

Family Day Care News

Illinois Child Care Bureau

April 2010



FROM THE DIRECTOR'S DESK.....

The final two items in the Civil Rights regulations deal with Conflict Resolution (discrimination complaints) and Customer Services.

To avoid possible complaints, it is wise to have written and posted policies for dealing with unacceptable behavior. If the parents or prospective clients are aware of your policies and what you expect from them, there is less reason for them to complain. It is upsetting to receive a complaint but if you do, how should you respond?

Remember to:

- Remain calm
- Explain the situation
- Get help if threatened or if violence is possible
- Use a mediator if necessary

If the client still insists on filing a discrimination complaint, refer them to USDA, Office of Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250, (800-795-3272). All written or verbal complaints must be filed within 90 days of the complaint.

The best way to avoid any complaints is to "Treat others the way they want to be treated" (or at least be aware of what that is). Good customer service is essential in operating a business, and your day care business is no exception. Some of the commandants for good customer service are to :

- Be patient.
- Be Polite.
- Avoid sarcasm.
- Be empathetic.

- Smile when appropriate.
- Make people feel welcome and valued.
- Explain your policies.
- Don't be afraid to apologize.
- Don't feel you need to have the last word.
- Respect others and their viewpoints.

Does the above sound a little bit like the Golden Rule? Treating others the way WE want to be treated has been a good idea for centuries....and it still works.

Remember that civil rights training for participants in the CACFP is mandatory. Completing the training materials given to you by your Program Advisor fulfills 1 hour of the required 2 hours of provider training necessary each year. If you have not submitted the completed the quiz, please contact our office. It is now past due! (We will accept it!)

Thora Cahill,
Executive Director

Mandatory Training

Many providers have not yet returned their completed quiz for:



"Civil Rights in the CACFP" and "Know those Recordkeeping Basics"

This training fulfills 1 hour of the required 2 hours of mandatory training required each year.

Please fax or mail a copy of this to our office immediately.

Spring Break?

It is the season of spring break for most school districts. Unfortunately, many providers lose reimbursement each month for claiming a child that the computer thinks is in school and not present in your home. In the month of February 2010, 185 providers were disallowed a total of 692 meals or snacks for this error. If you received error # 91 on your Claim Summary and Errors Report, you were one of the providers to lose reimbursement. The correction is simple.

If you are caring for school aged children that week, be sure to indicate that they are not in school during spring break.

If you use the bubble menus, then write this information on the CIF form. Make it very clear which children are not in school using the back of the form if necessary.

If you claim on the internet, then mark the No Sch box next to the box where you would indicate the child is in attendance for the claimed meal or snack. (*You must mark both boxes!*) This can also be noted on each child's calendar. If you are not sure of how to do this, call the ICCB office and we will gladly assist you.

ICCB Office Closed

The ICCB office will be closed on Friday, April 2, 2010 in observance of Good Friday.



Visit our website

www.illinoischildren.com for:

the latest CACFP updates, recipes and activities, downloadable forms, reimbursement dates.

Contact us at: ICCB@illinoischildren.com

April 26 – 30, 2010 is National Safe Kids Week

Accidents Will Happen

Available at www.usa.safekids.org are a number of safety fact sheets. These fact sheets are a good place to start learning about an injury risk and its prevention. Some of the titles include *Burns and Scalds, In and Around Cars, Falls, and Drowning*.

For example, were you aware of the following statistics about falls:

- Falls are the leading cause of unintentional injury for all children ages 14 years and under.
- In 2005, more than 2.2 million children were treated in hospital emergency rooms for fall-related injuries. Forty percent of those injuries were to children ages 3 years and under.
- In 2004, 65 percent of all fall-related deaths were children ages 4 years and under.
- More than 80 percent of fall-related injuries to children 4 years and under occur in the home.

In light of National Safe Kids Week this month and nicer weather on the way, it would be a good time to inspect your home and be on the lookout for hazard zones where a young child could be at risk for a dangerous fall.



New Providers!

ICCB welcomes providers who were approved to begin participating in the program in **February 2010**:

Sheila Coleman	Chicago
Joanne Deherrera	Bolingbrook
Tecora Edwards	Chicago
Janet Fane	Freeport
Michelle Foszcz	Streamwood
Anna Graves	Chicago
Gloria Harris	Waukegan
Kelly Harris	Lakemoor
Anna Hawthorne	Rockford
Angela Morris	Chicago
Nericia Nelson	Chicago
Myrtis Rollins	Chicago
Angela Slack	Bolingbrook
Claudia Smith	Naperville
Sabrina Strickland	Richton Park
Renieca Thompson	Chicago



www.mypyramid.gov

The United States Department of Agriculture (USDA) has a great tool that we all should become more familiar with. Click on the above web address and you will find a variety of nutrition information to help us adhere to the 2005 Dietary Guidelines for America. Unfortunately, very few Americans can say that their dietary pattern falls within these guidelines. If more of us could make that claim, the number of people with type 2 diabetes, cardiovascular diseases and obesity would be on the decline instead of the opposite.

On this site you can:

▲ Look up a food

My Food-A-Pedia allows you to search a vast database of foods for their nutritional content. You can also compare two foods to see which is the better nutritional choice.

▲ Get a personalized Plan

Enter your age, sex and activity level and you will obtain a personalized plan of what you should be eating on a daily basis.

▲ Learn healthy eating tips

▲ Get weight loss information

▲ Analyze your diet

Via My Pyramid Tracker you can enter all of the foods consumed within the day and have your diet analyzed to see the levels of vitamins and minerals that you are consuming as well as the breakdown of proteins, carbohydrates and fats.

Take some time to check out this wonderful resource for your own benefit as well as your family and daycare children.

The Kids' Recipe Corner

Sunny Fruit Salad

Let's welcome Spring with a sunny salad that is delicious all year round.



- 1 can (11 oz) mandarin oranges
- 1 pkg. instant vanilla pudding mix
- 1 can (14 oz) unsweetened pineapple tidbits; drained
- 1 1/2 cups miniature marshmallows
- 1 cup whipped topping

Drain oranges, reserving juice; set oranges aside. In a large bowl, whisk pudding mix and reserved juice until smooth (the mixture will be thick.) Stir in the pineapple, marshmallows and oranges. Roll in whipped topping. Refrigerate until serving time.

Yield: 8 servings Serving Size = 1 fruit/veg alternate for 3 - 5 yr olds
Source: Simple and Delicious, March 2006

Each month, a provider's site number is hidden in this newsletter. If it happens to be your number, contact our office to claim your fabulous prize!
Not sure what your site number is? It's located on the top, left corner of your site sheet and on the bottom of reimbursement check stubs.

Family Day Care News is produced by Illinois Child Care Bureau: Thora Cahill, Executive Director; Patti Elste, Nutrition Director.

Illinois Child Care Bureau, 10500 W Cermak, 2nd Fl, Westchester, IL 60154, 708/397-2295, FAX 708/397-2299, www.illinoischildren.com

In accordance with Federal law and United States Department of Agriculture (USDA) policy, this institution is prohibited from discriminating on the basis of 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.