



Caritas Felices

FAMILY HANDBOOK

YOUR GUIDE TO THE CENTER'S PROGRAMS AND POLICIES

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Director

915 Montano Dr NW
Albuquerque, NM 87107



ENROLLMENT INFORMATION

Pages 1 and 2 must be updated every January and July.

Parent Updates _____ Date _____ (Signature) (Date)	Enrollment
Parent Updates _____ Date _____ (Signature) (Date)	Termination
Parent Updates _____ (Signature) (Date)	<input type="checkbox"/> Private Pay <input type="checkbox"/> CYFD
	<input type="checkbox"/> Full Time <input type="checkbox"/> Part-time <input type="checkbox"/> Before/After School

CHILD INFORMATION

Height: _____ Weight: _____ Hair Color: _____ Eye Color: _____

Distinguishing Marks _____

Name of Child (Last, First, Middle Initial)

Nickname _____ Age: _____ Sex

Date of Birth _____

Child's Primary Language _____ Parent/Guardian's Primary

Language _____

Home Email Address _____ Home Phone _____

Child's Home Address _____

Parent/Guardian Marital Status: Single Married Divorced Widowed Primary Residence: Mother

Father Both

Guardian _____

List the family members your child lives with—include names and ages of siblings:

Circle Days to Attend: MON TUES WED THU FRI SAT

Arrival Time: _____ AM Departure Time: _____ PM

Meals While in Care: Breakfast ___ A.M. Snack ___ Lunch ___ P.M. Snack ___ Dinner ___ Late Snack ___

SCHOOL-AGE INFORMATION

Does your child attend school? Yes No Elementary School Name _____

Grade in School: _____

School Address: _____ School Phone: _____

School Start Time _____ School End Time _____

School Transportation provided by: Elementary School Parent/Guardian Caritas Felices

Other _____

Circle Days to Attend: MON TUES WED THU FRI SAT Arrival Time: _____ AM Departure Time: _____ PM

Meals While in Care: Breakfast ___ A.M. Snack ___ Lunch ___ P.M. Snack ___ Dinner ___ Late Snack ___

PRIMARY CONTACT AND RELEASE PERSONS

Parent/Guardian #1: _____ Relationship to Child: _____

Cell/Home Phone _____ Date of Birth: _____

Home Address _____ Home Email Address _____

Employer: _____ Employer's Address _____

Work Phone/Extension _____ Work _____

Parent/Guardian #2: _____ Relationship to Child: _____

Cell/Home Phone _____ Date of Birth: _____

Home Address _____ Home Email Address _____

Employer: _____ Employer's Address _____

Work Phone/Extension _____ Work Hour _____

EMERGENCY CONTACT AND RELEASE PERSONS

Please list the persons you would like contacted (in order of priority) if you cannot be reached in case of emergency. Check the “Emergency Contact and Release” box, as the persons listed will also be authorized to pick-up or accompany the child for the purposes of medical treatment. Additionally, please list the persons you would like to be authorized for pick-up only on a given day (i.e. babysitter). For these persons, check the “Release Only” box. For the safety of your child, we will request all authorized release persons with whom staff are not familiar to provide Government-issued photo identification at the time of pick-up. You may also be required to complete state-specific emergency release forms required by individual state child care licensing regulations.

Mandatory:

Name #1: _____ Relationship to Child: _____
Home/Cell Phone: _____ Home Address: _____
Valid Government Issue Photo ID Type: _____
Employer: _____ Employer’s
Address _____
Work Phone/Extension: _____ Emergency Contact & Release Release Only

Mandatory:

Name #1: _____ Relationship to Child: _____
Home/Cell Phone: _____ Home Address: _____
Government Issue Photo ID Type: _____
Employer: _____ Employer’s
Address _____
Work Phone/Extension: _____ Emergency Contact & Release Release Only

Mandatory:

Name #1: _____ Relationship to Child: _____
Home/Cell Phone: _____ Home Address: _____
Valid Government Issue Photo ID Type: _____
Employer: _____ Employer’s
Address _____
Work Phone/Extension: _____ Emergency Contact & Release Release Only

Optional:

Name #1: _____ Relationship to Child: _____
Home/Cell Phone: _____ Home Address: _____
Valid Government Issue Photo ID Type: _____
Employer: _____ Employer’s
Address _____
Work Phone/Extension: _____ Emergency Contact & Release Release Only

***If you want a person who is not identified above to pick up your child, you must notify school staff in advance, in writing. Your child will not be released without prior authorization. In the event you call a pick-up authorization into the school because you are unable to submit your authorization in writing, we will use your personal information from this packet to verify your identity. For all children’s safety, it is critical to use your secured access to enter the building and sign in your child according to state child care licensing regulations. To ensure the safety of our school’s staff and children, please do not share your secured access with anyone else. If you must pick up your child after closing time, you will be charged a late fee per every 15**

minute or portion of 15 minute period, per child, until the child(ren) is/are picked up. Per state licensing regulations, we may be required to contact local authorities after a certain amount of time. Please see your Director for additional information.

Is there anyone who has a legal restraining order prohibiting or limiting contact with your child? If yes, please list his/her name and attach the required documentation.

Name _____ Relationship to child _____

Are there custody arrangements that we should be made aware of?

ENROLLMENT AGREEMENT

Please initial each section listed below, then sign and date the last page.

SECTION 1: TUITION AND FEES

_____**REGISTRATION FEE:** I understand that an annual, non-refundable, Registration Fee of \$ 45.00 shall be paid in advance to enroll my child. I understand that I may guarantee my child's enrollment for by paying this fee no later than _____ each year. In instances of agency reimbursement, the Registration Fee is to be paid according to the applicable contract.

_____**TUITION and MODIFICATIONS CONDITIONS:** \$ _____ per week is the current tuition rate for the program I have chosen. I understand that rates are subject to change with reasonable notice as conditions require. The school follows state specific required time frames on tuition and modifications notices. I have enrolled my child into the following program _____

Days: (check all that apply) M T W TH FRI **SAT** From _____ am/pm to _____ am/pm

_____**PAYMENT OF TUITION:** I understand that tuition is due and payable, on the Friday before the attendance of the next week. Appropriate alternate Tuition Fees must be paid during school breaks.

_____ **LATE OR UNPAID TUITION:** If payment in full is not received when due, I agree to pay a late payment fee of \$30 per week that tuition is not received. All late fees are subject to change with reasonable notice. The school follows state specific required time frames on tuition and modifications notices. I understand that if my account is delinquent for more than one week, I may be asked to withdraw my child until my account is made current. The school cannot guarantee a child's spot will be held when a child is withdrawn due to non-payment of tuition. Any unpaid tuition fees may be sent to a third-party collection agency.

_____ **CHARGES AND PROCEDURE FOR LATE PICK-UP:** My school is open from ___ am to _____ pm, Monday through Friday all year, except for holidays. I understand that if I fail to pick up my child by the scheduled closing time, I will be charged a late fee of \$1 per minute (per child if applicable), until the child is picked up. These late fees are due at the time of pickup or a \$5 additional fee will be assessed.

_____ **RETURNED CHECKS:** I understand that a processing fee will be charged to my account for all checks which are returned for any reason, and this fee is in addition to any charges that my bank or financial institution may charge me. I understand that any non-sufficient funds checks will be automatically resubmitted electronically up to three times. I further understand that once a check has been processed electronically, the check is no longer negotiable and will not be returned. If more than two checks are returned within a six month period, I will be required to pay by an alternate method of payment for the next six month period. The maximum fee allowed by state law will be charged for all returned checks. I am responsible for the principal amount plus all returned check fees.

SECTION 2: DAILY PROCEDURE

_____ **DAILY SIGN-IN AND SIGN-OUT:** I agree to sign my child in and out every day using the school's attendance procedure. I understand that my child is not permitted to sign him/herself out. I understand that I am required to enter the school to drop off and pick up my child and that I must escort my child to and from the designated classroom and staff member each day.

_____ **WITHDRAWAL FROM PROGRAM:** I understand that I must provide a two (2) week written notice of withdrawal from the program. If this notification is not provided, I agree to pay all tuition and fees for two (2) weeks, whether or not my child attends. I understand that when my child is withdrawn, s/he will only be eligible for re-admission based upon space availability and all other enrollment criteria. If my child is selected for re-enrollment, I will be required to complete an entire new Enrollment Agreement at the current rate and pay a new non-refundable Registration Fee at the current rate. If there is an outstanding balance (including tuition or fees) when my child was withdrawn, I will be required to bring my account current prior to completing a re-enrollment application

SECTION 3: ABSENCES AND CLOSINGS

_____ **ABSENCES/VACATIONS:** I agree to inform the school immediately if my child will be absent on any day. I understand that no allowances, credits, refunds, or make up days shall be made for occasional absences (i.e. sickness). A reservation fee of 50% off my regular week's tuition will be due for each absence of one full school week (Monday through Friday) with advance notice to the Director, if possible. I agree to pay the reservation fee of \$ Full Co-pay per week to guarantee my child's space when my child is not in attendance for an entire school week (Monday through Friday). My regularly contracted tuition is due for all weeks when my child attends any part of the week. There is no credit given for single days. I also understand that if I withdraw my child during a vacation, I will be required to pay a new non-refundable registration fee upon return.

_____ **EMERGENCY CLOSING AND INCLEMENT WEATHER INFORMATION:** I understand that it is the company's intention to be open and provide child care service every weekday of the year, excluding holidays, but that inclement weather, natural/national disaster or major building issue may disrupt service from time to time. I will contact the school to ensure that it is open during inclement weather/natural disaster. I agree that in the event that the

school is closed for an extended period of time, I will continue to be responsible for my tuition payments for up to three business days.

SECTION 4: STATE LICENSING AND OUR POLICIES

ALL POLICIES & STATE REGULATIONS: I understand that the above policies are not an all-inclusive list of policies, and that my child, my family members, authorized agents and I are bound by state child care regulations, the Family Handbook, and all other company policies, which may be modified at any time, without notice. I also understand that the child care regulations of the state in which my child attends may prevail over these policies when the state regulation is stricter. I further understand that my continued enrollment constitutes my acknowledgement of, and agreement to abide by, all Policies and state regulations.

_____**FAMILY HANDBOOK:** I have received a copy of the Family Handbook. I have read and understand its contents and policies and agree to be bound by same.

_____**NO MODIFICATIONS:** No terms of this Agreement may be altered, revised, modified or deleted by any person except in cases of policy change or rate change to which both the Director and I must initial. Any alterations, revisions, modifications or deletions of any term of this Agreement are null and void.

We do not discriminate based on disability in the admission/enrollment or access to our programs or services. Information concerning the provisions of the Americans with Disabilities Act (ADA), including the rights provided thereunder, is available from the Director.

These policies have been reviewed with me by school management. I understand and will comply with the policies included in the Enrollment Agreement and Family Handbook. The policies in this contract will supersede all other previous documents.

Parent/Guardian Signature _____ Date _____

Director Signature: _____ Date _____

AUTHORIZATION FOR TRANSPORTATION AND FIELD TRIPS The school may plan carefully-arranged, supervised special trips for the children away from the school that do not require bus transportation. You will be notified in advance of all trips. These include children taking walks and infants strolling in their buggy and picking up children from school. I give the school the permission to take my child on these field trips.

P a r e n t / G u a r d i a n
Signature: _____ Date: _____

PARENTS/GUARDIANS OF CHILDREN AGES 4 YEARS OLD AND OLDER ONLY I give the school the permission to transport my child for the purposes of field trips that require bus transportation and/or transportation to/from his/her local school. By signing below, I affirm that my child is at least 4 years old and 40 pounds or more.

P a r e n t / G u a r d i a n
Signature: _____ Date: _____

MEDICAL INFORMATION

AUTHORIZATION FOR MEDICAL TREATMENT OF A MINOR

In the event of a medical issue requiring a physician's care, would you like us to call your family physician?

Yes _____ No _____ If yes, please provide the following information:

Physician's Name _____ Phone Number: _____

Address: _____ City: _____ State: _____ Zip: _____

I (we) _____ and _____, do hereby state that I am (we are) parent(s)/legal guardian(s) of _____, a minor child age _____, born on _____, who resides with me (us) at _____.

I (we), _____ authorize, for emergency purposes only, a school-designated employee to transport the above minor by ambulance and consent to any necessary examination, anesthetic, medical diagnosis, surgery or treatment, and/or hospital care to be rendered to the minor under the general supervision of any physician or surgeon licensed to practice medicine in the State of New Mexico.

Preferred Hospital/Clinic for Acute Care and Emergency Care

Dentist Name: _____ Practice/
Clinic _____ Address: _____
Phone: _____

Allergies to drugs, foods or other: (MUST bring in a doctor's note for any allergies) _____

Please list any special medications or pertinent information: _____

My child may be given sunscreen, bug spray, anti-bacterial first aid cream and diaper ointment as needed. **Caritas Felices will not administer any medications of any kind with the exception of the Syrup of Ipecac and only if deemed necessary by the poison control operator.

**Caritas Felices will need an updated copy of shot records and a well child checkup for Dental, Vision and Hearing. Please ask the Director if you have any questions regarding this.

Parent/Guardian

Signature: _____

Parent/Guardian

Name: _____

Date: _____

Director Signature: _____

Date: _____

CHILD PROFILE

Child's Name: _____

Age: _____

You know your child better than anyone else in the world! You have observed your child on a day-to-day basis and are uniquely qualified to share your insight about your child's development with us. Please take a moment to complete this profile, as the information will help us know your child better and to meet his or her individual needs.

1. What does your child enjoy doing the most?

2. With whom does the child reside? Please list names and relationships to child, and names and ages of other children: _____

ADULTS: Name: _____

Relationship: _____

—

Name: _____

Relationship: _____

CHILDREN: Name: _____

_____ Age: _____

Name: _____

Age: _____

4. Who also cares for your child(ren)?

5. What language is spoken in your home

6. Can your child effectively communicate his or her needs? Yes No

Explain: _____

—

7. Is your child toilet trained? Yes No

9. How does your child express anger?

10. Does your child have any particular fears?

11. How does your child react to change? Such as being left by parents?

12. How does your child comfort himself/herself?

Caritas Felices Sick Child, Staff Policy



No child will be admitted to Child Care if...

He/she has been vomiting, has diarrhea, has a fever, or is agitated because of illness.

A child that is sent home from the center with fever, diarrhea or vomiting, may not return to the center the next day. No child will be admitted back into Child care for at least twenty-four hours after the last bout of vomiting, diarrhea or fever.

Temperature will be taken on the forehead, in the ear and /or under the arm, depending on the type of thermometer.

A temperature over 100 along with signs of illness or agitation will be reason to send a child home, although, a temperature may or may not be present for a child to be sent home. When a child gets ill in day care, a quiet place will be found (in view of teachers) for him/her to lie down. A teacher will check the child and tend to his/her needs until a parent or pick-up person arrives.

When a parent is called to pick up a sick child, please make arrangements to pick your child up as soon as possible.

If a school age child is too sick to go to school, he/she is too sick to attend day care as well. We will not pick sick children up from school.

I have a great respect for those parents who want their children to fight off infections on their own without the aid of antibiotics or medications. But, in order for your child to do so, he/she must get plenty of rest. With our daily activities, we cannot provide your child with the amount of rest required. Therefore, we are asking that find alternative child care for your child when he/she is fighting an illness.

If a child has been sick and is on an antibiotic, then he/she may return to _____ re after the first day's dose of medication has been given and he/she is feeling well.

When a child is sick more than three days, State Regulations require a doctor's note before returning to the center. If a child is out sick with a viral infection and returns within three days and still shows signs of the virus, then a doctor's note will be required before readmitting.

We ask that all children and teachers wash their hands upon entering the Child Care Center from home, outside and school. Our goal is to keep a happy, healthy day care not to irritate parents by constantly calling them home for a sick child. We do understand how difficult it is to leave your work and take days off tending to a sick child. Please make arrangements now with a friend, neighbor or relative that could possibly help you out once in a while.

Medications

Caritas Felices does not administer medication.




Lice

When found on a child, he/she will be sent home immediately! A note from the Health Dept. will be required before admitting the child back into the Center.

Injury Report

All injuries are to be written up on an incident or accident report and signed by a parent or by the pick-up person, on the day of the incident or accident. A staff member will discuss who, what, when, where, and how of the incident: this will include, how the situation was handled, what treatment was given, if any, how to prevent it from happening again. Accident reports are the property of Caritas Felices Child Development Center; however, a copy can be obtained at the parent's request. If an injury is severe and medical attention is needed, an ambulance will be called to transport the child to the hospital. Parents will be notified, if a parent is not available, then an emergency contact in your child's file will be called. If possible, a staff member will follow the ambulance, taking the child's medical record with him/her. If possible, the staff member will stay with the child until a parent or emergency person arrives.

A staff member nor can your emergency person authorize treatment for your child. Unless it is life threatening, treatment may not begin until a parent is reached.

 Parent signature	 Date
	

GUIDANCE POLICY

We maintain a positive guidance policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. This seems to work better than giving the child a time out.

 Parent signature	 Date
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PHOTOGRAPH CONSENT

I, or any of my children being photograph, hereby grant and authorize Caritas Felices CDC the right to take, edit, copy, exhibit or publish, distribute and make use of any and all pictures or videos taken of me or my children to be used in and/or for legally promotional materials including, but not limited to newsletters, flyers, posters, brochures, advertisements, fundraisings letters, annual reports, press kits, and submissions to journals, websites, social media networking sites and other print media or digital communications, without payment or any other consideration. This authorization extends to all languages, media, formats and markets now known or thereafter devised. This authorization shall continue indefinitely, unless otherwise revoked said authorization in writing.

I understand and agree that these materials shall become the property of Caritas Felices CDC and shall not be returned.

I hereby hold harmless, and release Caritas Felices CDC from all liability, petitions, and causes of actions which I and my heirs, representatives, executors, administrators or other persons may make while acting in my behalf of my estate.

I warrant that I am of age of consent (18 years or older) and that I am competent to contract in my own name. I have read this release before signing below and I fully understand the content, meaning and impact of this release.

Parent Signature

Date



Caritas Felices

Parent Handbook

SIGNATURE PAGE

I verify that I have received, read and understood the Parent Handbook as given to me and will retain a copy for my reference. I understand that the Parent Handbook is not all inclusive and as new situations come up they will be handled appropriately and effectively by the Director and staff of Caritas Felices CDC.

Parent Signature

Date

Caritas Felices Representative

Date

POLICIES AND PROCEDURES

SIGNATURE PAGE

I verify that I read and understood the Policies and Procedures as given to me and will retain a copy for my reference. I understand that these procedures are not all inclusive and as new situations come up they will be handled appropriately and effectively by the Director and staff of Caritas Felices CDC.

Parent Signature

Date

Caritas Felices Representative

Date

Disenrollment Policy

Caritas Felices Child Development Center seeks to provide programs designed to support children's growth and to challenge them to learn, each as an individual with a unique learning style and way of responding to the world. Given the diversity of the families and communities that we serve, it is incumbent upon us to recognize and appreciate the characteristics and behaviors that each child and family brings to our program.

We are in a partnership with you and your family as a basis for your children's success within our program. Because Caritas Felices is a child-centered/family approach seeks to accommodate a wide range of individual differences, it is only on rare occasions that a child's/family's behavior may warrant the need to be find a more suitable setting for either a short term or permanent basis. We will do everything possible to work with you to avoid a child's disenrollment from the center. The following are some reasons why we would have to disenroll a child or family from the center. Some examples of such instances included:

Child's Actions:

- Child unable to adjust to the program after a reasonable amount of time
- Ongoing physical or verbal abuse to staff or other children
- Ongoing uncontrollable tantrums/anger outbursts
- Excessive biting

Parental Actions:

- A parent/Guardian fails to abide by Center policies or requirements imposed by the appropriate licensing agency.
- Non-payment of tuition
- A parent/guardian demands special services that are not provided to other children and cannot reasonable be delivered by the program. This includes requests that depart from the philosophy of Caritas Felices Child Development Center.

Immediate Causes for Disenrollment:

- A parent/guardian is physically or verbally abusive or intimidating to center staff, children, or any else at the center.
- Potentially dangerous behavior by a parent or child.

Working Towards a Positive Solution

The decision to disenroll a child from Caritas Felices CDC is a difficult one for both the center and the family. In all cases, Caritas Felices CDC goal is to act quickly, thoughtfully and thoroughly to communicate, address and resolve concerns relating to the children in our care. Our personnel will attempt to work with a family to take constructive steps to finding a solution that resolves the problem(s), before a disenrollment occurs.

When a child's teacher or an administrator has concerns about a child's behavior or other circumstances, he or she will document such concerns as soon as they arise. We will inform and involve the child's parent/guardian by notes, phone calls, and meetings, to establish a collaborative environments. As Caritas Felices develops strategies to address a child's particular problem a variety of options should be considered, including:

- Changes to the physical environment
- The daily structure of actives
- Consistency
- Transition times
- Redirection

Similarly, teachers' expectations, home base monument skills, and intervention techniques should be evaluated and change to adapt to the particular circumstances. Whenever possible and appropriate, efforts will be made to help a family understand how they can support the plan at home or encourage a resolution by adjusting their interactions or expectations for a child.

Lines of communication with parents will be established, and parent conferences will be conducted to review the problematic behaviors, the strategies implemented to resolve them (and their relative success) and the possibility of disenrollment if the behaviors are not resolved. It is our ultimate goal to provide the parents sufficient time to take the necessary corrective action to allow the child to remain at Caritas Felices CDC and to provide them with sufficient notice of the potential for disenrollment, so they can secure alternative care.

Ultimately, Caritas Felices personnel will attempt a number of approaches before making the final decision to suspend or disenroll a child from the program.

Disenrollment Process

If the behavior has not resolved after all remedial actions have been exhausted, a conference will be held with the child's parent/guardian to communicate Caritas Felices CDC decision to disenroll. A follow-up letter will be provided which will include, if applicable:

- The reasons for the disenrollment or suspension;
- The date of the disenrollment or length of the suspension, which affords the parent sufficient time to seek alternative care, (up to two weeks, depending on safety risks presented);
- The expected behavior changes required in order for the child or parent to return o to resume or continue enrollment at our center;
- The avenue for appealing the decision to disenroll with in Carita Felices CDC;

Caritas Felices will not disenroll a child based solely on any of the following:

- Making a complaint to CYFD regarding a center's alleged violations of the licensing requirements (if proof can be provided and not done out of retaliation or malice)
- Reporting abuse or neglect occurring at the center (if proof can be provided and not done out of retaliation or malice)

If the center elects to enroll a child, Caritas Felices will maintain on file a record of the circumstances, parental notification, and corrective action taken.

Appeal Process

A parent/guardian may appeal to the centers decision to remove a child from the center, even when the removal is immediate. The parent/guardian should submit the appeal in writing to the Director. The appeal must be submitted within 10 days of the centers notice to the family of the decision to disenroll. The parent/guardian should describe the basis for his/her disagreement with the decision and to provide any supporting documents in this written appeal so his/her position can be fully considered.

Upon receipt of the appeal, the director will review the appeal and will provide a response to the family within 30 days.

Lost, Missing and Unaccounted Student/Child

Contact: Parents or legal guardian

School Attendance Recorder Maribel Moreno-Director

Police 505-314-0110

NM State Troopers 505-827-9300 / 505-827-3476

CYFD ABQ 505-841-4825

Procedures

If a child or student becomes lost, or is suspected of missing from our child care center:

1. Check with parents or guardian if student does not arrive at school and has not been reported absent by parent.
2. Call attendance secretary/recorder and give student or child's possible route to school.

Attendance Recorder: _____ Director / Assistant Director

Attendance Recorder Telephone: 505-392-0371

3. Inform parents or guardian to notify local law enforcement agency and CYFD if student has not been located within a reasonable period of time.

NOTE: This notification to the law enforcement agency must be made by the parent or legal guardian.

If a child or student leaves school or is reported missing between school and home:

1. Call parent or guardian.
2. Call attendance secretary/recorder for any information on authorized release of student.
3. Call law enforcement agency if student is not located within a reasonable period of time.

NOTE: it is important to maintain contact with one person at the law enforcement agency.

These suggestions cover situations when children are left at school, such as being locked up in a building, not picked up by the parent or guardian, or not picked up after school sponsored event or activity, as follows:

1. Parents should be informed in a student handbook, school newsletter, or other means, that there is no supervision at most schools after school is dismissed.
2. Methods for handling these situations will depend, to a large degree, upon the age and maturity of the child. If parents or guardian cannot be reached and the child is upset, options would include:
 - A. Call the parent/guardian if the child knows where to reach him/her
 - B. Call the principal at school or at home

Home Telephone: _____

- C. Call the local law enforcement agency
- D. Call local social services, if this type of service is available

Telephone: _____

3. Do not leave the child alone. Seek assistance. Usually, it is not necessary to remove the child from the school waiting area.

In all of the above situations:

- 1. Call Superintendent**

Superintendent's Home Telephone: _____

- 2. Refer calls of inquiry from the media to the proper civil authority (law enforcement) or to the Office of the Superintendent. Keep the Superintendent informed of developments.**

Guiding Principles

Welcome to the Caritas Felices Child Development Center. The information contained in this “Parents Handbook” will introduce you to the philosophy and organization of the Center. It will serve as a quick reference to the daily operating policies and procedures. Your familiarity with them will help make your child’s day a most rewarding experience. The Center was created to meet the needs for high quality child care for the children of the community neighbors. We look forward to working with you to provide a secure foundation for your child to ensure successful growth and learning.

Philosophy Statement

Caritas Felices Child Development Center believes that the early years hold an enormous promise and that every child has unique gifts and abilities that are to be celebrated and nurture. The Center strives to help all children develop a positive self-image. The Center recognizes that children need clearly defined limits set in a non-threatening yet firm environment. Caritas Felices Child Development Center involves families and community as partners in decision making by providing choice, flexibility and continuity of services. Making available a variety of services that are available to children and their families to participate that are respectful of their family experiences, culture, beliefs, abilities and circumstances. In order to achieve these goals, the Center applies principles that build individual esteem and avoids any shaming practices. As such, the Center accomplishes order and discipline through close supervision, gentle guidance and redirection. In the event a child may become unmanageable a brief timeout may be utilized. The practice is rarely employed and never overused. A necessary tool to correct negative behavior is consistency between parents and the child’s teacher. Caritas Felices Child Development Center believes that working together in a partnership, is a great benefit to the child who may be having difficulties with the pressure of school and everyday life events. We support the full participation of every child’s strengths by promoting a sense of belonging.

Mission Statement

The mission of Caritas Felices Child Development Center is to provide services to families that create a “peace of mind” trust alliance by establishing a collaborative partnership that benefits children, families and the professionals who work with them This partnership allows parents to go to work and be productive while knowing their children are being provided for in a physical environment that is nurturing, strengthens families’ heritage, support interactions and relationships that foster self-reflection, child friendly, safe, clean, and healthy. Enabling parents to gain advocacy skills that positively impact the life of their child and advancing advocacy practices that build upon the uniqueness of every child, their families and community. Were every child has access to appropriate and supportive services that are unique to ever individual child that enables every child to reach their potential by valuing all children and their families.

Curriculum Statement

Caritas Felices Child Development Center, it is believed that every child learns within the context of relationships and through playful interactions within their environment and need the opportunity to explore, to experience, to play, to learn and ... to succeed. This is accomplished through a variety of activities designed to enthusiastically engage children in decision making, analyzing, comparing and by expressing their thoughts and opinions. We are continuously improving our services by incorporating effective methods, models and research in our work with children, through the opportunity of making choices, supporting positive social relationships and experience their consequences, children learn not only academically but also learn life’s social skills. All curriculums are delivered by teachers that are knowledgeable in growth, development, and experiences of individual children in a dynamic, ever-changing method of play in an effort to provide children with exposure to many sensory experiences. For example, science exploration is conducted with hands on age appropriate experiments which demonstrate a lively result/lesson; dramatic play allows children to act out a variety of Scenario’s and for them to experience the different viewpoints of characters firsthand. Caritas Felices Child Development Center believes that in order to provide a

high quality the activities are delivered to children in a non-threatening atmosphere, they can grow in their knowledge and learn that “learning” can be achieved through playful environments while reaping the reward of knowledge. We integrate a multidisciplinary system of professional development, trainings and technical assistance that supports, implement and evaluate the practices that are respectful and responsive to each child.

GUIDANCE POLICY

We maintain a positive guidance policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. The children are explained the rules of the center frequently, so they are all familiar with the guidelines. Please keep in mind that there WILL be disagreements between children. Young children have a hard time expressing their feelings. Sometimes they hit, throw toys, bite, etc. We will try to prevent problems, redirect when appropriate, discuss inappropriate behavior, encourage making amends when offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". An example might be where a child is misusing a toy then he/she will not be allowed to play with the toy for a period of time. The use of time outs will be rare except when a brief cooling off period is needed. Sometimes when children are fighting or throwing toys, we will put the toy in a short time out, and then bring it back into circulation a little later. This seems to work better than giving the child a time out.

PLAY... IT'S HOW WE LEARN

“Play is a cherished part of childhood that offers children important developmental benefits. As we strive to create the optimal developmental milieu for children, it remains imperative that play be included along with academic and social enrichment opportunities and that safe environments be made available to all children.

” - American Academy of Pediatrics

THE VALUE OF PLAY

Play lies at the core of innovation and creativity. It provides opportunities for learning in a context in which children are at their most receptive. **For young children, play is the primary mode of learning.** Play and academic work are not distinct categories for young children, and learning and doing are also inextricably linked for them. Our program is designed with respect for how young children learn.

LEARNING THROUGH PLAY IS SUPPORTED BY SCIENCE

The benefits of play are recognized by the scientific community. There is now evidence that neural pathways in children’s brains are influenced and advanced in their development through exploration, thinking skills, problem solving, and language expression that occur during play.

Research also demonstrates that play-based learning leads to greater social, emotional, and academic success. The National Association for the Education of Young Children (NAEYC) and the National Institute for Early Education Research (NIEER) endorse a sustainable pedagogy for teaching practices that bring play and learning together.

LEARNING THROUGH PLAY IS SUPPORTED BY CHILDREN

Play is what children do as their natural response to the environment around them. When children are manipulating objects, acting out roles, or experimenting with different materials, they are engaged in learning through play. Play allows them to actively construct, challenge, and expand their own understandings through making connections with prior experiences; thereby opening the door to new learning. **Play-based learning enables children to investigate, ask questions, solve problems, and engage in critical thinking.** Play is responsive to each child’s unique learning style and capitalizes on their innate curiosity and creativity.

WHEN CHILDREN ARE PLAYING, CHILDREN ARE LEARNING

We believe in the intrinsic value and importance of play and its relationship to learning. We intentionally plan and create challenging, dynamic, play-based learning opportunities. Intentional teaching is the opposite of teaching by rote or continuing with traditions simply because things have always been done that way. Intentional teaching involves educators being deliberate and purposeful in creating play-based learning environments... because **when children are playing, children are learning.**

“There is in every child at every stage a new miracle of vigorous unfolding, which constitutes a new hope and a new responsibility for all.” - Erik Erikson

STATEMENT ON POSITIVE GUIDANCE

Caritas Felices Child Development Center considers it a serious obligation to develop a comprehensive approach toward implementing a positive guidance policy with procedures that are best for children.

Implementation of the center’s guidance policy and procedures by our staff is not negotiable. We employ every possible effort to introduce, train, work with, support, and guide our staff toward implementation, and do not allow for, tolerate, or contribute to any behaviors or actions that are in opposition. During the interview process and before an applicant will be classified as an active employee, they must sign a statement of acknowledgement they are aware of this and that they have read, understand, and agree to comply with the entire content of the center’s policies and procedures for positive guidance. We insist that it is necessary for all staff members to align their current knowledge and experiences with these proven developmentally appropriate techniques and the latest best practice recommendations.

If a staff member is determined to be unable to fully implement the center’s policies and procedures on positive guidance after effort has been made to assist them, or if at any time communicate unwillingness to do so, the staff member’s own actions and/or opinions voluntarily deem them ineligible for continued employment with Caritas Felices Child Development Center.

General Information

SERVICES OFFERED

Caritas Felices Child Development Center is a year-round program open Monday through Saturday 24 hours serving children ages 6 weeks through Kindergarten entrance. The center operates in a manner responsive to the current and changing needs of the community and offers full time and part time care.

Breakfast, lunch and an afternoon snack are provided as part of the program so there is no additional cost.

CONTACTING THE CENTER

Director: Maribel Moreno **Phone:** 505-392-0371 **Email** caritasfelicescenter@gmail.com

HOURS OF OPERATION

The Center is open 24hrs. Monday through Saturday. The center is closed: Sunday

CHILD CENTERED CLASSROOMS

18 month & WALKING - 24 MONTHS OLD

Toddlers are explorers on the road to learning. They walk, eat table food and often take just one nap a day. Our **Toddler Program** guides children through planned and emergent experiences that enrich their lives on a daily basis. In our safe and nurturing program, toddlers find their voice, make new friends and develop confidence in their newfound abilities. While acclimating to a more structured setting, our toddlers grow and learn through experiencing creative activities and colorful stories.

24 MONTHS – AGE 3 & POTTY TRAINED

At this stage, children are learning through exploration. We help children develop independence and confidence in a setting that encourages a sense of community. In our **Twos Program**, we plan activities based on proven early learning principles. These young learners will increase their language ability, practice early math skills and learn to interact as a group. They will take on greater physical challenges and begin to communicate more effectively.

3 YEARS OLD - 4 ½ YEARS OLD

Preschoolers are in the process of becoming confident learners. They begin to recognize their name in print, show an interest in reading books with others and recall events from previous activities. Preschoolers are ready for more structured learning activities that integrate early literacy, math, science and social studies. Our stimulating **Preschool Program** balances these areas with opportunities for independent exploration and a healthy dose of running, jumping and dancing.

DAILY SCHEDULES

Infants are not expected to conform to a rigid time schedule as they are fed on demand, sleep when they are tired, and determine their own active times.

SAMPLE INFANT ROOM DAILY SCHEDULE

- Morning greetings/communication with families
- Open exploration of the planned environment
- Fine motor development opportunities
- Music and movement activities
- Reading throughout the day and books made available for child choice
- Opportunities for active play, buggy rides or outside time
- Gross motor development activities
- Art and sensory activities
- Opportunities for cognitive development
- Language development activities
- Greeting and communication with families during pick up
- Diapers are changed every 2 hours or often when needed

SAMPLE TODDLER – PRESCHOOL DAILY SCHEDULE

Specific times vary depending on the classroom and the current needs of the children. Classroom schedules, with specific times, are posted in each classroom.

- Morning greetings
- All learning centers open for child self-selection with teacher guided activities
- Breakfast is served (**7:30am**)
- Circle Time/Morning Meeting
- All learning centers open for child self-selection with teacher guided activities
- Outside Play: all outside areas open for child self-section
- Lunch is served **12:00 noon**)
- Nap/Rest time—(**12:24pm-3:00pm**) **No pick ups or drop off's at this time!**
- Snack is served
- Afternoon Circle Time
- All learning centers open for child self-selection with teacher guided activities
- Outside Play: all outside areas open for child self-section
- Evening departures

Our daily schedules provide appropriate blocks of time for children to actively engage in discovery and child initiated learning activities. Our schedules are also designed to provide a balance of active and quiet play; individual, small group and large group activities and indoor/outdoor times; which facilitate our goal of meeting the various and changing needs of children.

CURRICULUM COMPONENTS

COMPONENT 1: THE PHYSICAL ENVIRONMENT

Each classroom at Caritas Felices is a child-centered learning environment specifically designed to facilitate each child's inner drive to learn. Through hands-on exploration of the planned environment, skill development occurs naturally, in a personally meaningful way.

COMPONENT 2: PLANNED AND EMERGENT ACTIVITIES

The learning experiences offered include a combination of activities planned by our teachers and those which emerge from the interests and needs of the children. Our lesson plans are developmentally responsive and account for physical, social, cognitive, language, and spiritual development.

COMPONENT 3: TEACHER/CHILD INTERACTIONS

The staff at Caritas Felices conduct themselves as positive role models through their interactions with children and others. Doing so, children develop empathy and become caring human beings. This approach is mindful to our obligation to provide positive examples of character, respect and a love for learning.

COMPONENT 4: COMMITMENT TO QUALITY & PROFESSIONAL GROWTH

We are committed to the success and reputation of the center, as well as the professional growth and competency of our staff. We adopt an innovative approach to overall growth and development, not only to the children we serve, but also to the center itself and the staff who make it the amazing place it is.

INDIVIDUALIZED & DEVELOPMENTALLY APPROPRIATE

Caritas Felices Child Development Center uses an individualized approach to planning which evolves and adapts to meet the current needs of our children, the community we reside in and the changing expectations of our society. The facilitates inclusion and participation for all children. Our "whole child" approach guides us to accommodate for children's unique learning styles, which enables them to reach their potential in all areas of development. Extra materials are available for rotation as to maintain interest and promote further skill acquisition and account for the unique backgrounds and abilities of all children.

VARIETY AND MEANINGFUL CONTENT

The learning environment, combined with our curriculum and written lesson plans, allow children to participate in a wide variety of experiences each day that range from simple to complex and challenging yet achievable. Classroom materials are evaluated to assure that content and incorporation is meaningful to the lives and interests of children, family and cultural backgrounds, the community, and to the world around them.

OPPORTUNITIES TO MAKE CHOICES, EXPLORE, AND EXPERIMENT

Children have daily opportunities to make choices and participate in self-guided activities; which makes their endeavors more successful. Children are provided with open-ended opportunities and materials that promote experimentation and exploration in a safe and secure environment that is built around their development and individual needs.

PROVIDING FOR A PSYCHOLOGICALLY SAFE ENVIRONMENT

Brain research has taught us that emotions can promote or inhibit the learning process. Studies have proven that creating a psychologically safe environment fosters intelligence. At Caritas Felices Child Development Center, we take child/caregiver attachments, created in a psychological safe environment, very seriously. We feel these aspects are not a secondary to be addressed only after the basic academics and routine care needs are attended to; for young children, such an environment is essential for learning.

Our approach to psychological safety helps children feel secure, nurtured and important. Bonding between children and their caregivers happens naturally through enriched interactions and quality attention to each child's needs. Our caregivers recognize how important it is for children to have a sense of belonging, a feeling of being loved, and a trust in their environment.

Warm and caring relationships with adults provide children with the basis for all areas of learning. Studies have shown the presence of attentive caregivers gives children the security they need to explore their world. Responsive teacher/child interactions help children extend their learning and also gives them the confidence needed to reach out to other children and adults.

Our caregivers know that children's learning occurs during informal activities as often as it does as a result of formal instruction. Children's language development, for example, begins with the earliest of human interactions. Attentive caregivers help children learn the words to communicate their needs effectively. Our teachers see every day caring routines as opportunities for expanding children's skills across all domains of development.

THE VALUE OF PEERS INTERACTION ON SOCIAL DEVELOPMENT

Teachers facilitate development of children's social skills by guiding them toward positive interactions with peers. Our program provides opportunities for children to learn from and teach one another by offering daily opportunities for multi-age grouping. Social/Emotional development is promoted by our staff through consistency, kindness, modeling of appropriate behavior and a thoughtful approach to self-regulation.

POSITIVE GUIDANCE & REDIRECTION

We view adverse behaviors as opportunities to promote more socially acceptable skills. Staff members use appropriate strategies to guide children to recognize, manage and learn from their behaviors as well as express their emotions in positive, non-threatening and productive ways.

FOUNDATION FOR FUTURE LEARNING

We provide daily activities and experiences that promote age level skill acquisition and a joy for learning; which prepares children not only for success in our program, but success in their school years ahead.

Through implementation of age appropriate techniques and activities, embracing teachable moments and incorporating emergent learning opportunities, our program paves the way for future learning in the areas of math, science, social studies, language/literacy, health, faith and the arts.

Our program not only prepares children for success in school, but also provides a strong foundation for success in life through fostering appropriate social skills, self-confidence, and independence.

CHILD DEVELOPMENT GOALS

The tools utilized for meeting our short term and long term goals include implementation of our curriculum in a culturally inclusive environment, weekly individualized lesson plans consisting of activities that emerge from the children's current abilities and interests, and the planned environment.

A list of developmental goals is included in your enrollment packet.

PROGRAM GOALS

- Provide a safe, developmentally appropriate program
- Full implementation of the whole child approach
- Respect each child as an individual
- Foster a joy of learning in all children

FEES AND CREDIT

GENERAL INFORMATION

- Tuition is calculated on a set basis which reserves a child's placement for the days and hours outlined in your child's Enrollment Agreement,
- Children enrolled part time can only attend on the days and hours outlined in your Enrollment Agreement,
- Additional attendance not outlined in your Enrollment Agreement is never guaranteed and requires Director approval.

PAYMENTS AND DUE DATES

- **Payments:** Tuition and fees are due advance. If your child is absent, an arrangement must be made with the center Director for making timely payments.
- **Due Dates:** Payments are due on Monday of each week for children enrolled full time and/or on Wednesday of each week for children enrolled part time.
- **Monthly Payments:** Optionally, monthly payments can be made. When paying monthly, tuition is calculated based on the number of Mondays in the month payment is due; which applies to part time and full time agreements. Monthly payments are due on the first Monday of each month.

ADDITIONAL FEES

- **Late Payment:** A late fee of \$35.00 is assessed on Friday of each week for accounts with a balance due balance.
- **Attendance Beyond Agreement:** For children enrolled part time; a fee of \$45 per day is assessed for each additional day of attendance.
- **Late Pick Up:** A fee of \$1.00 per minute will be assessed, in addition to any applicable fees, for children in attendance beyond 10 hours per day. This is a per child fee.
- **Extra Curricula:** Some extracurricular activities or programs may require additional fees.
- **Non-Sufficient Funds:** A fee of \$25.00 is assessed for all returned payments. If a second payment is returned, all future payments must be made in cash only.
- **Registration Fee:** A one-time fee of \$45.00 per child is assessed at the time of enrollment.
- **Annual Fee:** An annual fee of \$45 per child is assessed in August of each year.

DISCOUNTS AND CREDITS

- **Vacation Credit:** A one week, pre-arranged, vacation credit will be extended to each child per calendar year equal to the child's regular one-week tuition rate. Unused vacation credit is forfeited at the close of each year.
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REDUCTIONS AND REFUNDS

- **Reductions:** Reductions are not given for illness, absences, snow delays, closures or holidays.
- **Refunds:** Enrollment fees, annual fees and/or advance payments are non-refundable.

ENROLLMENT AGREEMENT CHANGES AND TERMINATION

- **Rate Changes:** The Center's Board of Directors reserves the right to make rate changes at any time.
- **Agreement Terminations:** Agreement termination by the enrolling family requires a two-week written notice. Tuition continues to be due during the two-week period regardless of your child's attendance frequency. The center may terminate a family's enrollment agreement at any time, without notice.
- If payment is not received within five (5) days of the due date your child will be dis-enrolled; terminating your enrollment agreement. Once dis-enrolled, your child will be placed on our wait list and eligible for re-enrollment once payment is made in full; if space is available.

- **Agreement Changes:** Enrollment Agreement changes are subject to the approval of the Director and are based on space and availability at time the change is requested.

FAMILY EXPECTATIONS

GENERAL EXPECTATIONS AT THE CENTER

- Complete and sign all required paperwork before your child's first day of attendance
- Furnish all required documentation
- Pay tuition on time
- Assure your child is fully immunized at all times
- Notify the Director of any changes in your contact information
- Obtain prior approval for any changes in your child's scheduled
- Read the Family Handbook
- Adhere to the center's policies and procedures
- Become actively involved in your child's care and education
- Help to promote a clean, safe, healthy, and calm environment
- Bring needed personal supplies for your child in a timely manner
- Assure that your child always has a full set of extra clothes that stays in the classroom
- Provide a clean fitted sheet and small blanket on the first day of each week
- Take your child's sheet and blanket home on their last day of attendance each week
- Provide the same level of supervision for your child that you would expect of our staff
- Never leave your child unattended
- Do not permit your child to act in a manner that is disruptive or potentially harmful
- Conduct yourself in a polite, respectful manner
- Bring any concerns you have to the attention of the Director
- Dress your child appropriately according to current weather conditions

NOTIFICATION OF ABSENCE

In order for the center to provide the best in quality care for all children enrolled, parents are expected to notify the center as early as possible when their child will not be attending for the day. Reporting absences allows our classrooms to best prepare for all children and for the director to make adjustments in staffing and meal produced requirements.

All absences must be reported to the Director. Notifications can be made by phone, email or by visiting the Contact section of our website by filling out the Attendance Reporting form. If applies, absences that reach 10 consecutive days may result in termination of your CYFD child care contract and your child's spot at the center.

ARRIVALS & DEPARTURES

It is required by NM Child Care Licensing regulations that your child be signed in and out each day they attend. Never leave your child unattended in a classroom; children must be dropped off under the supervision of a teacher or staff member only.

Parents are expected to provide the same level of supervision for their child that would be expected of our staff. Children are never to be left unattended or permitted to act in a manner that is disruptive or potentially harmful.

ARRIVING AT THE CENTER

- Please sign your child IN and OUT each day. The attendance sheet is located by the entry door. Please speak with anyone in the office if you are having any issues signing your child In or Out.

- Please arrive a few minutes early as to have an unrushed drop off with enough time to communicate necessary information to your child's teacher,
- Always say good bye to your child and never sneak out,
- Establishing a routine will make your child's transition from home to school a more successful one, and
- Please be sure to put all of your child's items away in their cubby; older children should be encouraged to do this for themselves with your help

DEPARTING FOR THE DAY

- Please sign your child IN and OUT each day. The attendance portal is located by the entry door. Please speak with anyone in the office if you are having any issues signing your child In or Out.
- Please check your child's mailbox each night which is located at the front desk
- It is confusing for children to figure out who is in charge at which times, so we request that you assume clear responsibility for your child upon your arrival
- Parents are expected to provide the same level of supervision for their child that would be expected of our staff. Children are never to be left unattended or permitted to act in a manner that is disruptive or potentially harmful

DRESS CODE

When the weather is unpredictable, be sure your child has a sweater or jacket kept at the center. In addition, your child must have at least one complete set of clothes kept in his/her cubby at all times.

All children who are walking must wear hard soled shoes. For safety reasons, shoes must have a closed toe and heel. Flip Flops are not allowed. Please dress your child so they can comfortably participate in the center's activities which include painting and playing in the sand box.

Children are provided regular opportunities to participate in activities that involve water, cooking ingredients, paint and other messy materials. Although the art materials we provide are age appropriate, they still have the potential to stain clothing. Children's clothing may also become stained due to food or outside play. Although we provide art smocks and bibs, stains still occur. The center does not replace or reimburse families for soiled clothing. Please dress your child with this in mind.

Please label all clothes with your child's name.

TOYS FROM HOME

Our environment is designed to promote sharing, fairness, and a sense of community; all values that are encouraged, taught, and modeled by our staff. Toys from home work against this philosophy because they are not easy for children to share. Toys from home often promote inclusion of a chosen few and exclusion of others. Toys from home can also get lost or be considered unsafe and even inappropriate in a group setting. The classroom environment and materials have been carefully selected as to work with our mission, philosophy, and curriculum in both quantity and age appropriateness. We ask that you leave all personal toys in your car or at home.

BOTTLE AND SIPPY CUP USE

The center is equipped to handle each child's meal time needs and water is always offered to children throughout the day. We ask that all personal sippy cups be left at home or in your car. Per state child care regulations E (1) (7) the carrying of bottles or sipper cups by children throughout the day shall not be permitted. The center provides sippy cups when needed. Infant parents must provide enough bottles for an entire day.

POLICY AND PROCEDURES

OPEN DOOR POLICY

We view parents as partners in the care and development of their children. We have a complete open door policy. Parents of enrolled children are always granted access to their child's classroom during normal operating hours.

While visiting, parents are encouraged to spend quality time with their children. Parents are also welcome to join their children during regular daily routines, for meals, and/or for special activities. A parent's presence, involvement, and input are strongly encouraged and welcome during developmental screenings.

Parents are also invited to participate in any and all activities and help is always welcome and appreciated. We offer many opportunities for parents to participate in center events such as open house, parent/teacher conferences, celebrations, and family events.

ENROLLING IN THE PROGRAM

Children are admitted to the center based on availability of space in accordance with the most recent child care regulation in regard to capacity and teacher/child ratio requirements. Caritas Felices Child Development Center does not discriminate against any individual or group on the basis of race, color, national origin, age, disability, sex, gender identity, religion, reprisal and, where applicable, political beliefs, marital status, familial or parental status, or sexual orientation.

We make every effort to include children with a wide variety of abilities and experiences and supports the right of children with disabilities to grow and learn alongside their peers. Inclusion in the classroom increases the opportunities for all children to learn about and accept individual differences.

PARENTS/GUARDIANS MUST

- Tour the center and meet the staff
- Obtain a copy of the Family Handbook
- Complete all required paperwork
- Provide proof of current immunizations status and Well Child Checkup (Hearing, Vision & Dental)
- Obtain information related to the cost for the use of the center
- Ask any questions you may have to seek clarification of policies, procedures, and parent expectations.

REQUIRED INFORMATION/DOCUMENTS

- Enrollment packet with all paperwork completed and signed
- Completed Income Eligibility Application for the Child and Adult Care Food Program
- Signed enrollment agreement
- Signed acknowledgement that you have read and understand the Family Handbook and Guidance Policy
- Provide a signed doctor's note for all food allergies, accommodations and/or restrictions
- Active CYFD child care contract issued to Caritas Felices, if applies
- A signed statement from the child's physician stating your child is healthy enough to attend group care If your child is less than 6 weeks' old

OTHER REQUIREMENTS

- Pay the registration fee
- Pay your tuition or monthly co-pay in accordance with your enrollment agreement
- Adhere to the times agreed upon in your enrollment agreement
- Sign a new enrollment agreement for all applicable pre-approved changes
- Families receiving child care assistance must re-certify before their contract expires

DIS-ENROLLING FROM THE PROGRAM

Caritas Felices will make any and all possible accommodation to maintain a child's enrollment. The center will first communicate with families in regard to any difficulties presented and work toward solutions that allow for continued attendance. Staff members are required to consistently document a child's aggressive behaviors.

CAUSE FOR DIS-ENROLLMENT

- The parent/guardian consistently does not pick up when he/she is expected
- Tuition account is past due with no effort to make it current
- A child's behavior is aggressive beyond the scope of our staff
- The parent/guardian does not re-certify their child care assistance contract
- The parent/guardian does not provide necessary information after continued attempts
- Patterns exist where a child is not getting picked up before the center closes
- Individuals accompanying children display behaviors at the center that are inappropriate
- A child is out of attendance for 10 consecutive days for no known reason

PROCEDURES FOR DIS-ENROLLING YOUR CHILD

- Parents/Guardians are required to give a 2-week written notice of their decision
- Tuition continues to be due during the two-week period

HOLIDAY & CLOSURES

THE CENTER WILL CLOSE ON THE FOLLOWING HOLIDAYS

- New Year's Day
- MLK Jr Birthday
- Memorial Day
- 4th of July
- Labor Day
- Columbus Day
- Close early the day before Thanksgiving, Thanksgiving Day and The Day After Thanksgiving
- Close early the day before Christmas Eve, Christmas Day and the Day After Christmas

The center also closes for 2 in-service training days a year, typically (but not always) in April and August. Dates of closing will be announced at least 1 month prior to the center closing.

INCLEMENT WEATHER

Caritas Felices looks to Albuquerque Public Schools for guidance in determining weather delays and closures. Delays and closures are announced through KOAT 7, KOB 4, and KRQE 13. When possible, the center will also inform families of delays and closures on our website, Facebook page, and via our email list.

CLOSURE/DELAY PROCEDURES

If APS announces a delay, the center will open at 9:00 AM; no breakfast service

If APS cancels school for the day, the center will be closed

If a state of emergency is declared, the center will remain closed until lifted

HOLIDAYS, BIRTHDAYS & SPECIAL EVENTS

The center will acknowledge standard holidays. Parents are encouraged to participate in the planning of events for celebrations. Children's birthdays may also be celebrated at the center. Parents are allowed to bring small treats for the other children in the class as long as no child is excluded. All items must be store bought and brought to the center in sealed packaging. We encourage healthy, non-sweet snacks such as fresh fruit, cheese, and crackers. Items containing peanuts are not allowed.

Please inform the Director if you choose for your child not to participate with respect to any religious reasons so accommodations will be made. Children will not be restricted from parties and celebrations as a punishment, even at your request.

If a birthday party or celebration is planned by a family outside of school times/hours, unless all children in the classroom are invited, invitations cannot be handed out at the center. If the entire class is invited, please feel free to leave the invitations in each child's cubby.

CONFIDENTIALITY POLICY

We understand that it is your right to have the information you share with us remain confidential and that it is our responsibility to uphold that right. Upon hire, all staff must read, sign and agree to adhere to our Confidentiality Policy; which informs them they are not to share confidential information. Our staff are instructed not to discuss sensitive and/or confidential information in front of children, volunteers, or other family members. The name of a child involved in an incident with another child, or is the source of a contagious illness, will never be shared other families.

CUSTODY AND TIME SHARING ARRANGEMENTS

All custody agreements must be on file and court endorsed in order for them to be enforceable. Without a court endorsed parenting plan or custody agreement, the center will not refuse the release of a child to a known custodial parent upon the wishes of the other parent, as this is custodial interference and a right we do not have.

In cases where custody agreements are in place, we ask that parents follow them. The center is not the place for disagreements and it is in the best interest of the child for parents to act in a manner consistent their custody order. We are not a body of law and will only intervene once at the onset of noncompliance of a court order. The parent violating their time sharing/custodial rights will be informed at that time that law enforcement will be called to assist for any future occurrences. Otherwise, children will be released to a parent/ legal guardian at any time.

COMPLAINT PROCEDURES

Please know I am always here to listen to your questions, comments, or concerns. If you have a concern, please first see the director. If you have addressed your concern with the director and still feel as if your concern is not properly addressed, please feel free to contact the local child care licensing authority for further assistance.

HEALTH POLICY AND PROCEDURES

COMMON CHILDHOOD ILLNESSES

Some common childhood illnesses such as allergies, viruses at certain stages, and non-contagious skin conditions, do not warrant excluding a child from care. We use universal precautions to limit the spread of germs to the best of our ability but unfortunately, not all illnesses are avoidable.

ILLNESS POLICY

We make every effort to reduce the spread of communicable diseases by conducting daily health checks on children. For the health and safety of other children enrolled, if a child cannot participate fully in the center's activities due to illness, they must stay home or they will be sent home. This helps your child recover more quickly and helps us to reduce the spread of illness to other children or staff.

Children are required to be picked up within 30 minutes of the call being placed.

CHILDREN MUST STAY HOME OR WILL BE SENT HOME IF THEY

- Have an armpit temperature reads 100.4 degrees Fahrenheit or greater
- Show signs of illness such as, but not limited to, continuous cough, yellow skin or eyes, stiff neck, unusually dark urine and/or grey or white stool, lice, suspicious drainage from eyes, ears or nose
- Display difficult or rapid breathing
- Show any signs of a contagious illness or communicable disease
- Have an unidentifiable or undiagnosed rash
- Produce vomit or diarrhea twice within one hour

- Have been on antibiotics for less than 24 hours

CHILDREN CAN RETURN TO CARE

- 24 hours after antibiotic medication has started if applies; or
- After 24 hours of being fever and symptom free; or
- After 24 hours after vomiting/diarrhea has stopped; or
- Sooner with a signed doctor's note clearly stating that the child is not contagious, can participate fully and may return to group care

IMMUNIZATION COMPLIANCE

The State of New Mexico mandates that every child must have up to date immunizations on file at the center prior to their first day of attendance. In place of a current immunization record, we will accept ONLY a Certificate of Exemption for School/Daycare noting approval by the New Mexico Department of Health, which must be renewed annually.

MEDICATION POLICY

Caritas Felices will not administer any medication to any child.

SUNSCREEN/SUNBLOCK & INSECT REPELLANT

During enrollment, parents must sign an initial permission form allowing the center to apply sunscreen/sunblock and insect repellent on their child. Sunscreen/sunblock and insect repellent permission is renewed annually. Parents are required to label (with their child's name) and provide sunscreen/sunblock and insect repellent for their child as noted below.

SUNSCREEN/SUNBLOCK

- Must be SPF 15 or Higher
- Must provide UVB and UVA Protection
- Cannot Be Expired
- Must clearly state on the label that it is intended for the age of the child

INSECT REPELLENT

- Only for children older than 2 months of age
- Only repellents containing DEET are approved for use
- Can only be applied once per day
- Cannot be expired

ILLNESS NOTIFICATIONS

When the center becomes aware that a child has been diagnosed with a communicable disease, the Director will post a notification of the illness. The notice, or any verbal communication, WILL NOT include the child's name but WILL include the name of the illness, symptoms of the illness, and information about when to obtain medical attention.

NOTIFIABLE DISEASES

Per state licensing, some illnesses require reporting to the NM Department of Health. Please see the main parent information board for a current list of notifiable diseases. Any diseases noted on the Notifiable Diseases List will be reported by the Director

SAFETY POLICY AND PROCEDURES

POSITIVE GUIDANCE PROCEDURES

WHEN AN INCIDENT OCCURS, CARITAS FELICES STAFF MEMBERS WILL

- At the child's level, first address the victim and assure their safety and feeling of security
- Then address the offender by clearly stating that the behavior is not OK
- Acknowledge what action has occurred
- Acknowledge the feeling or hurt the behavior caused the victim
- Move with the offending child to a location away from the situation
- Provide an expected alternative way of behaving or acting before returning to play

TO CARRY OUT POSITIVE GUIDANCE CARITAS FELICES STAFF MEMBERS WILL

- Focus on fostering more appropriate choices for children
- Remain calm in stressful situations
- Talk and actively listen to children and respond appropriately
- Respond to children's questions and acknowledge their comments, concerns, and feelings
- Help children communicate their feelings by providing language to express themselves
- Make appropriate physical contact to comfort and support children
- Comfort children when they are distressed
- Model appropriate social behaviors, interactions and empathy
- Respond to children who are angry, hurt, or sad in a caring and sensitive manner
- Be actively engaged with children

CARITAS FELICES STAFF WILL NOT USE ANY OF THE FOLLOWING PRACTICES

- Yelling
- Touching of a child's body with the intent of inducing pain, which includes but is not limited to, pinching, hitting, slapping, shaking, spanking, hair or ear pulling, biting, putting anything on or in a child's mouth
- Acting in a way that causes fear, shame or other emotional discomfort
- Withdrawal of food, rest, bathroom access, or outdoor activities as a result
- Abusive or profane language
- Any form of public or private humiliation, which includes but is not limited to, threats of physical harm, calling someone they fear, "time out" or unsupervised separation.

AUTHORIZED PICK UP

Upon enrollment, you must provide a signed list of individuals you authorize to pick your child up. You may update this list at any time in writing. Changes to your list will not be accepted over the phone, however, we will accept a signed statement either faxed or scanned to the center's email. We will always ask for a state issued photo identification card for any person picking your child up who we have no history with. Only authorized individuals 18 years of age or older will be allowed to pick your child up.

CONDITIONS THAT MAY REQUIRE MEDICAL ATTENTION

Please be sure to notify us if your child has a medical condition that may require immediate attention/special consideration. The center must be informed of how to recognize and respond to these individual conditions and if special equipment and/or procedures are required. If your child requires any specific items or has any specific needs, those items and needs will also be accommodated for during any field trip.

ACCIDENTS & INJURIES

The center's staff makes every effort to provide a safe and nurturing environment. The playground and classrooms are designed so that staff can visually supervise these areas at all times, from any location. Accidents, however, do occur.

For all accidents, a report will always be filled out. Your child's teacher will ask you to sign the report upon pick up and will give you a copy. Original accident reports remain property of the center and are kept in your child's file. First Aid certified staff will administer basic first aid as allowed under that credential. Staff intervention is limited to injuries that do not require further medical attention beyond basic first aid. In the event an accident occurs that requires medical attention above the scope of our staff, you will be notified immediately, as will state licensing. In the unlikely event a serious accident occurs, emergency services will be called first. Your enrollment form authorizes the center to contact your child's physician for advice and/or outside emergency services for the purpose to transport your child for treatment.

MINOR INCIDENTS & INJURIES

Basic first aid and Universal Precaution will be followed for all minor incidents and injuries. You will receive an Accident/Incident report for any/all minor incidents, which you will sign and receive a copy of upon pick up. You may receive a courtesy call for some accidents/incidents. Injuries that occur from the shoulder up will always be followed up with a courtesy call to discuss the child's needs and your desires. You will also receive a courtesy call for any child/child bite that results in a skin break.

SITUATIONS THAT REQUIRE MEDICAL ATTENTION WITHIN AN HOUR

- Any child younger than 2 months (8 weeks) of age who has a fever
- The child has a quickly spreading purple or red rash
- The child has a concerning volume of blood in the stools
- The child has a cut that may require stitches
- Other situations that are believed to warrant medical attention within an hour

The child's parent/guardian will be called if their child is presenting with a situation that we believe meets the criteria for obtaining emergency medical attention within an hour. If the parent/guardian and the child's emergency contacts are unreachable or unavailable within one hour, a designated staff member will then transport the child to receive medical attention.

ACCIDENTS/INCIDENTS THAT REQUIRE IMMEDIATE MEDICAL ATTENTION

All center staff have been trained in the center's policies and procedures for handling accidents/incidents that require emergency medical treatment. Once the child is in the care of an emergency medical technician, we will do the following:

- Contact the child's parent/guardian about the incident
- The Director will conduct an internal investigation
- The Director will send a copy of internal investigation report and staff member's incident report to the Child Care Licensing Bureau within 24 hours of the incident

DISASTER PREPAREDNESS PLAN

We are prepared to handle an emergency evacuation. Drills are conducted and an emergency evacuation kit has been put together which includes emergency contact information for children and staff, a flashlight with extra batteries, battery operated AM/FM radio with extra batteries, a can opener, a first aid kit, notepad, pens, pencils, scissors, hand sanitizer, whistles, disposable cups, wet wipes, snack items, various non-perishable canned items, infant formula and cereal, and books and activities for children of different ages.

The center has on file, a complete disaster preparedness plan that is available to view upon your request, which includes precautionary measures, important information, and steps to take in the event of a disaster.

RELOCATION AS A RESULT OF EVACUATION

The Center will use a Short Term relocation location of the parking lot. Short term relocation is used if it is believed to be a false alarm, mechanical malfunction, or a situation that allows reentry to the building. Reentry will be determined by the fire department or building maintenance. In the event it is evident that reentry is not an option, staff and children will be relocated to State Farm 1398 Montano Rd NW Albuquerque, NM 87107.

REUNIFICATION WITH PARENTS

A Caritas Felices Staff Member will be designated to stay on site at a safe place to greet parents who were unreachable and/or attempts to pick up their child up at the Center. If this applies, the person picking up will be directed to State Farm. Once everyone is accounted for at the State Farm staff members will be designated to attempt to contact every parent or authorized pick up until all children have been released to a parent or authorized pick up.

INDIVIDUAL PLANS FOR CHILDREN WITH SPECIAL NEEDS

Any child with special needs will have a written plan for evacuation to accommodate any individual needs. This plan will be written with the assistance of the parent/guardian and child's physician if necessary. The parent/guardian will sign the individual plan once finalized. Individual plans will be kept in the Child Directory of his/her classroom and in the Center's main directory.

IF A CHILD IS MISSING FROM THE CENTER

Frequent attendance is taken throughout the day to ensure accountability of all children. Attendance is also taken before and after any transition from one area to another. Attendance is again taken any time there is a staff member change. Staff members are always aware of the children in their care to avoid any occurrences where children may go unaccounted for.

PROCEDURES FOR STAFF ACTIONS TO BE TAKEN IF A CHILD IS MISSING

- If a staff member believes a child is missing, he/she will immediately direct all children to their classroom and the center will be locked
- Teachers are NEVER to leave the children alone to find a missing child
- The staff member who is aware will notify the director immediately
- The director will designate a staff member to span the area one complete time
- If the child is not found immediately, the Director will first call 911 and then notify the parent/guardian by phone
- Within 24 hours of a case of a missing child, the Director will provide child care licensing with a written statement informing them of the incident

CHILD ABUSE/NEGLECT REPORTING

The staff of Little Sunbeams are mandated reporters of suspected child abuse or neglect. We must and will contact the New Mexico Statewide Central Intake Hotline if we suspect abuse or neglect of any child.

IF YOU SUSPECT ABUSE OR NEGLECT PLEASE REPORT YOUR SUSPICIONS AS FOLLOWS:

New Mexico Statewide Central Intake Hotline

(505) 841-6100

CHILDREN, YOUTH AND FAMILIES DEPARTMENT

Statewide Central Intake • 300 San Mateo NE, Suite 500 • Albuquerque, NM 87108

WELL CHILD CHECKLIST SIGNATURE PAGE

Please circle yes or no for each of the following statements:

My Child has received a well child check: **YES** or **NO**

My child has received a Dental Screening: **YES** or **NO**

My Child has received a Vision Screening: **YES** or **NO**

My Child has received a Hearing Screening: **YES** or **NO**

If I have circled 'NO' in any of the above questions, I have been given appropriate resources to get these completed.

Child's Name

Parent/guardian's Signature

Date

If you have an appointment scheduled please indicate below the day and time:

