

# ALTA MONTE



# CHILD DEVELOPMENT CENTER

## PARENT HANDBOOK

Quality childcare for all ages!

### Hours of Operation

Monday - Friday 6:30am -6:30pm

Star 3

6 weeks to 12 year's old

3305 Alta Monte NE

Just North of Candelaria and Carlisle

T: 505-883-8530 F: 505-881-1718

Director: Jeanette Guerrero 505-353-0951

# Alta Monte Child Development Center Welcomes You

- ❖ We would like to thank you for choosing Alta Monte Child Development Center for your childcare needs. We will make every effort to enrich the life of every child in our care. Our staff is experienced and well trained. Each of them also has CPR and first aid training.
- ❖ Alta Monte Child Development Center is licensed and meets or exceeds the state agencies requirements.
- ❖ We are certain you will be pleased with the love, care and education your child receives.
- ❖ It is our mission to provide a quality environment for the social, emotional, cognitive and creative development for all children.
- ❖ It is our philosophy that we focus on every child at our center.
- ❖ Our goal at Alta Monte Child Development Center is to help each and every child feel good about themselves by building their self-esteem.
- ❖ The love, understanding and care that your child receives from each staff member will also help reinforce a positive self-image. Our staff will treat each child with respect and dignity. In doing so we will teach the children to behave and respond in a positive manner.
- ❖ Alta Monte is licensed and meets or exceeds the state agencies requirements.

## *Mission Statement*

Our mission at Alta Mont Child Development Center is to provide high quality childcare, incorporating the best research and knowledge of child development and health education through continuous professional development of our staff. It is also our mission, to support parents by providing their children with a loving and nurturing environment as well as being accessible to discuss their children's needs and provide services at a reasonable rates part of these services include authentic observation using the early guidelines, screening such as ages and stages questionnaire and referrals as indicated, by enabling our staff to provide individualized learning opportunities for each child utilizing heritage, culture. And family participation. It is our hope that the children served by the center will exhibit healthy social, emotional and physical growth and development. It is equally important for the parents to feel confident that their children are being cared for in the best possible manner, thus promoting the natural bond and friendship among peers and siblings, to better prepare children emotionally, socially and scholastically for kindergarten, to find the center personnel open and easy to communicate with, and to be satisfied with

the cost and quality of care their children receive. Altamonte is part of focus which is New Mexico newest tiered quality rating program.

The Center's objectives are as follows:

- To carefully screen potential employees and to train employees through focus in good child development and health and safety practices.
- To staff the center so that each child will receive maximum attention.
- To develop a policy of frequent parent conferences, ASQ screening conferences, newsletters, and other means of communication.
- To instruct teachers to always welcome parent questions and comments cheerfully - to give serious attention to each comment, and to try to address each comment promptly.
- To develop a budget that reflects prudent expenditures and accurate forecasts of income and to place a priority on careful financial management.
- Our program aspires to serve children between the ages of 6 weeks and 12 years of age.

The Center's goals are:

- To see that every child is fed a well - balanced diet - and then some. Children will be fed when they are hungry and will never be forced to eat when they are not. Doing so, may encourage a life time of poor eating and dietary habits.
- Children must feel unique and be allowed to express their feelings openly, whether it be anger, sadness, joy, or any other emotions.
- When they are hurt, they will receive hugs and sympathy.
- Each child is a very special human being. A Miracle. The most important child in the world to their parents and family, and they will be treated as such here.

***Our Motto:*** - "For Quality Care When You Can't Be There"

## ***Philosophy Statement***

We believe that every child is unique and can accomplish anything. Here at Altamonte we FOCUS on every child and understand the importance of a high quality center, where we support interactions and build good relationships with all our families, no matter what their home language may be. Through communication, activities and open invitation whenever they would like. We continue to improve and utilize the information from, our observation, ASO/ASQ E that will help them to achieve their goals in life. We also welcome feedback and offer referrals as needed to help set and reach those goals. Our children will learn social, emotional and cognitive skills through play and group activities. They will have many choices during the day to do activities that best fit their needs and interests on an individual basis. Our caregivers use the shadowing approach to guidance by trying to guide the child's choices rather than force choices upon the child. Our preschool rooms are divided into centers such as library, home living, art center, blocks center and circle time. We have an area for dramatic play and a science area. The different areas within the classroom promote a variety of interests for children to choose from throughout the day. The centers promote social and emotional development, cognitive learning skills, and gross and fine motor skills development.

### **Hours of Operation**

Monday - Friday 6:30am to 6:30

### **Closed**

- ❖ New Year's Eve and New Year's Day
- ❖ Easter - Closed Good Friday
- ❖ Memorial Day
- ❖ July 4<sup>th</sup> -6<sup>th</sup> - Independence Day
- ❖ Labor Day
- ❖ Thanksgiving day and the Friday after
- ❖ December 23<sup>rd</sup> thru 31<sup>st</sup>
- ❖ Snow days (follow APS)

In the event of a snow day or delay we ask parents to keep watch on the media stations (KOB 4 & KOAT 7) as we will update them with any closures that we have, or you may call the center as the voice mail will have updated information in regards to hours of operation.

**It is our policy to charge regular tuition for holiday weeks.**

## **DROP OFF AND PICK UP TIMES**

- ❖ Our responsibility for your child begins when you have **signed in** and placed your child in the care of Altamonte Child Development Center staff members. Under no circumstances should a child be sent into the center alone and expected to find his/her classroom.
- ❖ Altamonte Child Development Centers' staff will only release your child to persons on your authorized pickup list, unless notified by the parent beforehand, and in writing. In the event of custodial disputes we must have legal documentation for your child(s) file.
- ❖ Altamonte Child Development Center provides care for every child without discrimination to race, color, religion or public assistance status. Children 6 weeks to 12 years are eligible to enroll in our facility. All necessary paper work must be completed (every line must be filled out.) and returned with the registration prior to your child's first day. If you cannot list two emergency contacts, list 911 or child protective services, as we must have a number to call in an emergency.
- ❖ Children, Youth and Families of NM require that each child have up to date immunizations. These must be kept on file at the center. It is the parent's responsibility to notify us when your child receives new immunizations.

### **Parent Communication**

- ❖ Daily, each parent will receive communication from their child's teacher about the day's events.

### **Personal Belongings**

- ❖ We ask that children leave their personal belongings at home unless specifically instructed otherwise. This includes toys, and any electronic devices. Each child needs an extra set of clothing in his/her cubby, please make sure to change these as children grow and weather changes.

### **Items Needed**

- ❖ Infants / Tots please bring in diapers and wipes - clearly labeled. Formula or infant cereal is provided by us, unless you are using a specific brand or sensitive formula, but you may bring your own if you wish. Bottles and or Sippy cups clearly labeled.

### **Open Door Policy**

- ❖ Whenever you have a question or concern please feel free to stop by the office and talk with us.

## Illness

- ❖ A child may experience more illnesses when first entering a childcare facility because of the exposure to other children. We do everything in our power to maintain sanitary conditions to help prevent the spread of illnesses. Should your child become ill during the day we will notify you for immediate pick up. It is our policy that children remain out of the center when ill. The following is a guideline:
- ❖ Temperature over 99 degrees
- ❖ Two or more intestinal disturbances (vomiting or diarrhea)
- ❖ Any undiagnosed rash
- ❖ Sore or discharging eyes, ears or nasal drainage
- ❖ Unexplained lethargy
- ❖ Significant respiratory distress
- ❖ Unable to participate in normal classroom activities
- ❖ Requires more care than the program and staff can provide
- ❖ We will notify you of your child's exposure to any illness or infectious diseases

## Medications

- ❖ Medications will be administered to children as specified on our medication authorization form. The medication **MUST** be in a prescription bottle with exact dosage clearly marked on the label. If it is a nonprescription medication it must be in its original container and clearly marked with the child's name. Parents must sign children up for medication on a daily basis. All personnel and guardians must initial the time and amount of dosage daily. Medications will be administered at requested times.
- ❖ **Any deviation from the recommended dosage (rather prescription medication or over-the-counter) must be authorized, in writing, by the child's doctor.**

## Curriculum

Our curriculum for all age groups, is the Creative Curriculum thru Teaching Strategies:

- Fosters a knowledge and appreciation of a variety of cultures through the respectful introduction of art, music, foods, clothing, literature, and customs.
- Reflects the pluralistic nature of New Mexican society.
- Involves children in learning experiences within the community.
- Bases daily activities on the continuous observation, guidance, and assessment of individual children and their interactions with others.

- Encourages children to actively engage in a variety of developmentally appropriate experiences which will:
  1. Foster each child's positive self-concept
  2. Respect cultural diversity of themselves and others
  3. Enhance social skills
  4. Nurture communication and language development
  5. Stimulate creative expression
  6. Extend each child's capacity for thinking, reasoning, questioning, and experimenting
  7. Provide sound health, safety, and nutritional practices
  8. Develop physical competence and coordination
  9. Foster each child's development of self-control
  10. Foster in children a respect for the natural environment and encourage environmentally sound principals
- Recognizes the importance of sensory experiences in early development.
- Uses care giving as an opportunity to deepen relationships with infants and support their development through sensitivity to the child while performing routine tasks.
- Recognizes and attends to the individual rhythms of each child.
- Attends to the affective needs of those present.
- Provides a predictable daily routine to instill a sense of security, which flexibly allows for individual preferences and independent choices. Each day will incorporate a balance of:
  1. Indoor and outdoor play
  2. Quiet and active times
  3. Large group and small group, as well as individual, activities
  4. Activities using both large and small muscles
  5. Child initiated activities as well as adult initiated activities
- Activities provide learning opportunities through:
  1. The many types of play
  2. Familiar day-to-day routines
  3. Opportunities for social interaction with peers and adults
  4. Opportunities which are challenging both physically and intellectually
  5. Transitions times
- Ensures that the daily plan is designed to encourage positive behaviors.
- Respects the child's first language and encourages it as much as possible.

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- Displays children's creations.
- Provides opportunities for spontaneous play each day.
- Encourages children to assert their rights in socially acceptable ways.
- Nurtures children's understanding and respect of the rights of others.
- Develops and facilitates policies of guiding children's behavior.

Developmentally that means for:

#### **Infants**

- ❖ An infant's day would include music, reading, bubbles, and more to ensure physical and intellectual development.

#### **Toddlers**

- ❖ The toddler's curriculum was designed to teach your child a wide variety of items. However the curriculum has an emphasis on a toddler's language and physical development. Their day would include art, music, colors, shapes, bubbles, library etc.

#### **Preschool**

- ❖ This program is designed to allow your child to explore and learn through themes, arts & crafts, cooking, science, numbers, letters, shapes, cutting skills and all other areas of Kindergarten readiness they will need to succeed.

#### **School Age**

- ❖ The school age children are encouraged to explore their social growth and development. Peer interaction through social activities: field trips and special events will help to encourage strong social skills. This age group will also participate in cooking, science, arts & crafts etc.



## **SUMMER ACTIVITIES**

- ❖ Our summer program will please any child! There will be weekly field trips, special events, guest speakers, swimming, camp-ins etc. The summer program is designed to keep the children interested while learning, socializing and having fun!

## **SEPARATION ANXIETY**

- ❖ Many children are able to enter a childcare facility with little or no complications. However, this transition can be difficult for some children. Our staff will do everything they possibly can to help both the child and parent overcome the anxiety of separation. It has been our experience that children will quickly calm down and begin to explore their new environment once the parent has left. We strongly encourage parents to call to reassure the parent their child has adjusted.

## **MEALS**

- ❖ Alta Monte Development Center provides nutritious meals, which include breakfast, lunch, dinner and snacks. We participate in the Child and Adult Care Food Program sponsored by the state of New Mexico, for further information on these guidelines fee free to visit [www.newmexicokids.org](http://www.newmexicokids.org). Our meals meet or exceed all USDA requirements.

- ❖ **ACP serves breakfast, lunch, dinner and two snacks.**

- ❖ **Breakfast is at 7:15-9 am**

- ❖ **Lunch is at 11:30a-12:00pm**

- ❖ **Snack 1 is at 3:00pm**

- ❖ **Dinner is at 5:45pm**

The US Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, gender, age, or disability. Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET center at (202) 720-26600 (voice and TDD).

To File a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

The Children, Youth and Families Department/Family Nutrition Bureau is the State Agency administering the Child and Adult Care Food Program in New Mexico, for any program assistance or information concerning the administration of the program, write to CYFD/Family Nutrition Bureau, P.O. Drawer 5160, 1422 Paseo de Peralta, Bldg. #2, Santa Fe, New Mexico 87502-5160 or call (505) 827-9961, 1-(800) EAT-COOL.

## Tuition, Fees, Deposits, Refunds

- ❖ Your specific rates will be outlined in your Childcare Contract. Monthly tuition is due on the 10<sup>th</sup> of each month. A late fee of \$15 will be added to any payment not received before 6:00 p.m. on the 10<sup>th</sup>. **NO EXCEPTIONS!** Weekly or Bi-weekly tuition, including any late fees that may accrue, must be paid at the beginning of each week or Bi-week, or care will no longer be provided. If your child will be absent on Monday due to a vacation, holiday, etc. you are responsible for payment on the last day that your child will be in attendance. Otherwise, late fees will begin to accrue on your account.
- ❖ We charge a registration fee of \$55.00 for one child, and \$45 for the second child, \$35 for the third child, every child after that is \$25.
- ❖ A toy assessment fee of \$175 for every will be charged annually in March and you have 3 months to pay it.
- ❖ No refunds will be given for tuition or other fees paid, for any reason, except as stated in "Closings."
- ❖ A fee of \$25 will be charged on all returned checks. If more than one check is returned, service will be continued on a cash or money order only basis.
- ❖ Tuition refunds cannot be given, if your child is out for a few days, due to the fact that we schedule staff according to enrollment. If your child is going to be on vacation or out for a week half of tuition is required in order to reserve their spot.

## Late Payment Fees

- ❖ Your account will be charged a \$15 late fee for all fees not received by the 10<sup>th</sup> of each month. An additional \$15 late fee will be added to your account and your child/children will be suspended on the 27<sup>th</sup>. All late fees are non-refundable. Once payment has been received in full childcare services will resume.

## Early/Late Drop off or Pick up fees

- ❖ You are scheduled for childcare for the hours listed in your Childcare Contract. Should you drop off earlier or pick up later than you're contracted times, you will be charged an hourly fee.
- ❖ There will be a late charge of \$20.00 for the first five minutes plus \$1.00 for each additional minute a child is left at the center after center closing time.

### **Registration Fee**

- ❖ There is an annual registration fee, which is due at the time of enrollment and every year on the anniversary of your enrollment. Prepaid registration fees are nonrefundable and will guarantee your child's enrollment.

### **Child Find Fee**

- ❖ There will be a \$5.00 Child Find Fee charged to your account in the event that we cannot locate your child at their school because of schedule changes we were not notified of.

### **Returned Checks**

- ❖ There will be a \$25.00 returned check charge. From that point on tuition will be accepted in cash only.

### **DisEnrollment Policy**

If Altamonte Child Development Center staff feels that the needs of your child are not being met we reserve the right to dis-enroll that child. In most circumstances we will give you notice. Under extreme circumstances, as in a child being a danger to his self or others we may request that you pick up your child immediately and seek care elsewhere.

### **Notification of Absence**

If your child is going to be absent for a period of time exceeding two days please inform the office.

### **Field Trip Policies**

Field trip forms are available 2-5 days prior to a trip. You must sign up in order for your child to attend the trip.

### **Parent Grievances**

Teachers in the classrooms are childcare professionals, they are not administrators. Should you have an issue with a teacher or an occurrence in a classroom, please speak with the Director, or supervisor on duty. Should you as a parent or guardian confront our teachers in an aggressive manner your child may be disenrolled.

### **Emergency Procedures**

In the event we have to evacuate the building the children will be taken to the Wienersnitzel on the corner of Candelaria and Carlisle. We will notify parents immediately. Our policy is to ensure the safety of all the children at all times. Emergency contact lists will be taken so that parents can be contacted for immediate pick up. Our sister facility, who has access to our computer system from their location, will also assist in contacting parents to pick up their children.

## **Confidentiality**

It is our policy not to discuss your child or your family situation in the presence of your child another child or another parent. If a teacher asks to have a private discussion with you please do not bring your child to the meeting.

## **Child Abuse / Neglect**

We are required by law to report any and all signs of suspected child abuse or neglect to child protective services. We will not hesitate to do so.

## **Daily Activity Schedule**

### **Morning Schedule**

6:30am to 8:30am- arrival, warm greeting, and free play- Social interaction with others

8:30am- Clean up, use restroom, and wash hands- Basic hygiene (safe and healthy)

9:00am- Breakfast- Family style eating (self serve, if old enough, eat together)

9:30am- Pledge of allegiance

9:35am- Circle time- Learning basic education (#'s, shapes, colors, ABC's, etc)

10:00am- Group activity- doing educational projects; also using fine motor skills

10:30am- story time- read a book to the children (using different sounds and showing pictures) making it fun and interesting.

11:00am- Clean up, use restroom, and wash hands

11:15am- Outside play- Fresh air, social interaction with others, and to use large motor skills

12:00pm- Lunch/ wash hands- Eat family style also talk about and recognize eating healthy foods from the food pyramid

12:45pm-Nap/ quiet time

2:30pm- Wake up, wash up, and use restroom

3:00pm- Snack

3:15pm- Group activity- doing educational projects; also using fine motor skills

### **Evening Schedule**

4:00pm- Library- child picks own book to look at or try to read, if too young teacher will read to children.

4:15pm- free-play

4:45pm- clean up and wash up

5:00pm- outside play

5:45pm- wash up and use restroom

6:00pm- Dinner- Family style dining also allows time to talk about and recognize eating healthy foods from the food pyramid

6:30pm - Wash up and use restrooms

6:45pm - Art/Children's Choice

7:30pm - Reading/Listening/ Children's Choice

8:00pm - Evening Snack

8:15pm - Wash Hands/restroom/rest time

9:00pm - Closing up

### **Parent Involvement**

Most parents are very busy and we can understand how your free time is cherished. However any time that you can spend in the center with your child is invaluable. Please take time to talk to your child's teacher and we appreciate any volunteer hours you can give. Please sign up in the office for hours or feel free to just drop in any time. If you could assist as a speaker for career day we would be happy to hear from you.

If you are requested to attend a parent teacher conference please give this your prompt attention.

### **Dress Code**

Please bring your children dressed appropriately for the weather as we have many outdoor activities planned throughout the year. Shoes and socks or sandals are always a must. Please also bring a change of clothes that they may keep in their cubby for emergencies. Label everything but your child. Remember that our children are allowed to experience early childhood at Altamonte Child Development Center and that experience is often very messy. Do not dress your children in there Sunday best or an irreplaceable favorite out-fit.

### **Birthdays & Holidays**

We celebrate Holidays here at Altamonte Child Development Center with a theme party and activity. If you do not wish your child to participate you may want to make arrangements for him/ her not to attend the day of the party. If you would like to bring a cake or other snack on your child's birthday please be sure to bring enough for the entire class.

### **Contact Phone Numbers**

Director: Jeanette 505-353-0915

Altamonte Child Development Center - 883-8530

## Changes

Families frequently have changes - new homes, new jobs, and new telephone numbers. **Please keep us informed.** Accurate information is critical for efficient, professional handling of emergencies. You are required to inform us if you are at any other location than what is listed on your Enrollment Form and to provide a telephone number for that place.

## Communication

Communication is very important. When we accept a new family into our center, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us.

We welcome questions, feedback, or discussions of any kind that affect the outcome for the child. Sensitive issues will be discussed outside of the classroom either on the phone or by conference.

We do our best to complete a daily note for small infants; however there may be days that we are unable. Some typical things that you may find on this note would be feedings, BM's, schedule, temperament, and things to remember.

All parents should check our board on the door for important information, items you need to bring, special announcements, etc.

## Damages

If your child intentionally damages center property through destructive behavior or roughness, you will be liable for the damages.

Please understand that the hours' your child is in care are strictly "childcare hours" and does not reflect all of the additional hours necessary to provide quality childcare.

Children may be allowed to arrive earlier or stay later if prior arrangements have been made.

In cases of emergencies or other problems, which may hinder you from picking your child up in time, we do appreciate a phone call.

## Local Emergencies

In the event of a gas leak or similar situation, where we are required to evacuate the area, we will go to the Wienershnitzel on the corner of Candelaria and Carlisle. The classroom emergency contact binder, which have up to date contact information for parents, and authorized pick-ups, which will be used to immediately contact parents to pick up their children.

**Procedure to follow in the event that we have a special needs children under our care, and a building evacuation is necessary:**

- 1.) When a special needs child is enrolled and present under our care, a teacher will be assigned to that child to help with the evacuation processes and will be made aware of the circumstances of the needs of that child
- 2.) A backup teacher will also be trained and made aware of the needs of the child
- 3.) No teacher will be assigned more than four (4) special needs children to care for during an evacuation situation.

## Enrollment Requirements

Before any child may participate in this program the parent must complete and return the following forms. We must have these forms fully completed and in our possession before we can accept the responsibility of caring for your child. **NO EXCEPTIONS!** The forms are as follows:

Enrollment Information form

Childcare Contract

Medication Authorization

Immunization records

Emergency Information

Parent Handbook Acknowledgment form.

**\*It is very important that you complete these forms *thoroughly* to help us meet your child's needs.**

## Equal Opportunity Provider

Altamonte Child Development Center is an equal opportunity provider. Applications for enrollment are accepted without regard to race, religion, sex or national origin.

## Attendance

Parents are required to clock their children in and out each day, using the time clock located at the front entrance. Should you fail to clock your child in and out each day you may be assessed a penalty fee of a \$1.00 each day.

In cases of your potential absence due to vacation, maternity, or extended leave from your job, we will require  $\frac{1}{2}$  of your regular weekly tuition for the entire time of your absence to hold your child's position. You are also required to give director one week notice prior to absence or you may be charged the full amount of child care to hold your child's position.

## Food from Home

No food, especially candy, may be brought from home unless you have asked to do so for a party or special occasion. Do not bring any fast food into the center for your child to eat.

## Guidance & Discipline

The program's goals are to promote independence, autonomy, self-esteem, and caring toward others and the physical environment.

We use "**time-out**" - a quiet, relaxed, neutral break; a cooling-off period for the child to regain self-control.

Time-out is used when a child is losing control and refuses redirection - for example, acting aggressively, throwing a tantrum, complete defiance.

Should redirection on a field trip not be effective, suspension of future field trips may be used.

Simple redirection is the only form of discipline used for infants.

No One is allowed to spank, hit, bite, shake, yell at, or cause any physical or emotional harm to any child while on these premises.





## Health Requirements

Before your child can attend, we must have your child's immunization record on file. It is important to keep in mind that, in compliance with state laws, these forms must be updated from time to time.



## Illness

We reserve the right to temporarily deny any child admittance or to request early departure should symptoms become apparent during the course of the day. Reasons of obvious illness include but are not limited to:

1. Temperature of 100.4 degrees or greater accompanied by behavior changes or other signs of illness; symptoms and signs of possible severe illness
2. If your child is sent home due to illness, he/she must meet the criteria listed below before returning to the center:
3. Fever - fever free (without Tylenol) for at least 24 hours or doctor's note stating that treatment is being given or is not required.
4. Upper Respiratory Infection - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.
5. Diarrhea - no diarrhea for 24 hours or doctor's note stating that treatment is being given or is not required.
6. Vomiting - no vomiting for 24 hours or doctor's note stating that treatment is being given or is not required.
7. Inflamed Eye - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.
8. Skin Infection (of unknown origin) - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.

If your child is sent home due to illness, or **becomes ill overnight or over the weekend**, he/she must not return to the center for at least 24 hours unless you provide a doctor's note stating that the child is not contagious.

If you are called to pick up your child, you will have one hour to arrive. Failure to do so may result in termination.

Please consider the other children and our staff when your child is ill. An ill child needs the comforting and loves of his/her parents.



### **Injuries**

We make every effort to ensure the safety of your child while in our care. Unfortunately, minor accidents may occur. Parents are responsible for medical bills, which may arise from a minor accident.

We will notify you immediately of any illness or accident, which requires first aid treatment.

In case of a serious accident or injury, we will make every attempt to contact you immediately. If we cannot reach either parent, we will call the emergency contacts listed on the enrollment form to make the medical decisions for your child.

If we feel the injury is life threatening, we will call "911" or take your child to the nearest hospital.

### **Insurance**

Altamonte Child Development Center is a fully licensed and insured childcare provider. We carry full property and liability coverage via a major insurance company. Details on insurance provider and limits are available for review upon request.

### **Children left after closing**

If your child has not been picked up by closing time the on duty supervisor will attempt to contact you. If no contact is made 15 minutes will pass before the supervisor will then contact all emergency contacts. After another 30 minutes if no one has been reached and no confirmation is made that someone is on the way to pick up the child, the police and Child Protective services will be contacted.

## **Mealtimes**

We provide breakfast between 7:00 & 9:30; lunch between 11:45 & 12:30, a snack at 3:00 & 4:00, dinner between 5:30 & 6:00, and an evening snack at 8:00. Infants are fed on demand.

## **Nap-Time**

After lunch a rest period is required for older children. Babies or young toddlers who need more than this rest period will be allowed to nap as needed. Quiet time is typically from 12:30 to 3:00. If children do not nap, they will be allowed to participate in quiet activities such as reading drawing puzzles etc.

## **Outdoor Playtime**

Children will play outdoors as the weather permits, in temperatures above 50 degrees and below 100 degrees. It is important for the children to have fresh air, new worlds to explore, and a wider field of play. **If a child is too ill to go outside, he/she is too ill to be at the Center.**

## **Pictures**

We will take candid pictures of the children at various times during the day and/or on field trips to use for "me projects" and to place in our halls and on our web site. No names will be included.

## **Caregivers**

We employ staff, who have their training current in all the following areas: the policies and procedures for the center, 45 hour entry level course in early childhood development, current CPR & First Aid; and are familiar with the children before being left alone with them.

## **Supplies**

We will provide all food including baby food for infants! The following supplies, according to the child's age, should be marked with the child's name and left at the Center: Tylenol, Mylicon, and Orajel, complete change of clothes, wipes diapers, pacifier, bottles, burp rags, swimsuit and towel. Notice will be sent home when more supplies are needed.

## **Toilet Training**

We will be glad to assist you **when your child is ready** to enter the toilet training phase. We will not train your child for you! This is an important period for your child and is generally most successful when we work together. You must provide at least **four** complete changes of clothing, including socks, and an adequate supply of training pants or pull-ups for your child. Clothing for this stage should be easy to get on and off.

## **Toys from Home**

**No toys** may be brought from home! Children are usually less than happy to share their own toys and they usually end up broken, which cause too much distress for the owner. If you have toys at home that you would like to donate, they would be welcomed and greatly appreciated.

## **Transportation**

We take all possible precautions when transporting the children. We do ask that you leave your child's car seat with their name on it, when transporting them is necessary. During any outings we take a cell phone and will carry contact numbers in case of emergencies. For those children attending schools, we do offer to and from school transportation included in the tuition. It is imperative that parents call and notify the director if we are not to pick up a child from school. There is a \$5.00 charge if our drivers go out to a school and find out that a child did not need to be picked up. This charge will be added to your monthly bill.

## **Trial Period**

There is a two-week trial period for each child, beginning the day your child actually begins care. This is to ensure harmony throughout the daycare. It is important that we all have a working relationship with total cooperation from children and parents. Either party may terminate this agreement within this trial period, with 24 hours notice, with or without cause and no notice will be required. No pre-paid fees will be refunded upon cancellation by the parent during the trial period.

## **Verification of Legal Custody**

We must have, on file, a copy of the court order recognizing the parent who has custody of the child. Otherwise, we have no choice except to release the child to his/her parent.

## Visitors

Parents are encouraged to visit and participate in this program. Any other visitor must have prior approval by the appropriate parent and will be accompanied by the director at all times while on Altamonte Child Development Center property. No smoking is allowed on these premises. No one who is a danger to the children will be allowed on these premises.

## Volunteers

All volunteers must be orientated in and must agree to follow these policies and procedures. Regular volunteers will be required to pass a criminal history check.

## Withdrawal

Parents may terminate this service by giving two week's notice **in writing**. Earlier notice, if known, would be greatly appreciated. You are responsible for two weeks tuition if you do not give the required notice. Absences of more than one week without notification or payment of tuition will result in an automatic withdrawal. You will still be responsible for the two weeks of tuition.

## Termination

We reserve the right to re-evaluate any child's continued participation in this program to determine that the program can adequately meet the needs of the child.

Failure to abide by any of these policies may result in termination. We reserve the right to enforce these policies at will. Lack of enforcement of a certain policy, at any given time, does not indicate that a particular policy is no longer in effect.

Termination may be required for excessive and/or uncontrollable biting, inappropriate language, destructive or harmful behavior, etc.

**Altamonte Child Development Center**  
**Parent Handbook Acknowledgement**

I \_\_\_\_\_, have read and understand the policies and procedures as specified in the Parent Handbook.

By signing the Parent Handbook acknowledgement, I agree that I have as stated above read and understand the policies and procedure guidelines set out in the Parent Handbook.

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date

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

\_\_\_\_\_  
Date