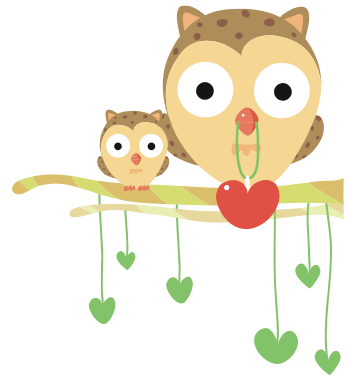


Loving Hearts Little Hands Childcare & Learning Center  
11790 120<sup>th</sup> Ave Grand Haven, MI 49417  
(616)847-3131

[Lovingheartsg@gmail.com](mailto:Lovingheartsg@gmail.com)  
[www.lovingheartslittlehands.com](http://www.lovingheartslittlehands.com)

Friend us on Facebook:

<https://www.facebook.com/loving.h.hands>



Thank you for choosing Loving Hearts Little Hands for your childcare needs! We are thrilled to share in the care and development of your child. Loving Hearts Little Hands is a licensed childcare & learning center. We are licensed through the Michigan Department of Consumer and Industry Services. We comply with all state, fire safety and environmental health codes.

### **Mission Statement & Philosophy**

Our Mission is to reach out to families of our community by providing quality, affordable childcare. At “Loving Hearts Little Hands” all children are nurtured and loved, while provided with a safe and comfortable learning environment.

Here at Loving Hearts Little Hands we promote the development of the whole child. Each of our programs includes age-appropriate aspects including physical, cognitive, social and emotional growth. We believe that children learn through play experiences. We think of play as being chosen learning experiences in a guided environment.

### **Hours of Operation:**

Loving Hearts Little Hands is licensed for fifty-eight children, ages newborn to twelve years old. Our hours of operation are **Monday through Friday, 5:30 a.m. – 6:00 p.m.** Our center is open year-round with the exclusion of all major Holidays. 2024 Center Closures are attached.

# 2024 Tuition Rates



## Infants

5 Days a Week .....	\$280
4 Days a Week .....	N/A
3 Days a Week .....	N/A

## 1-3 Years Old:

5 Days a Week .....	\$280
4 Days a Week .....	\$250
3 Days a Week .....	\$210

## Preschool 3-5 Years Old & Potty Trained

5 Days a Week .....	\$180
4 Days a Week .....	\$212
3 Days a Week .....	\$235

## School Age: Summer Care:

5 Days a Week .....	\$180
4 Days a Week .....	\$212
3 Days a Week .....	\$235

## School Age Care (5:30 a.m. to 8:30 a.m. / 3:45 p.m. to 6:00 p.m.)

AM & PM Care.....	\$105
AM Only Care.....	\$90
PM Only Care.....	\$75

## General Rules

No Refundable Registration Fee.....	\$50
Monthly Curriculum Charge per Child.....	\$15
Family Discount .....	2 children 10% off, 3+ children, 13% off
Late Pickup Fee.....	\$5.00 for every 5 minutes late past 6 pm

\*\*Rates are subject to change before enrollment date



**Program Goals:**

The staff at Loving Hearts Little Hands is well trained, and ready to provide your child with a guided nurturing classroom experience. Every teacher must meet state licensing education standards to work in the classrooms at Loving Hearts Little Hands. The program goals for our teachers are as follows:

- To further their education in early childhood development
- To plan and implement a developmentally appropriate curriculum
- To create and maintain positive strong relationships with the children
- To establish and maintain a flexible routine
- To create a warm nurturing classroom environment
- To have consistent positive interactions with parents, children, and staff
- To create and implement a variety of hands-on learning experiences
- To guide children through learning experiences and social interactions
- To evaluate children in their care and use the evaluation to adjust the curriculum to meet each individual child's needs
- To communicate daily with parents about their child's learning experiences

We believe that parent involvement in the classroom is necessary for your child's development. The program goals for our parents are as follows:

- To communicate your child's needs and concerns to the staff
- To be an advocate for your child
- To provide ideas and input that would benefit your child, for the classroom curriculum
- To provide parent support for center planned family activities
- To encourage your child to participate in new group and individual activities
- To participate in scheduled parent conferences if applicable to discuss your child's progress
- To celebrate your child's successes

- To engage in positive interactions and discipline methods
- To understand our centers curriculum and the ways that children learn
- To enjoy every moment as your child learns and grows
- To support staff and respect their classroom planning and management

Your children are the future, and we believe that every child when given the proper environment and learning opportunities can learn and succeed. The program goals for the children are as follows:

- To participate in new learning experiences
- To show respect to teachers, parents, and other children
- To vocalize their frustrations or anger
- To engage in group and individual social interactions
- To express their individual ideas and feelings
- To ask questions
- To explore the world around them
- To set personal goals and meet these goals
- To become aware of their community and community roles
- To establish knowledge and pride in their culture and heritage

We look forward to starting this exciting journey with you and your child and thank you for allowing us to be a part of your family.

### **Typical Daily Activities:**

Here at Loving Hearts Little Hands your child is provided with a stimulating, positive environment. An example of what your child can expect during a typical schedule is as follows:

5:30-8:00: Drop Off & Free Play

8:00-8:30: Breakfast

8:30-9:00: Circle Time

9:00-10:00: Individual Room Curriculum (Fine Motor/Sensory Activities)

10:00-10:30: AM Snack

10:30-11:45: Outside Play/Gross Motor Activities

11:45-12:30: Lunch

12:30-3:00: Nap time/Quiet Activities

3:00-3:30: PM Snack

3:30-6:00 p.m.: Free Play/Outside Play

### **Policies & Procedures:**

*Enrollment Policy:* Upon the initial day of registration, all children will be enrolled on a mutual trial period for 30 days. This trial is to determine the right placement for your child. During this trial period either party (parent or provider) has the right to terminate care without notice. After the trial period, 2 week termination notice must be given. The parent will be responsible for payment for days the child attended during the trial period.

The following enrollment documents must be completed and returned to Loving Hearts Little Hands prior to your child's first scheduled day.

#### *Procedure:*

- Registration form needs to be completed and signed
- Parent Agreement form needs to be signed and dated
- Child Information Card needs to be completed
- Parent Handbook Confirmation needs to be signed and dated
- Income Eligibility form for our food program needs to be completed and signed
- Enrollment form for our food program needs to be completed and signed
- Pay the \$35.00 non-refundable registration fee

-Completed health physical form due within 30 days of enrollment

Tuition Payment Policy:

Childcare tuition payments are due in full on Fridays by 6:00 pm for the following week. Your account will always be paid one week in advance. If payments are not paid on Friday your child may not return the following week until payment is made.

Procedure:

Your account is expected to be paid in full at all times. You can pay via Brightwheel with online payments. All invoices are sent on Tuesday and payment is due on Friday to ensure enrollment for the following week. Billing is sent the Friday before the week of care. We also accept check, cash, or money order. If full payments are not made weekly your account will be charged a \$25.00 late fee. Accounts that become delinquent will result in termination from our program and your account will be sent to a collection agency. (When accounts get turned over to collection the delinquent amount gets doubled)

We charge a \$25.00 return check fee for all returned checks.

Schedule, Snow Day & Absence Policy:

The agreement as part of enrollment at Loving Hearts Little Hands is that your child will attend and be billed for the schedule (year round) that has been agreed upon with the Director. This guarantees you a spot in our roster. Loving Hearts is not a drop in facility, if your child is not enrolled year-round and you do not pay a holding fee, your child's spot will not be guaranteed to you and held for you as part of your child's enrollment and curriculum.

Loving Hearts Little Hands requires a two week notice regarding any withdrawal (see: Withdrawal Policy), failure to do so will still result in an additional two weeks of billing past the end date.

Your child's spot in our roster is only guaranteed as long as your children are continuously attending the facility. We do not guarantee spots after your child has been unenrolled. To regain enrollment after such a gap has occurred, you need approval from Director, a new \$35 enrollment fee, plus a new paperwork packet completed.

(See: Enrollment Policy). Maternity leave parents may drop down to our minimum 3 days, but if they do not continue enrollment during this period, we can't guarantee their spot for childcare.

*\*Please note however that due to limited spots and ratio requirements, we unfortunately cannot as a policy guarantee a spot for your newborn without prior approval from Director. However, the center will absolutely strive to accommodate growing families ☺*

Loving Hearts schedules its staff accordingly based on the time and days of your child's schedule. It is the responsibility of the parent to adhere in good faith to this schedule. Because of ratio requirements, if you drop off your child on an earlier/later time or different day than normally scheduled, we do not guarantee that we will provide care for your child until your normally scheduled hours/days. For example, if you are scheduled to bring your child in at 8

a.m. every morning, but attempt to bring in at 6:00 a.m. instead, we may not be able to provide care for your child until our staff ratios are fulfilled. To avoid this, please provide Director a week's notice for special exceptions to your child's schedule.

In the event of a school kid snow day, if it not your child's scheduled day, you must call and get approval by Director/Administration personnel for childcare that day.

*Holding Fee for future care:*

To hold a position at the center and guarantee a future spot there will be a non-refundable holding fee of \$500 that may be paid over an 8 week span. This is not required, but if you want guaranteed care, it will be.

*DHS Policy:* Loving Hearts Little Hands does accept DHS payments. Each family will be responsible for the co-pay each week (roughly 50% or less of the LHLH tuition rate). If a family is in the process of applying for approval from DHS, the family will pay the full/normal tuition rates up front, and if their approval is granted for the prior periods they will be reimbursed as a credit to the account from Loving Hearts upon payment from DHS.

It is the responsibility of the parent and not the center to stay in touch with the DHS office and their caseworker to maintain benefits, and to recognize that any status change from either DHS or their work schedule will result in the difference being billed and/or back billed from the center; the co-payment may change frequently as such. (See also: Payment Policy)  
Please note that DHS only provides a supplemental assistance for childcare tuition, which averages about 50% or less of the total LHLH tuition. (This will vary based on the approved % DP rate, child's age, and hours approved weekly as well as spent at the facility)

Procedure: You must present a completed DHS form that has been approved for childcare and shows the coverage you have been granted. The center will then begin billing DHS. The difference between DHS reimbursement (once paid) and our weekly rates represent what you will be responsible for as your co-payment. Please note that DHS only provides payment every two weeks and there is an initial lag of up to 30 days for the center to receive the first payment. **The parent is responsible for paying the full tuition rate upfront in the meantime (no exceptions).** Once payment is received, it will be applied as a credit on the parent statement. Should there be any excess between upfront parent payments and DHS payments, it will be applied as a future credit on the account; should the child withdraw from the facility with a full two week notice, the difference will be refunded to the parent.

*Release of Children Policy:*

Our program will only release children to people authorized on your child's emergency card, or with written permission by either parent or guardian.

*Procedure:* Please list authorized people who may pick up your child on the front of the child emergency card. Children will be released to either parent unless a court order prohibits

release to a particular parent. We require picture I.D. from any unknown individual who arrives to pick up a child. Their I.D. must match the name listed on the emergency card. If the I.D does not match the emergency card, the child's parents will be notified immediately and the child will not be released.

*Staff Screening Policy:*

Our program fingerprints every staff member and volunteer prior to their interactions with the children.

*Procedure:* All staff and volunteers must complete a protective services screening in accordance with Michigan law, and shall be of responsible character and suitable to meet the needs of children.

*Nutrition and Meal Policy:*

Loving Hearts Little Hands provides well balanced nutritious meals and snacks.

*Procedure:* A monthly calendar of the foods served to the children is posted and distributed. We will encourage children to try new foods, and talk about the taste and textures of their foods. In the event that a parent sends a meal from home it must contain nutritional foods that would meet the child's nutritional needs. You must notify staff of any food allergies and a food waiver form must be signed by a physician. We do ask that parents bring in a small monthly snack donation to share with their class.

*Health and Sickness Policy:*

Our program strives to provide a healthy environment for all the children in our care.

*Procedure:* **Your child must stay home:**

- If they have an illness that prevents them from participating comfortably in center activities
- If their condition is suspected to be contagious
- If the child has a temperature above 100 degrees
- If your child has vomited or had more than three loose bowel movement
- If your child has a contagious looking rash

**Your child may return:**

- If they are fever free for 24 hours without a fever reducer
- If they have been without flu symptoms for 24 hours
- If they have a signed doctor note and are fever free for 24 hours without reducers

\*\*\*Please note we do work closely with Ottawa Health Department and we always follow their guidelines regarding illnesses.

*Healthcare Policy:*

All staff and children must participate in hand washing and sanitation procedures to ensure a healthy environment for the children.

*Procedure:*

1. Hand Washing Procedure



- Have a clean paper towel available
- Turn on water to a comfortable temperature between 60 F to 120 F
- Moisten hands with water and apply one squirt of soap
- Rub hands together to lather soap for at least 60 seconds
- Rub areas between fingers, around nail beds, under fingernails, & jewelry
- Rinse hands under water until soap and dirt are removed
- Dry hands with a clean dry disposable towel
- Turn off water with a paper towel
- Dispose of towel in waste basket

## 2. Handling children's bodily fluids

-We use precautions when handling potential exposure to blood, including blood-containing bodily fluids and tissue discharges, and when handling other potentially infectious fluids. Latex gloves are available and cleaning/sanitizing will be done. Soiled clothing and/or personal belongings will be placed in a plastic bag and returned to parents. This includes cloth diapers where we have to leave the diaper intact and whole. As well has have a seal-able container until pick up that night.

## 3. Cleaning and sanitizing of all equipment, toys, and other surfaces

- The following steps are to be followed when cleaning and sanitizing:
- Wash the surface of the article with warm water and detergent
- Rinse the surface with clean water
- Submerge, wipe, or spray the surface or the article with a sanitizing solution
- Let the article or surface air dry

### Medication Policy:

With a completed and signed medication form Loving Hearts Little Hands will administer prescription and over the counter medications to your child as needed.

#### *Procedure:*

Parents or guardians must complete and sign a medication slip (available in your child's classroom), for each medication to be administered. All medication must be dated and labeled with your child's first and last name. All medication will be kept in our medication lock box in the office. Proper training will be arranged for staff administering medications. Staff must log the time they gave the medication, the dose given, and sign that they gave it.

**If your child does not have the correct dosage on the medication label, the doctor must have a written slip with the dosage.**

Medical Emergency Policy:

Our program strives to provide all children a safe learning environment, and all of our staff members are First-Aid and CPR certified.

*Procedure:* In the event of a medical emergency the staff will assess the situation and create a safe area for all the children so that they can attend to the injured child. If your child needs to seek emergency medical attention, staff will notify the child's parent or guardian immediately.

Emergency Procedure Policy:

In the event of an emergency situation, our center has procedures to follow that are reviewed every 3-6 months with our staff and practiced on a scheduled basis.

*Procedure:*

Fire- We perform at least one fire drill every three months by pulling our fire alarm system and having staff follow their trained evacuation by meeting in the designated outdoor areas. Staff then takes attendance to ensure that all children have evacuated. We log these drills and time them to be sure of adequate evacuation time.

Tornado- We perform at least two tornado drills during the months of April to October. The staff brings all the children downstairs to our safe zone & check attendance sign-in sheets to be sure that all children are present. We log these drills and time them.

Serious Accident, Illness, or injury- In the event of any of the previous mentioned events all of our staff is CPR and First Aid certified to ensure a safe response. Parents will be contacted immediately after the first care is preformed to ensure that the child is stable enough for us to call.

Crisis Management (intruder & bomb threats)- In the event that we are faced with a crisis our staff has reviewed our procedures that explain how to handle these situations. We have our procedures posted by every phone to ensure that they are followed.

Child Discipline Policy:

At Loving Hearts Little Hands we incorporate and promote positive discipline methods. Our goal is to teach and reinforce in children respect for one another and adults; as well as respect for belongings, equipment, and supplies. We teach them the good feelings that come from sharing, learning patience, taking turns, and using manners.

*Procedure:* In the event of inappropriate behavior, the child is redirected to make a better decision on their own. Loving Hearts will emphasize self-control, self-direction, self-esteem and cooperation with other children and staff. If the behavior continues, the child will be redirected to an alternative activity. For children aged 3 and higher, continuous inappropriate behavior will result in a "time out" in a designated area of the room, (1 minute per year of age). More positive solutions will be discussed and the child will return to the group. Inappropriate

behavior that becomes a problem will result in a meeting with parents, and a behavior strategy will be determined. Appropriate behavior is always praised, acknowledged and appreciated.

*(The center does reserve the right to immediately un-enroll any child which has posed a threat to the safety of other children or the staff.)*

Child Abuse and Neglect Policy:

All employees of any childcare center are mandated reporters of child abuse and neglect.

*Procedure:*

All of our staff has completed a child abuse clearance form through Ottawa County prior to their employment. If we believe that a child is being abused or neglected we will file a report with Child Protective Services of Ottawa County. A case worker may be assigned to speak with staff, the child, and parents to investigate the incident.

If you suspect abuse or neglect, call **855-444-3911** any time day or night. This toll-free phone number allows you to report abuse or neglect of any child or adult

The website [https://www.michigan.gov/mdhhs/0,5885,7-339-73971\\_7119---,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-73971_7119---,00.html)

Toileting Policy:

Our program believes that toilet training should begin when the parent and caregiver agree that the child is developmentally ready.

*Procedure:*

Parents must provide pull-ups or plastic pants to be worn over underwear. The child will be encouraged to try the potty, never forced. We will work out a potty schedule that is agreed upon by both parents and staff. If parents would like their child to participate in an incentive program we do provide potty charts and prizes.

Vaccination Policy:

We are a privately owned company and do require that all staff and children that attend, have up to date immunizations. The state requires that if you do not vaccinate you need special forms for any public school or center. However, we are private and feel that immunizations protect and create a safe and healthy environment to learn and grow.

Withdrawal Policy:

Loving hearts Little Hands requires a two week notice before withdrawal from the program.

*Procedure:*

Please give notice in writing two weeks prior to withdrawal. If proper notice is not given, two weeks of normal tuition will be added to your account.

**Parents must provide the following supplies for their children:**

*0-12 Months Old*

- Formula/breast milk prepared in bottles that are covered and labeled with your infant's name, the date and time prepared
- Infant cereal & baby food
- Sleep Sacks with zippers are permitted only. Must fit child and not be too small or big
- 3 Changes of clothes
- Diapers
- Wipes
- Socks/slippers
- Appropriate outdoor clothing
- Sunscreen
- Bug Spray
- Diaper Cream

*1-3 Year Olds*

- Blanket & pillow
- 3 Changes of Clothes
- Diapers/pull-ups
- Wipes
- Socks/slippers
- Appropriate outdoor clothing
- Toothbrush, toothbrush holder & tooth paste
- Sunscreen
- Bug Spray
- Diaper Cream
- Summer: Swimsuit & Towel

*3-6 Year Olds*

- Blanket & pillow
- 3 Changes of clothes
- Diapers/pull-ups
- Wipes
- Socks/slippers
- Appropriate outdoor clothing
- Toothbrush, toothbrush holder & tooth paste
- Sunscreen

- Bug Spray
- Summer: Swimsuit & Towel

### Health Plan – Community Resources

Loving Hearts Little Hands strives for its children and families to be aware and have access to community health resources.

Below are some useful links to community programs offered in the area

## **Frequently Asked Questions**

Below is a list of questions many of our parents ask our schools each day. If you do not see your question listed below, we encourage you to please call your Program Director. You are always encouraged to call your school if you need further explanation regarding your questions.

### **When will my child transition to the next room?**

We recognize that all children develop on their own schedule. We have general age ranges for classrooms but the transition process involves both the child's parents and teachers to ensure that the child is ready to transition to the next classroom. Only with your approval will your child move into the next classroom as he or she advances to the next stage of development. In addition to your child's comfort level with the move, state licensing ratios for ages may affect transitioning.

### **Will my child's tuition rate change right on their birthday?**

Upon his or her complete transition to the next classroom, your tuition rate will be adjusted (if applicable) to reflect any changes.

### **It's my child's birthday. Can I bring in a birthday treat?**

Due to possible food allergies, please reach out to teacher or director to see if the classroom has an allergy. We appreciate your cooperation in monitoring what items you bring in for these special times. Below is a list of some other approved items for your consideration:

- Stickers
- Temporary tattoos
- Bubbles
- Little coloring books

- Little activity books (4 years and up)
- Fun pencils (4 years and up)
- Little containers of play dough
- Donate a new book to the classroom in honor of the birthday boy/girl

Please remember many small toys/trinkets may not be suitable for children under 3 years of age. Please check the factory labels for this information.

### **My child usually attends LHLH 3 days a week. Can I add an extra day next week?**

If you need to schedule an additional day of care for a specific week, please check with your Program Director for availability. Fees incurred would need to be paid with your monthly rate. Unfortunately, we are not able to schedule unscheduled days for scheduled days your child may have missed.

### **My child usually attends LHLH on Monday, Wednesday, and Friday. Can I switch the Monday for Tuesday?**

The hours and days indicated on your Contract for Services are the hours our center is staffed to provide care for your child. If you need to change a day, please check with your Program Director for availability. The tuition rate for adding Tuesday to your child's schedule will result in the charging of tuition for four days of attendance. Fees incurred would need to be paid with your weekly rate. Unfortunately, there are times we are not able to honor this request due to staffing and adult-to-child ratios.

### **Can you suggest someone who can babysit my child?**

We do not maintain or distribute "Babysitting Lists." LHLH will not be held responsible for the conduct or service provided by the staff member outside of business hours and off premises. Upon employment of a staff member outside of LHLH, both the parent and employee involved must inform the Program Director immediately. Further, both the parent and employee will be required to sign an additional waiver.

### **How do I get my deposit back? Can I use it for tuition?**

A deposit is required at the time of enrollment. This fee is non-refundable and will be applied to your last two weeks of tuition when a two-week notice of your intention to dis-enroll is given in writing to your Program Director. At the time of your notice, the deposit will be applied to your remaining tuition balance. In the case of immediate withdrawal and/or a two-week notice is not given to the Program Director, the deposit is non-refundable.

### **I am working late tonight. Can I send somebody else to pick up my child?**

LHLH staff will release children only to you and those people you have listed on your emergency card. We will also ask to see a picture ID for people we do not recognize. This policy is strictly enforced for the safety of all children in our care. If you need to add someone to your child's emergency card, please see your Program Director.

### **My ex-spouse and I share custody of our child and our arrangements state I am to be notified first before my ex can pick up our child. Can you make sure our child is not picked up by my ex without my being aware of it?**

LHLH does not have legal authority to withhold a child from his or her legal parent. If you are in a separation or divorce situation where a legally binding order exists (such as a custody order or parenting time plan), we must have copies of the court papers on file in order to assure the safety of your child.

### **I prefer organic foods. Can I bring in special lunches for my child?**

LHLH provides a nutritious breakfast, lunch, and snack as part of your tuition. You are however more than welcome to bring in a packed lunch.

### **What drinks are provided to my child at LHLH ?**

We provide water, whole vitamin-D fortified milk (children under 2 years), and low-fat milk (children over 2 years) to children. We provide 100% juice but limit juice intake to 4 - 6 ounces per day. We do not serve sugar sweetened drinks.

### **At what age does LHLH summer program begin?**

Our Summer program is designed for children who have already attended Young 5's, Developmental Kindergarten (DK), Kindergarten, or higher for a full year.

### **How do my "Credit Days" work? How many do I have left?**

After 90 days of enrollment, each child will earn Credit Days. These can be used for days that your child will not attend the school due to vacation or illness. Credit Days are based on your child's contracted schedule (meaning the number of Credit Days received is equivalent to the number of days per week that your child attends). Credit Days are based on your enrollment year, cannot be accumulated, and do not carry over from year to year. They may be used individually or as a group. If you are on the payment plan for the deposit, this must be paid in full before Credit Days will be made available.

Credit Days may be used on days that the school is closed (holidays). It cannot be used toward your two-week withdrawal notice, or until the balance on your account is zero.

To know how many Credit Days are currently available on your account, contact your Program Director.

### **Can I come in and read to my child's classroom?**

We welcome parents to come in and be involved in the classroom. Please contact your child's teacher to schedule a time that you would like to visit. When you have scheduled a time, please contact the Program Director ahead of time to confirm whether or not you will need a Department of Human Services background check for volunteering.

### **What toys or books are okay for my child to bring to LHLH?**

For safety, security, and classroom harmony, we do not allow toys or books to be brought from home. LHLH will not be held responsible for any lost, damaged, or broken items from home. Children are allowed to bring in one small comfort item, such as a stuffed animal or other soft toy, which must fit in their nap bag. Please do not place any special items into your child's cubby.

### **Napping in the middle of the day keeps my child up late at night. Does my child have to sleep/take a nap at LHLH?**

We do provide a quiet rest time in the middle of the day to provide a respite. However, your child is not required to sleep. We will not prohibit a child from sleeping who exhibits signs of needing rest. If your child does not require rest, quiet activities that can be completed on their personal cot to allow their classmates time to nap or rest will be allowed.

## **Ottawa County Health Department**

### **MAIN OFFICE**

[12251 James Street](#)

Holland, MI 49424

Phone: (616) 396-5266

FAX: (616) 393-5643

Clinic FAX: (616) 393-5659

Monday - Friday:

8:00am - 5:00pm





## Additional local county programs and information:

### Ottawa County Health Department

### Children's Special Health Care Services

Children's Special Health Care Services (CSHCS) offers medical care and treatment assistance for children with chronic, severe, disabling health problems; and provides service coordination to meet child and family needs. Eligibility is based on the child's diagnosis, severity, and treatment plan—NOT income. Many families with CSHCS coverage have private insurance. CSHCS provides additional help to these families. There is a cost for the program determined by a sliding fee scale. (In other words, the fee is determined by your income.) This fee is waived if the individual applying qualifies for Medicaid or MIChild.

#### **What does enrollment in CSHCS offer?**

- helps pay for visits to specialists
- may help pay for specialized equipment such as wheelchairs when they relate to the CSHCS qualifying medical condition
- may help pay for medications when they relate to the CSHCS qualifying medical condition
- coordination of services and assistance with finding community resources
- may assist with travel and lodging expenses relating to treatment and care for the CSHCS qualifying medical diagnosis
- may help to pay medical bills for a child who has recently died

#### **What does CSHCS NOT pay for?**

- CSHCS does not cover primary care, well-child care, mental health needs, or experimental health care.

- CSHCS does not provide assistance with incontinence supplies. Incontinence supplies may be a benefit of Medicaid coverage. Contact your DHS caseworker for more information.

## Eligibility for CSHCS

Eligibility is determined by [medical condition](#) and 3 other factors:

1. RESIDENCY: a person must be a Michigan resident to receive CSHCS.
2. CITIZENSHIP: U.S. citizens and some non-citizens may qualify for CSHCS coverage. Citizenship restrictions do not apply to migrant farm worker families.
3. AGE: CSHCS covers persons under age 21. The age limit is waived for persons with certain blood clotting disorders or Cystic Fibrosis.

There are more than 2,600 medical diagnoses that CSHCS may cover.

These include (but are not limited to):

Cerebral palsy

Sensorineural Hearing loss

Asthma (if moderate, persistent, or severe)

Diabetes

Convulsive epilepsy

Respiratory distress syndrome

Sickle cell disease

Cleft lip and palate

Congenital quadriplegia

Anomalies of skull/ face bones

[View the full list of conditions](#)

## Applying for CSHCS

Contact Ottawa County Health Department: 616-844-2366 or [mcushman@miottawa.org](mailto:mcushman@miottawa.org)

Contact the CSHCS Family Phone Line: 1-800-359-3722 or [CSHCSFC@michigan.gov](mailto:CSHCSFC@michigan.gov)

## Ottawa County Health Department

### Child and Infant Services

To make an appointment for any service or inquire about a service, call your local Ottawa County Health Department:

**Hudsonville**      **Grand Haven**      **Holland**  
616-669-0040      616-846-8360      616-396-5266

### **Maternal & Infant Health & Prenatal Education**

This service provides in home support to pregnant women, new parents and families from a team made up of a social worker, dietitian and nurse. The team provides prenatal education, counseling and nutritional information along with parenting and child development education. Help in obtaining needed resources, financial aid and travel expense costs is offered to those who qualify. Call your local health department office for more information. You may also print and submit a [Referral Form](#) to sign up for the program.



### **Medicaid, Healthy Kids, MI-CHILD Insurance**

Help obtaining health insurance coverage is provided for pregnant women and children up to age 18 who qualify. Plans include Healthy Kids, MI-Child, Medicaid and Maternity Outpatient Medical Services. Call 393-5731 or your local health department office. We can assist you in the application process. You may also apply online by clicking [here](#).

[Click here](#) for Plan First, an insurance program to cover the cost of pregnancy prevention, reproductive health exams and sexually transmitted infection testing.



## **Early On Michigan Is Open**

*Early On* Michigan is receiving and processing referrals for infants and toddlers who may be eligible for *Early On* services. Throughout Michigan, local *Early On* services are being provided in order to meet the needs of families within the circumstances of individual communities. Once you place your referral, your local *Early On* office will reach out to you with more specific information.

[Submit an online referral by clicking here.](#)

## **Addressing a child's developmental delays early on.**

*Early On* Michigan offers early intervention services for infants and toddlers, birth to three years of age, with developmental delay(s) and/or disabilities, and their families. Research has shown that by addressing delays early on - especially between birth and age 3 - children have better outcomes, even into adulthood.

To understand whether you should refer a child, learn more about typical development by visiting the [CDC's Learn the Signs. Act Early.](#) campaign.

## **Don't worry. But don't wait.**

If you think your infant or toddler may have a developmental delay, or a pre-existing medical condition, contact *Early On* at 1-800-Early-On or complete our online [referral form](#).

View the [updated \*Early On\* Established Conditions List One-pager](#) and [a list of Established Conditions](#) that indicate automatic eligibility for *Early On* supports and services



## WHO we are

- The Great Start Parent Connection is part of the Great Start Collaborative. We are a group of parents, caregivers, and others in the parenting role of children from prenatal to 12 years old who live in Ottawa Area.

## WHY we do what we do

- The early years of life are the most important for learning and parents are the first teachers of their children.
- Each parent has skills to learn and teach and needs support from other parents.
- Strengthening and empowering families results in a better future for parents, children and our whole community.

## HOW we do it

- Building relationships.
- Promoting parent learning and parent leadership.
- Keeping our Parent Connection open, self-motivated and diverse.
- Opening spaces for children to be listened to and being their advocates within the early childhood system.
- Increasing awareness of community resources and services for families.

## WHAT we do

- Meet monthly and work on parenting skills and leadership.
- Share with other parents about what we do and learn, and what community resources are available.
- Participate in Early Childhood committees throughout Ottawa.

## Your Child's Development

Are you curious about what your child “could” be doing? Do you wonder about their behavior towards themselves and others? Would you like fun activities to do with your child to encourage their learning? Then Help Me Grow-Ottawa can help! Simply complete one of the quick and easy developmental check-in questionnaires listed below.

The Ages and Stages Questionnaires ([ASQ3](#) and the [ASQ SE2](#)) are fun to take as well as confidential and secure! Answer the questions about your child and in a day or two, you'll receive feedback to help celebrate your child's abilities along with age-appropriate activities and even suggested resources to support your family.

If you have questions about your child's development, call a Help Me Grow Care Coordinator today!

- - - Complete the **ASQ3** to learn more about your child's communication, gross motor (large muscles), fine motor (small muscles), problem-solving, and personal social skills
    - Complete the **ASQ SE2** to learn more about your child's social (interactions with others) and emotional (ability to demonstrate their feeling) skills.

To ensure that you are taking a comprehensive look at your young child's development, complete **both** the *ASQ3* and the *ASQ SE2* **located on our *Help Me Grow Website***.