Management & Safety Policies

8.1 Commitment to Safety

The safety and well-being of children, families, and staff is our top priority at Mis Tortuguitas. We comply with Minnesota DHS licensing regulations, DCYF standards, OSHA guidelines, and the City of Farmington safety requirements.

All staff receive annual training in:

- CPR and First Aid (infant, child, and adult).
- Sudden Unexpected Infant Death (SUID) and Abusive Head Trauma (AHT).
- Emergency preparedness and evacuation procedures.
- Bloodborne pathogens and universal precautions.

8.2 Supervision of Children

- Children are always supervised—indoors, outdoors, and during transitions.
- Staff remain within sight and sound of children.
- Headcounts are conducted:
 - At arrival and dismissal.
 - Before and after transitions (outdoor play, lunch, nap).
 - During emergency drills and evacuations.

8.3 Handling & Disposal of Bodily Fluids

Staff follow universal precautions when handling blood, vomit, urine, or other bodily fluids. This includes:



- Wearing disposable gloves.
- Cleaning surfaces with the **3-step method**:
 1. Wash with soap and water.
 2. Rinse with clean water.
 3. Sanitize with bleach solution.
- **Bleach solution ratios**:
 - **Diapering areas**: 1 tablespoon bleach per quart of water.
 - **Food contact areas**: 1 teaspoon bleach per quart of water.
- Contaminated materials (gloves, paper towels) are placed in a sealed plastic bag and disposed of immediately.
- Hands are washed with soap and warm water after every incident.

8.4 Security Measures

- Facility doors always remain locked.
- Parents and authorized pick-ups must sign in/out through Procure.
- Visitors must present ID and sign the visitor log.
- Children are released only to adults listed on the Pick-Up Authorization Form.
- Security cameras are installed in common areas and monitored by administration.

8.5 Playground & Outdoor Safety

- Outdoor play areas are fully fenced and meet Minnesota DHS safety standards.
- Daily inspections are conducted to ensure equipment is safe, clean, and free of hazards.
- Staff maintain active supervision during outdoor play by positioning themselves strategically around the playground.
- Children wear appropriate weather clothing and sunscreen as required.

8.6 Facility Safety & Maintenance

- Fire extinguishers, smoke detectors, and carbon monoxide detectors are installed and tested regularly.
- First aid kits are fully stocked and easily accessible in every classroom.



- Cleaning supplies and hazardous materials are stored in locked cabinets, out of children's reach.
- Electrical outlets are covered with safety plugs.

8.7 Emergency Drills

We practice safety drills regularly to prepare children and staff for emergencies:

- **Fire drills:** Monthly
- **Tornado/storm drills:** Seasonally (April–October)
- **Lockdown drills:** Twice a year
- **Evacuation drills:** Twice a year

Documentation of all drills is kept in our Emergency Drill Log, available for DHS inspection.

8.8 Incident Response

- All incidents are documented using the Illness & Injury Log or Incident Report Form.
- Parents receive immediate notification for any head injury, serious fall, or health-related concern.
- DHS will be notified of any serious injury, illness, or condition requiring professional medical treatment, as required by law.

8.9 Insurance & Liability

Mis Tortuguitas maintains liability insurance as required by Minnesota law. Insurance certificates are available for parent review upon request.

9. Nutrition & Food Policies

At Mis Tortuguitas, we recognize that proper nutrition is essential to children's health, development, and learning. We provide balanced meals and snacks that follow the U.S. Department of Agriculture (USDA) Child and Adult Care Food Program (CACFP) guidelines and support children's growth with fresh, wholesome, and culturally inclusive foods.

9.2 Meal Service

- Breakfast, lunch, and afternoon snack are included in tuition.
- Meals are provided by a licensed catering service, ensuring food safety and compliance with USDA nutrition standards.
- All preparation materials are disposable, ensuring sanitation and preventing cross-contamination.



- Menus are posted Monthly for parents to review and are available through Procure.

9.3 Food Allergies & Dietary Restrictions

- Parents must complete an Allergy & Dietary Restriction Form at enrollment and update it as needed.
- Each child with an allergy will have an Individual Allergy Action Plan signed by the parent and physician.
- Staff are trained annually to recognize allergic reactions and respond with emergency procedures, including administering EpiPens when authorized.
- Alternative foods are provided for children with dietary restrictions (medical, cultural, or religious).
- Outside food is not permitted, except when medically required and approved in advance.

9.4 Infant Feeding Policy

- Infants are fed according to their individual schedules and family preferences.
- Parents must provide formula, breast milk, and/or baby food in labeled containers with the child's full name and date.
- Breastmilk & Formula Handling:
 - Stored in the refrigerator immediately upon arrival.
 - Bottles are warmed using bottle warmers (never microwaves).
 - Any unused portion of a bottle is discarded after each feeding.
- Staff follow all DHS safe-handling rules for breast milk, formula, and baby food.

9.5 Safe Food Practices

We follow strict sanitation practices during all meal and snack times:

- Staff wash hands before handling food and after assisting children.
- Tables are sanitized using the 3-step method (soap & water, rinse, bleach-water sanitizing solution).
- Children wash hands before and after meals.
- No bottles or food are shared between children.
- Food is never used as a reward or withheld as punishment.

9.6 Drinking Water



- Fresh, safe drinking water is available to children throughout the day.
- Children may bring their own labeled non-breakable water bottles from home.
- Water bottles are filled with filtered water provided by the center.
- Bottles are sent home daily for cleaning; Mis Tortuguitas does not wash personal cups or bottles at the center.

9.7 Cultural Celebrations & Special Treats

We encourage families to share their traditions through cultural foods, music, and celebrations. However:

- Any food brought for birthdays or special occasions must be commercially prepared and packaged (not homemade food).
- Parents must notify teachers in advance to ensure allergy accommodations.

10. Enrollment, Attendance & Withdrawal Procedures

- Tuition is still required for all absences, including illness, vacation, holidays, and emergency closures.

10.2 Arrival & Departure Procedures

- **Procare** must be used for daily sign-in and sign-out by parents or authorized adults.
- Children are released only to individuals listed on the Pick-Up Authorization **Form**.
- Staff may request photo identification to confirm authorization.

10.3 Late Pick-Up Policy

- Mis Tortuguitas closes at 6:00 PM sharp.
- A per-minute late fee will be charged after 6:00 PM.
- Chronic late pick-ups may result in suspension or termination of care.

10.4 Withdrawal Procedures

- Parents must provide 30 days' written notice before withdrawal.
- Tuition for the 30-day period must be paid in full, regardless of attendance.

10.5 Termination of Enrollment by the Center

Enrollment may be ended by Mis Tortuguitas if:

- Tuition is not paid according to policy.



- A child's behavior poses ongoing safety risks despite intervention.
- Parents/guardians fail to comply with program or DHS regulations.

11. Communication with Families

11.1 Our Communication Philosophy

At Mis Tortuguitas, we believe strong partnerships with families are the foundation of a successful childcare experience. Open, honest, and respectful communication ensures consistency between home and school and supports each child's growth and development.

11.2 Daily Communication

- Teachers use **Procare** to share real-time updates, including:
 - Attendance check-in and check-out.
 - Meal and nap records.
 - Daily activities and learning highlights.
 - Incident or illness reports.
- Parents are encouraged to use the Procare app for messaging teachers and the administration during business hours.

11.3 Parent-Teacher Conferences

- Formal parent-teacher conferences are held twice a year (fall and spring) to review developmental milestones and progress on ECIPs-based objectives.
- Additional conferences may be requested by either parents or teachers as needed.
- Families receive written progress reports to supplement conferences.
- At each conference, parents receive a written assessment of their child's intellectual, physical, social, and emotional development in accordance with Minnesota Rules, part 9503.0090, subpart 2.
- Parents and guardians may review the center's Child Care Program Plan at any time upon request. A copy is kept in the Licensing Binder and available in English and Spanish.

11.4 Program Updates



- Monthly newsletters are sent via Procare with information about curriculum themes, upcoming events, reminders, and community resources.
- Announcements regarding closures, emergencies, or important updates are communicated via:
 - Procare app messages.
 - Email.
 - Phone calls (in urgent cases).

11.5 Parent Involvement Opportunities

Families are encouraged to participate in:

- Classroom celebrations and cultural events.
- Family nights and workshops.
- Volunteer opportunities (field trips, special projects).

11.6 Concerns & Grievances

If a parent has a concern or grievance, the following process will be followed:

1. Direct Communication: Speak with the child's teacher to address the concern at the classroom level.
2. Administration Review: If unresolved, contact the Director for further discussion.
3. Formal Written Complaint: A written grievance may be submitted to administration using the Program Grievance Form, which will be reviewed and responded to within 5 business days.
4. DHS Contact: If families feel concerns are not resolved, they may contact Minnesota DHS Licensing Division directly. Contact information is available in the front office and in the compliance binder.

We encourage families to bring forward concerns promptly so we can work together to resolve them in a constructive and respectful manner.

For licensing questions or concerns, parents may contact the Minnesota Department of Children, Youth and Families (DCYF), Division of Licensing at 651-431-6015.

12. Health Records & Required Forms

12.1 Required Health Records

Before a child may begin care at Mis Tortuguitas, parents must provide the following documentation as required by Minnesota DHS and DCYF regulations:



- Enrollment Application (completed and signed).
- Enrollment Agreement (policies, tuition, and parent signature).
- Emergency Card (with updated contact information).
- Child Pick-Up authorization Form.
- Allergy and Dietary Restriction Form.
- Child & Family History Form.
- Birth Certificate (to verify identity and age).
- Health Care Summary (completed by a licensed physician within the past 12 months).
- Immunization Records (documenting compliance with Minnesota's immunization requirements).
- Physical Examination (signed by physician or licensed health provider).

12.2 Immunization Requirements

- Minnesota law requires that all children attending childcare have up-to-date immunizations.
- Exceptions are permitted only for:
 - **Medical exemption** (signed by a physician).
 - **Conscientious exemption** (parent signature notarized on DHS form).
- Children with incomplete or missing immunization records may not attend until compliance is verified.

12.3 Updates & Expiration of Records

- Health records (including physical exams and immunizations) must be updated annually or as required by Minnesota law.
- Parents are responsible for submitting updated forms before expiration dates.
- Failure to provide updated documentation may result in suspension until records are complete.

12.4 Confidentiality of Records

- All health and enrollment records are kept in a locked file cabinet and digitally secured.
- Records are accessible only to authorized staff, DHS licensing representatives, and medical personnel in case of emergency.



- Information will not be released without written parent/guardian consent, except when required by law.

12.5 Specialized Health Needs

- Parents must notify the program of any special health conditions, chronic illnesses, or disabilities.
- A Special Health Care Plan will be developed with input from the child's physician, family, and staff.
- DHS requires that children with special health needs have individualized forms such as:
 - Allergy Action Plan.
 - Medication Authorization Form.
 - Emergency Care Plan.

12.6 Forms Maintained in the Compliance Binder

The following forms are maintained in our DHS Compliance Binder, available for review:

- DHS-6315 – Maltreatment of Minors Reporting Form.
- Illness & Injury Log.
- Incident Report Forms.
- Exposure Incident Report.
- Parent Notification Form (Incident Acknowledgment).
- Emergency Preparedness Plan.
- Fire & Storm Drill Logs.
- Daily Attendance & Headcount Logs.
- Medication Administration Log.

13. Emergency Preparedness & Crisis Management

13.1 Commitment to Safety

Mis Tortuguitas maintains a comprehensive Emergency Preparedness Plan in compliance with Minnesota DHS licensing rules, DCYF guidelines, and City of Farmington safety requirements. The plan is designed to protect the health and safety of children and staff during emergencies such as fire, severe weather, lockdowns, medical incidents, and utility failures.

13.2 Fire Safety & Evacuation



- Monthly fire drills are conducted and documented.
- Fire extinguishers, smoke detectors, and alarm systems are installed, tested, and inspected regularly.
- Evacuation maps are posted in every classroom and hallway.
- During an evacuation:
 - Teachers carry attendance sheets, Procure device, and emergency contacts.
 - Children are escorted to designated outdoor assembly areas.
 - Headcounts are taken before leaving, upon arrival at the safe location, and before re-entering.

13.3 Severe Weather & Natural Disasters

- **Tornado/Storm drills** are conducted seasonally (April–October).
- In severe weather, children are moved to designated safe interior spaces away from windows.
- Emergency supplies, including flashlights, radios, water, and first aid kits, are stored and maintained.
- Parents will be notified of closures or emergencies via Procure alerts, email, and phone calls.

13.4 Lockdown & Security Threats

- Lockdown drills are practiced twice a year.
- In the event of a security threat:
 - Doors are locked immediately.
 - Children are moved away from windows and doors.
 - Lights are turned off, and staff keep children calm and quiet until an all-clear is given.
- Farmington Police Department is our primary law enforcement contact for emergencies.

13.5 Medical Emergencies

- Staff trained in CPR and First Aid respond immediately.
- Emergency medical services (EMS) are called when necessary.
- Parents are contacted as soon as the child's immediate needs are stabilized.
- A staff member will accompany the child to the hospital if parents cannot arrive in time.



13.6 Utility Failures (Power, Water, Heat)

- If utilities fail and safety is compromised, families will be contacted for immediate pick-up.
- If safe, children may remain at the center until utilities are restored.

13.7 Reunification Procedures

- In the event of an evacuation requiring relocation, families will be notified of the reunification site.
- Children will only be released to authorized adults listed on **the Pick-Up Authorization Form**.
- Photo ID will be required.

13.8 Communication During Emergencies

- Primary communication with families will be through Procare notifications.
- Secondary methods include email, phone calls, and posted updates on the center's entrance door.
- Emergency contact numbers must be kept up to date by parents.

13.9 Documentation & Reporting

- All emergency drills and real incidents are documented in the Emergency Drill Log.
- Serious incidents are reported to DHS and other agencies as required by law.
- Records are kept in the Emergency Preparedness Binder available for licensing review.

13.10 Parent Authorizations & Consents

Written parental permission will be obtained before each occasion of any research, experimental procedure, or public relations activity involving a child.

14. Child Guidance & Discipline

14.1 Philosophy of Discipline

At Mis Tortuguitas, we believe discipline is not punishment, but rather a way to guide children toward developing self-control, respect for others, and positive problem-solving skills. Our approach emphasizes patience, consistency, and kindness.

We focus on:

- Teaching children what they *can* do, instead of what they cannot.
- Helping children recognize and manage their emotions.



- Encouraging empathy, cooperation, and responsibility.
- Creating a safe and predictable environment where children thrive.

14.2 Positive Guidance Strategies

Teachers use developmentally appropriate techniques such as:

- **Redirection** – guiding the child to a more positive activity.
- **Positive reinforcement** – recognizing and praising good choices.
- **Modeling** – showing respectful behavior for children to imitate.
- **Choices** – offering limited options to empower independence.
- **Problem-solving** – helping children use words to express needs and feelings.
- **Calm-down spaces** – providing a safe, quiet place for children to regain control

14.3 Prohibited Practices

In compliance with Minnesota DHS regulations, Mis Tortuguitas strictly prohibits:

- Corporal punishment (spanking, hitting, slapping, shaking).
- Emotional abuse (yelling, shaming, insulting, or humiliating a child).
- Withholding food, water, rest, or bathroom privileges.
- Physical restraint (except in cases where immediate safety is at risk).
- Isolation in locked rooms or areas without adult supervision.
- Rough handling such as pushing, pinching, or pulling.

Any violation of these practices by staff will be reported to DHS immediately and may result in termination.

14.4 Partnership with Families

We view discipline as a team effort. Families are encouraged to share strategies that work at home so we can maintain consistency. When behavioral concerns arise:

1. Teachers will document and observe the behavior.
2. Parents will be notified and invited to meet with staff to discuss strategies.
3. A Behavior Support Plan may be created with family input.



4. If needed, referrals to outside professionals (early childhood specialists, therapists) will be recommended.

14.5 Suspension & Termination

While Mis Tortuguitas is committed to inclusion, in rare cases, care may be suspended or terminated if:

- A child's behavior poses a consistent safety risk to themselves, other children, or staff.
- Interventions and support plans do not resolve the issue.
- Families do not cooperate with the program's guidance process.

Any decision will be made carefully, with full communication and documentation, and always in compliance with DHS regulations.

15. Health, Illness, and Medication Policies

15.1 Commitment to Children's Health

At Mis Tortuguitas, children's health and safety are our highest priorities. We follow all Minnesota DHS and DCYF health regulations to prevent illness, promote hygiene, and ensure proper care when children are sick.

15.2 Daily Health Practices

- Staff conduct daily visual health checks of children upon arrival.
- Children who appear ill may be asked to return home.
- Frequent handwashing is required for staff and children:
 - Before meals and snacks.
 - After toileting or diapering.
 - After handling bodily fluids.
 - After outdoor play.
- Toys and materials are cleaned and sanitized daily.

15.3 Exclusion of Sick Children

Children must be excluded from care if they have:

- Fever of 100.4°F or higher.



- Vomiting or diarrhea (two or more episodes).
- Contagious conditions (strep throat, pink eye, chickenpox, COVID-19, etc.).
- Undiagnosed rashes or open sores.
- Any illness that prevents safe participation in group activities.

Children may return when:

- They are fever-free for 24 hours without medication.
- Vomiting/diarrhea has stopped for 24 hours.
- They have completed 24 hours of prescribed antibiotics.
- A doctor's note clears them to return.

15.4 Illness & Injury Reporting

- All illnesses and injuries are documented in the Illness & Injury Log.
- Parents will be notified immediately of serious incidents (e.g., head injuries, allergic reactions).
- DHS is notified of any serious illness, injury, or condition requiring professional medical treatment.

15.5 Medication Policy

We administer medication only in compliance with DHS regulations:

- A Medication Authorization Form must be completed by parents.
- Prescription medications must be in the original container with the child's name and dosage.
- Over-the-counter medications require written parent consent and must be age-appropriate.
- Medications are stored in locked cabinets or refrigerators as required.
- Staff are trained in safe medication administration.

15.6 Allergies & Special Health Needs

- Parents must provide an Allergy Action Plan for children with allergies.
- Children with chronic health conditions must have a Special Health Care Plan signed by a physician.
- Staff receive annual training in recognizing allergic reactions and responding with EpiPens, when prescribed.

15.7 Sanitation & Universal Precautions



All staff follow the **3-step cleaning method** when disinfecting surfaces:

1. Wash with soap and water.
2. Rinse with clean water.
3. Sanitize with bleach solution.

Bleach solution ratios:

- **Diapering areas:** 1 tablespoon bleach per quart of water.
- **Food areas:** 1 teaspoon bleach per quart of water.

Disposable gloves are worn for all diapering, toileting accidents, or contact with bodily fluids.

15.8 Pets and Animals

Mis Tortuguitas does not keep pets on site. If animals are ever introduced for educational purposes, families will be notified in advance and documentation of vaccinations and safe-handling procedures will be maintained.

If animals are present at Mis Tortuguitas:

- They must be healthy, vaccinated, and child friendly.
- Children wash hands after touching pets.
- Animals are not allowed in food preparation areas.

15.9 Exclusion of Sick Staff

Staff are also required to remain home if they have contagious illnesses, in compliance with DHS health standards. Substitutes will be arranged to ensure continuity of care.

16. Nutrition & Meal Service

At Mis Tortuguitas, we believe that healthy eating habits support children's growth, development, and learning. All meals and snacks provided meet the USDA Child and Adult Care Food Program (**CACFP**) **guidelines**, ensuring that children receive balanced nutrition every day.

16.2 Meal Service

- Breakfast, lunch, and afternoon snack are included in tuition.
- All food is prepared and delivered by a licensed catering service that follows USDA and Minnesota Department of Health food safety standards.



- Disposable preparation materials are used at the center to maintain sanitation and prevent cross contamination.
- Weekly menus are posted in advance on **Procare** for parents to review.

16.3 Infant Feeding Policy

- Infants are fed on demand according to their individual schedules.
- Parents provide breastmilk, formula, or baby food in original, labeled containers with the child's full name and date.
- Bottles are warmed using bottle warmers only (never microwaves).
- Any unused formula or breastmilk is discarded after each feeding.

16.4 Allergy & Special Dietary Needs

- Parents must complete an Allergy & Dietary Restriction Form at enrollment.
- An Allergy Action Plan signed by a physician is required for children with severe allergies.
- Alternative foods will be provided for children with medical, cultural, or religious dietary restrictions.
- Staff are trained annually in allergy awareness and emergency response.

16.5 Drinking Water

- Safe, filtered drinking water is available throughout the day.
- Children may bring their own labeled, non-breakable water bottles from home.
- Water bottles are filled at the center daily and sent home for cleaning.
- Mis Tortuguitas does not wash personal water bottles onsite.

16.6 Food Practices & Sanitation

- Children and staff wash hands before and after meals.
- Tables are sanitized using the 3-step method (soap & water, rinse, bleach-water solution).
- Food is never used as punishment or withheld as discipline.
- Food and drink are not shared between children.

16.7 Celebrations & Special Events

- Families are welcome to share their culture through foods, music, and traditions.
- Any food brought from home for celebrations must be **commercially** prepared and packaged (no homemade items).
- Parents must notify staff in advance to ensure allergy-safe practices.



17. Safety Policies

The safety of every child in our care is our top priority. Mis Tortuguitas follows all Minnesota DHS licensing rules, OSHA standards, and City of Farmington regulations to maintain a safe environment for children, families, and staff.

17.2 Building & Facility Safety

- All exits remain unobstructed and clearly marked.
- Fire extinguishers and smoke detectors are tested regularly.
- Security cameras monitor common areas, entrances, classrooms, and playgrounds.
- Doors remain locked during program hours; access is limited to enrolled families and authorized staff.

17.3 Playground & Outdoor Safety

- Outdoor play areas are enclosed with secure fencing and meet DHS safety standards.
- Playground equipment is age-appropriate and inspected daily for hazards.
- Staff always maintain active supervision, positioning themselves to see all children.
- Children must wear weather-appropriate clothing; sunscreen is applied with written parent consent.

17.4 Emergency Drills

- Fire drills are conducted monthly.
- Severe weather drills (tornado/shelter-in-place) are conducted seasonally.
- Lockdown drills are conducted twice a year.
- All drills are documented in the Emergency Drill Log.

17.5 Arrival & Departure Safety

- Parents must use Procure check-in/out for every drop-off and pick-up.
- Children will only be released to individuals listed on the Pick-Up Authorization Form.
- A valid photo ID is required for anyone not known personally by staff.

17.6 Field Trips & Off-Site Activities

- Parents will receive written notice and must sign a Field Trip Permission Form.
- Children are transported only in vehicles that meet state licensing standards.



- Staff carry first aid kits, emergency contacts, and attendance lists at all times.
- Ratios are maintained or reduced during off-site activities.

17.7 Staff Training in Safety

- All staff complete training in:
 - Pediatric First Aid & CPR.
 - Abusive Head Trauma/Shaken Baby Syndrome prevention.
 - Sudden Unexpected Infant Death (SUID) prevention.
 - DHS-required annual safety modules.
- Safety training is updated regularly and documented in personnel files.

17.8 Incident Reporting

- Any injury, illness, or unusual incident is documented in an **Incident Report Form**.
- Parents are notified the same day and must sign the report.
- Serious injuries are reported to DHS Licensing Division as required.

17.9 Staff Drug and Alcohol Policy

Mis Tortuguitas strictly prohibits the use, possession, or abuse of prescription medication, illegal drugs, or alcohol by any employee, volunteer, or subcontractor while responsible for children. Staff may not be under the influence of any substance that impairs their ability to provide care. All staff receive annual training on this policy, and documentation is kept in personnel files in compliance with Minnesota Statutes 142B.10 Subd. 1(c).

18. Parent Involvement & Partnership

18.1 Our Philosophy of Family Engagement

At Mis Tortuguitas, we believe that families are children's first and most important teachers. We aim to build a strong partnership with parents through open communication, shared decision-making, and opportunities for active involvement in their child's education.

Parents of enrolled children may visit the center at any time during hours of operation, per Minnesota Statutes § 142B.41 subdivision 11.

18.2 Parent Communication Tools

- Procure App provides daily updates on meals, naps, learning activities, and reminders.



- Monthly newsletters keep families informed about curriculum themes, events, and announcements.
- Parent-teacher conferences are held twice a year, with additional meetings available upon request.

18.3 Volunteering & Participation

Parents are encouraged to participate in:

- Classroom visits to share cultural traditions, language, or special skills.
- Cultural celebrations (Hispanic heritage events, music, traditional dance, food fairs).
- Family engagement nights and workshops on parenting, child development, or early learning.
- Field trips as chaperones, when possible.

18.4 Parent Feedback & Surveys

- Parents will be invited to complete annual satisfaction surveys to help us improve our program.
- Suggestions can also be shared directly with teachers or administration through Procure or in person.

18.5 Collaboration on Individual Goals

- Families may share goals for their child's growth and development.
- Teachers integrate family input into the child's individualized learning plan, aligned with Minnesota ECIPs and our thematic STEAM/play-based curriculum.

18.6 Family Resources & Referrals

- Mis Tortuguitas provides families with referrals to community resources such as early childhood screening, speech therapy, counseling, and health services when needed.
- We collaborate with families to support children with special health needs, disabilities, or developmental delays, in compliance with **IDEA**.

19 Reporting Suspected Child Maltreatment

Mis Tortuguitas is required by law to report any suspected abuse or neglect. Families receive this policy and the DCYF Mandated Reporter Form upon enrollment.

- DCYF Licensing Division: 651-431-6015
- DCYF Maltreatment Intake: 651-539-8222
- Dakota County Child Protection: 651-554-6000



- Farmington Police Department: 651-463-3232
Primary Internal Reviewer: Ladymar Koloshuk, Director:321-240-9623
– ladymar@mistortuguitas.com

A copy of the DCYF Mandated Reporter Form (2025) is attached to this handbook for family reference.

20. Enrollment Agreement & Parent Acknowledgment

By enrolling my child at Mis Tortuguitas Spanish Immersion Childcare & Preschool, I acknowledge and agree to the following:

1. I have read, understood, and agree to follow the policies and procedures outlined in the Family Handbook.
2. I understand that all required enrollment forms must be completed, signed, and submitted before my child may attend.
3. I agree to comply with tuition payment policies:
 - Payments may be made weekly (two weeks in advance) or monthly (one month in advance).
 - Tuition is due regardless of holidays, center closures due to emergencies (including weather), or child absences.
4. I understand that I am responsible for keeping my child's records current, including immunizations, health summaries, emergency contacts, and pick-up authorizations.
5. I acknowledge that Mis Tortuguitas reserves the right to terminate care if policies are not followed, payments are not made, or if my child's needs cannot be safely met within the program.
6. I understand that children will only be released to adults listed on the Pick-Up Authorization Form with proper identification.

20.2 Parent Acknowledgment of Policies

I acknowledge that I have received, read, and understand the following sections of the Mis Tortuguitas Family Handbook:

- Program Philosophy, Vision & Values
- Curriculum and Daily Schedule
- Enrollment, Tuition, and Fees
- Attendance and Absences
- Health, Illness, and Medication Policies



- Safety and Emergency Preparedness
- Child Guidance & Discipline
- Nutrition & Meal Service
- Parent Involvement & Communication

I understand that this handbook may be updated in accordance with Minnesota DHS licensing regulations, and that I will be notified of any changes.

Appendix A: DCYF Mandated Reporter Form (2025)





Clear Form



OFFICE OF INSPECTOR GENERAL - LICENSING DIVISION



Maltreatment of Minors Mandated Reporting

This form may be used by any provider licensed by the Minnesota Department of Children, Youth, and Families, except family child care. The form for family child care providers is [DHS-7634C-ENG](#).

What to report

- Maltreatment includes egregious harm, neglect, physical abuse, sexual abuse, substantial child endangerment, threatened injury, and mental injury. For definitions refer to [Minnesota Statutes, section 260E.03](#), and pages 3-6 of this document. Maltreatment must be reported if you have witnessed or have reason to believe that a child is being or has been maltreated within the last three years.

Who must report

- If you work in a licensed facility, you are a "mandated reporter" and are legally required (mandated) to report maltreatment. You cannot shift the responsibility of reporting to your supervisor or to anyone else at your licensed facility.
- In addition, people who are not mandated reporters may voluntarily report maltreatment.

Where to report

- If you know or suspect that a child is in immediate danger, call 9-1-1.
- Reports concerning suspected maltreatment of children, or other violations of Minnesota Statutes or Rules, in facilities licensed by the Minnesota Department of Children, Youth, and Families, should be made to the DCYF Central Intake line at 651-539-8222.
- Incidents of suspected maltreatment of children occurring within a family, in the community, at a family child care program, in a child foster residence setting, or in a child foster care home, should be reported to the local county social services agency at [Dakota County CPS](#) or local law enforcement at [Farminqton Police](#).
- Reports concerning suspected maltreatment of a child related to a Children's Residential Facility (CRF), Home and Community Based Services (HCBS), or a Substance Use Disorder (SUD) Treatment facility should be made to the Minnesota Department of Human Services.
- Reports concerning suspected maltreatment of a child in a Psychiatric Residential Treatment Facility (PRTF) should be made to the Minnesota Department of Health, Office of Health Facility Complaints at health.ohfc-complaints@state.mn.us.

When to report

- Mandated reporters must make a report to one of the agencies listed above immediately (as soon as possible but no longer than 24 hours).

Information to report

- A report to any of the above agencies should contain enough information to identify the child involved, any persons responsible for the maltreatment (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected maltreatment occurring within a licensed facility, the report should include any actions taken by the facility in response to the incident.



Failure to report

- A mandated reporter who knows or has reason to believe a child is or has been maltreated and fails to report is guilty of a misdemeanor.
- In addition, a mandated reporter who fails to report serious or recurring maltreatment may be disqualified from a position allowing direct contact with, or access to, persons receiving services from programs, organizations, and/or agencies that are required to have individuals complete a background study by the Department of Human Services as listed in [Minnesota Statutes, section 245C.03](#).

Retaliation prohibited

- An employer of any mandated reporter is prohibited from retaliating against (getting back at):
 - an employee for making a report in good faith; or
 - a child who is the subject of the report.
- If an employer retaliates against an employee, the employer may be liable for damages and/or penalties.

Staff training

The license holder must train all mandated reporters on their reporting responsibilities, according to the training requirements in the statutes and rules governing the licensed program. The license holder must document the provision of this training in individual personnel records, monitor implementation by staff, and ensure that the policy is readily accessible to staff, as specified under [Minnesota Statutes, section 142B.10, subdivision 21](#).

Provide policy to parents

For licensed child care centers, the mandated reporting policy must be provided to parents of all children at the time of enrollment and must be available upon request. The definitions section (p. 3-6) is optional to provide to parents.

The following sections do not apply to family child foster care per [Minnesota Statutes, section 142B.54, subd. 1](#).

Internal review

- When the facility has reason to know that an internal or external report of alleged or suspected maltreatment has been made, the facility must complete an internal review within 30 calendar days and take corrective action, if necessary, to protect the health and safety of children in care.
- The internal review must include an evaluation of whether:
 - related policies and procedures were followed;
 - the policies and procedures were adequate;
 - there is a need for additional staff training;
 - the reported event is similar to past events with the children or the services involved; and
 - there is a need for corrective action by the license holder to protect the health and safety of children in care.

Primary and secondary person or position to ensure reviews completed

The internal review will be completed by **Ladymar Koloshuk Gomez**. If this individual is involved in the alleged or suspected maltreatment, **Maxim Koloshuk** will be responsible for completing the internal review.

Documentation of internal review

The facility must document completion of the internal review and make internal reviews accessible to the commissioner immediately upon the commissioner's request.

Corrective action plan

Based on the results of the internal review, the license holder must develop, document, and implement a corrective action plan to correct any current lapses and prevent future lapses in performance by individuals or the license holder.

Definitions

Found in [Minnesota Statutes, section 260E.03](#)

Egregious harm ([Minnesota Statutes, section 260E.03, subd. 5](#))

"Egregious harm" means harm under [section 260C.007, subdivision 14](#), or a similar law of another jurisdiction.

From [section 260C.007, subdivision 14](#):

"Egregious harm" means the infliction of bodily harm to a child or neglect of a child which demonstrates a grossly inadequate ability to provide minimally adequate parental care. The egregious harm need not have occurred in the state or in the county where a termination of parental rights action has proper venue. Egregious harm includes, but is not limited to:

1. conduct toward a child that constitutes a violation of sections [609.185](#) to [609.2114](#), [609.222, subdivision 2](#), [609.223](#), or any other similar law of any other state;
2. the infliction of "substantial bodily harm" to a child, as defined in section [609.02, subdivision 7a](#);
3. conduct toward a child that constitutes felony malicious punishment of a child under [section 609.377](#);
4. conduct toward a child that constitutes felony unreasonable restraint of a child under [section 609.255, subdivision 3](#);
5. conduct toward a child that constitutes felony neglect or endangerment of a child under [section 609.378](#);
6. conduct toward a child that constitutes assault under section [609.221](#), [609.222](#), or [609.223](#);
7. conduct toward a child that constitutes sex trafficking, solicitation, inducement, promotion of, or receiving profit derived from prostitution under [section 609.322](#);
8. conduct toward a child that constitutes murder or voluntary manslaughter as defined by United States Code, title 18, section 1111(a) or 1112(a);
9. conduct toward a child that constitutes aiding or abetting, attempting, conspiring, or soliciting to commit a murder or voluntary manslaughter that constitutes a violation of United States Code, title 18, section 1111(a) or 1112(a); or
10. conduct toward a child that constitutes criminal sexual conduct under [sections 609.342](#) to [609.345](#) or sexual extortion under [section 609.3458](#).

Maltreatment ([Minnesota Statutes, section 260E.03, subd. 12](#))

"Maltreatment" means any of the following acts or omissions:

1. egregious harm under subdivision 5;
2. neglect under subdivision 15;
3. physical abuse under subdivision 18;
4. sexual abuse under subdivision 20;
5. substantial child endangerment under subdivision 22;
6. threatened injury under subdivision 23;
7. mental injury under subdivision 13; and
8. maltreatment of a child in a facility.

Mental injury ([Minnesota Statutes, section 260E.03, subd. 13](#))

"Mental injury" means an injury to the psychological capacity or emotional stability of a child as evidenced by an observable or substantial impairment in the child's ability to function within a normal range of performance and behavior with due regard to the child's culture.

Neglect ([Minnesota Statutes, section 260E.03, subd. 15](#))

- A. "Neglect" means the commission or omission of any of the acts specified under clauses (1) to (8), other than by accidental means:
 1. failure by a person responsible for a child's care to supply a child with necessary food, clothing, shelter, health, medical, or other care required for the child's physical or mental health when reasonably able to do so;
 2. failure to protect a child from conditions or actions that seriously endanger the child's physical or mental health when reasonably able to do so, including a growth delay, which may be referred to as a failure to thrive, that has been diagnosed by a physician and is due to parental neglect;
 3. failure to provide for necessary supervision or child care arrangements appropriate for a child after considering factors as the child's age, mental ability, physical condition, length of absence, or environment, when the child is unable to care for the child's own basic needs or safety, or the basic needs or safety of another child in their care;
 4. failure to ensure that the child is educated as defined in sections [120A.22](#) and [260C.163, subdivision 11](#), which does not include a parent's refusal to provide the parent's child with sympathomimetic medications, consistent with section [125A.091, subdivision 5](#);
 5. prenatal exposure to a controlled substance, as defined in section [253B.02, subdivision 2](#), used by the mother for a nonmedical purpose, as evidenced by withdrawal symptoms in the child at birth, results of a toxicology test performed on the mother at delivery or the child at birth, medical effects or developmental delays during the child's first year of life that medically indicate prenatal exposure to a controlled substance, or the presence of a fetal alcohol spectrum disorder;
 6. medical neglect, as defined in section [260C.007, subdivision 6](#), clause (5);
 7. chronic and severe use of alcohol or a controlled substance by a person responsible for the child's care that adversely affects the child's basic needs and safety; or
 8. emotional harm from a pattern of behavior that contributes to impaired emotional functioning of the child which may be demonstrated by a substantial and observable effect in the child's behavior, emotional response, or cognition that is not within the normal range for the child's age and stage of development, with due regard to the child's culture.
- B. Nothing in this chapter shall be construed to mean that a child is neglected solely because the child's parent, guardian, or other person responsible for the child's care in good faith selects and depends upon spiritual means or prayer for treatment or care of disease or remedial care of the child in lieu of medical care.
- C. This chapter does not impose upon persons not otherwise legally responsible for providing a child with necessary food, clothing, shelter, education, or medical care a duty to provide that care.
- D. Nothing in this chapter shall be construed to mean that a child who has a mental, physical, or emotional condition is neglected solely because the child remains in an emergency department or hospital setting because services, including residential treatment, that are deemed necessary by the child's medical or mental health care professional or county case manager are not available to the child's parent, guardian, or other person responsible for the child's care, and the child cannot be safely discharged to the child's family.

Physical abuse [\(Minnesota Statutes, section 260E.03, subd. 18\)](#)

- A. "Physical abuse" means any physical injury, mental injury under subdivision 13, or threatened injury under subdivision 23, inflicted by a person responsible for the child's care on a child other than by accidental means, or any physical or mental injury that cannot reasonably be explained by the child's history of injuries, or any aversive or deprivation procedures, or regulated interventions, that have not been authorized under section [125A.0942](#) or [245.825](#).
- B. Abuse does not include reasonable and moderate physical discipline of a child administered by a parent or legal guardian that does not result in an injury. Abuse does not include the use of reasonable force by a teacher, principal, or school employee as allowed by section [121A.582](#).
- C. For the purposes of this subdivision, actions that are not reasonable and moderate include, but are not limited to, any of the following:
 - 1. throwing, kicking, burning, biting, or cutting a child;
 - 2. striking a child with a closed fist;
 - 3. shaking a child under age three;
 - 4. striking or other actions that result in any nonaccidental injury to a child under 18 months of age;
 - 5. unreasonable interference with a child's breathing;
 - 6. threatening a child with a weapon, as defined in [section 609.02, subdivision 6](#);
 - 7. striking a child under age one on the face or head;
 - 8. striking a child who is at least age one but under age four on the face or head, which results in an injury;
 - 9. purposely giving a child:
 - i. poison, alcohol, or dangerous, harmful, or controlled substances that were not prescribed for the child by a practitioner in order to control or punish the child; or
 - ii. other substances that substantially affect the child's behavior, motor coordination, or judgment; that result in sickness or internal injury; or that subject the child to medical procedures that would be unnecessary if the child were not exposed to the substances;
 - 10. unreasonable physical confinement or restraint not permitted under [section 609.379](#), including but not limited to tying, caging, or chaining; or
 - 11. in a school facility or school zone, an act by a person responsible for the child's care that is a violation under section [121A.58](#).

Sexual abuse [\(Minnesota Statutes, section 260E.03, subd. 20\)](#)

"Sexual abuse" means the subjection of a child by a person responsible for the child's care, by a person who has a significant relationship to the child, or by a person in a current or recent position of authority, to any act that constitutes a violation of section [609.342](#) (criminal sexual conduct in the first degree), [609.343](#) (criminal sexual conduct in the second degree), [609.344](#) (criminal sexual conduct in the third degree), [609.345](#) (criminal sexual conduct in the fourth degree), [609.3451](#) (criminal sexual conduct in the fifth degree), [609.3458](#) (sexual extortion), or [609.352](#) (solicitation of children to engage in sexual conduct; communication of sexually explicit materials to children).

Sexual abuse also includes any act involving a child that constitutes a violation of prostitution offenses under sections [609.321](#) to [609.324](#) or [617.246](#). Sexual abuse includes all reports of known or suspected child sex trafficking involving a child who is identified as a victim of sex trafficking. Sexual abuse includes child sex trafficking as defined in section [609.321](#), subdivisions 7a and 7b.

Sexual abuse includes threatened sexual abuse, which includes the status of a parent or household member who has committed a violation that requires registration as an offender under section [243.166, subdivision 1b](#), paragraph (a) or (b), or required registration under section [243.166, subdivision 1b](#), paragraph (a) or (b).

Substantial child endangerment ([Minnesota Statutes, section 260E.03, subd. 22](#))

"Substantial child endangerment" means that a person responsible for a child's care, by act or omission, commits or attempts to commit an act against a child in the person's care that constitutes any of the following:

1. egregious harm under subdivision 5;
2. abandonment under section [260C.301, subdivision 2](#);
3. neglect under subdivision 15, paragraph (a), clause (2), that substantially endangers the child's physical or mental health, including a growth delay, which may be referred to as failure to thrive, that has been diagnosed by a physician and is due to parental neglect;
4. murder in the first, second, or third degree under section [609.185](#), [609.19](#), or [609.195](#);
5. manslaughter in the first or second degree under section [609.20](#) or [609.205](#);
6. assault in the first, second, or third degree under section [609.221](#), [609.222](#), or [609.223](#);
7. sex trafficking, solicitation, inducement, or promotion of prostitution under section [609.322](#);
8. criminal sexual conduct under sections [609.342](#) to [609.3451](#);
9. sexual extortion under section [609.3458](#);
10. solicitation of children to engage in sexual conduct under section [609.352](#);
11. malicious punishment or neglect or endangerment of a child under section [609.377](#) or [609.378](#);
12. use of a minor in sexual performance under section [617.246](#);
13. labor trafficking under sections [609.281](#) and [609.282](#); or
14. parental behavior, status, or condition that mandates that the county attorney file a termination of parental rights petition under section [260C.503, subdivision 2](#).

Threatened injury ([Minnesota Statutes, section 260E.03, subd. 23](#))

- A. "Threatened injury" means a statement, overt act, condition, or status that represents a substantial risk of physical or sexual abuse or mental injury.
- B. Threatened injury includes, but is not limited to, exposing a child to a person responsible for the child's care, as defined in subdivision 17, who has:
 1. subjected a child to, or failed to protect a child from, an overt act or condition that constitutes egregious harm under subdivision 5 or a similar law of another jurisdiction;
 2. been found to be palpably unfit under section [260C.301, subdivision 1](#), paragraph (b), clause (4), or a similar law of another jurisdiction;
 3. committed an act that resulted in an involuntary termination of parental rights under section [260C.301](#), or a similar law of another jurisdiction; or
 4. committed an act that resulted in the involuntary transfer of permanent legal and physical custody of a child to a relative or parent under section [260C.515, subdivision 4](#), or a similar law of another jurisdiction.
- C. A child is the subject of a report of threatened injury when the local welfare agency receives birth match data under section [260E.14, subdivision 4](#), from the Department of Children, Youth, and Families.