

¡Bienvenidos!

Parent Handbook

Important Information about our policies
and procedures



CIRCULO DE AMIGOS Child Care Center

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1. **Bienvenido:** Circulo de Amigos Child Care Center (CACCC) would like to welcome your family to our program. We are pleased you have chosen us to care for your children. It is our goal, through this manual, to begin establishing a relationship of understanding between your home and our Center. This outlines what you and your family may expect from CACCC and what we expect from you. Upon registration, you will be asked to sign a form acknowledging that you have read, understood and will adhere to the policies and information in this manual.

2. **Our Mission:** To offer a high quality, state of the art, childcare center with a home-like atmosphere in which children are exposed to rich and meaningful learning experiences through nature. Our Spanish immersion program helps children become successful in our increasingly multicultural society. Minorities and low-income families benefit from this program as it provides first-class services at an affordable cost, which is sorely needed in south Minneapolis.
 - **Our Philosophy:** Based on universal values, including: respect for all families and cultures. To this end we stress the values of hospitality, resilience, reciprocity, trust, civility, tolerance, forgiveness, respect, courage and love. We believe children need this type of value-based education to strengthen them as human beings, since these are the means through which they will reach harmony and happiness in life.

3. **Programming at CACCC:** Designed to meet the standards and requirements of:
 - Parent Aware – child care rating system of Minnesota
 - National Association for the Education of Young Children (NAEYC) accreditation guidelines
 - Nature Explore Outdoor and Indoor Classrooms (Arbor Day Foundation)
 - Go Green Rating Scale for Child Care Centers (Redleaf Press, MN)
 - The Creative Curriculum (Teaching Strategies, Inc.)
 - The Program for Infants and Toddlers Caregivers (PITC)

Each classroom teacher, assistant teacher and teacher aid incorporates learning outcomes into their weekly curriculum plans. These are then reviewed by the education coordinator prior to being implemented. Our learning outcomes include a wide variety of learning activities based on the NAEYC guidelines, the Minnesota Early Learning Standards and the Creative Curriculum.

Culture is an important part of family, school and community life. There are many items and activities in the classrooms reflecting different cultures. Parents are encouraged to communicate to the teachers and administrative staff any suggestions or concerns they may have about the celebration of cultures at our Center.

Parent involvement and support are essential components of the program. We host special family events throughout the year such as: Fundraisers, lunch with the children, field trips, picnics, multicultural parties, etc.

AT CACCC we incorporate many environmentally friendly designs and practices using as reference the “Go Green Rating Scale” and the “Nature Explore guidelines”. Also, any green friendly concepts such as recycling, the use of renewable energy and non-toxic cleaning products are part of the Center’s

everyday practices. We strive constantly to improve our procedures in this area and to teach children the importance of being responsible to our planet.

The school environment has comfortable and home-like surroundings that engage and challenge children of different ages and abilities. Close consideration is given to health and safety issues.

4. **Age Groups and Adult-Child Ratios:** The Center is designed to serve 79 children, including:

- **Infants:** 1:4

- Ages: 6 weeks – 15 months
- Two classrooms of 8 Infants each

- **Toddlers:** 1:7

- Ages: 16 months – 31 months
- Two classrooms: One classroom of 9 Toddlers and one classroom of 14 Toddlers

- **Preschoolers:** 1:10

- Ages: 32 months – 60 Months
- Two classrooms of 20 Preschoolers each

5. **Days and Hours of Operation:**

- We are open from 6:30a.m. until 6:00p.m. Monday through Friday.
- In efforts to support our diverse teaching team, Circulo de Amigos reserves the right to adjust our operation hours or close as needed, in the event of a staff meeting. Such adjustments shall be announced via email with as much notice as we are able to provide.
- Children can be at the Center a maximum of 10 hours per day.

The Center is closed on the following holidays:

- New Year
- Martin Luther King's Birthday
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and the day after
- Christmas

- **Holidays** - If your child is enrolled on a full-time schedule, CACCC requires full tuition during any week which includes a holiday. If your child is enrolled on a part-time schedule and his/her normal day of attendance should fall on a legal holiday, regular payment is still expected. Additionally, you may not switch your child's days of attendance during a holiday week. If you have questions concerning your schedule/fees during a holiday week, please contact CACCC Administration. In the event a holiday falls on a weekend, the Center will close Friday and/or Monday.

6. **Parent Teacher Communication:** CACCC is committed to our families; we aspire to develop intellectual, physical, social, and emotional skills in your child as well as document each student's progress. CACCC shares information with parent(s) through several methods of communication:

- Website (and/or Facebook Page) - Photos, events and other items of interest.
- General Parent Bulletin Boards – Menu's, holidays, exposure notices, staff development days, special events, parent education notices or information regarding the program. The bulletin boards are in the 1st floor hallway (near the reception area) and 2nd floor hallway.
- Classroom Communication Boards – Lesson plans, teacher profile, room newsletters and more are available outside of each classroom.
- Daily Communication Sheets (Infants/Toddlers) - Classroom staff provides daily information to parents regarding each child's activities, physical care, behavior and supplies needed.
- Parent-teacher Conferences– Scheduled conferences are held twice a year; parents will be notified of the dates in advance. We will provide a written summary of each child's intellectual, physical, social and emotional development during conferences. These Conferences will only be offered in the established dates. In case that parents or guardians cannot attend on the scheduled date, they must wait for the next conference.
- Phone Contacts – Classroom teachers and administrative staff will be available to discuss any questions or concerns you may have. Feel free to call us at any time and leave a message; we will call you back at a convenient time to be able to give you and your child the proper attention.
- E-mail - Another way of contacting the Center staff is via email; please feel free to write questions, comments, feedback, etc.
- Folders – Each child has a folder in the reception area; please feel free to leave messages/notes for your child's teacher or administrative staff in your child's folder. Administrative staff will leave invoices and messages for parents in these folders, as well.

Circulo de Amigos restricts staff from providing child care services off site for families they meet through their employment at Circulo de Amigos. This includes nanny Services and babysitting. Our staff work full time and we don't want them to feel obligated to perform child care responsibilities outside of their scheduled hours. We also limit outside contact between staff and program participants. We strongly discourage communication by personal email and through social media such as: Facebook, Twitter, Instagram, etc.

7. **Health Documents:** Prior to starting at Circulo de Amigos, we must have on file a copy of your child's immunization record and the Health Care Summary forms filled out by a physician. The record must include your doctor's signature or a clinic stamp. Circulo de Amigos reserves the right to deny care to any family that does not participate in the Immunization Program.

- **Immunizations:** This record must include dates (month, day, and year) of the immunizations that the child has received. It must be current and is **due on admission**. Records must be updated and returned to the office whenever your child receives additional immunizations.
- **Health Record/Summary:** This information must include the date of the child's most recent physical exam (within six months) and be signed by the child's source of licensed health care. This form is **due on admission**. We will discontinue care if the Health Care form is not received in a timely manner.

- **Reexamination:** A new health summary (an updated report of physical examination signed by your child's source of health care) is required when a child advances to an older age category (classroom).
 - **Dietary modifications:** Modifications due to special health needs shall be made under the direction of a licensed health care provider. Written permission from the child's parent/legal guardian and the child's licensed health care provider is required. Dietary modifications for religious reasons require only written parent/guardian permission.
 - **Individual Child Care Plan-** Children who have the following conditions: Asthma, diabetes, seizures, allergies and special needs must turn in a ICCP form. This form will need to be completed by your child's physician and it **is due on admission and updated annually.**
 - **Emergency dentist and medical care provider:** Assign your child's dental clinic and medical clinic, in case of emergencies. Infants and Toddlers must have a Dental clinic assigned on their medical forms, provided by CACCC (Emergency Card form and Parent Handbook- under medical care prover). If a Dental clinic or medical clinic is not assigned, we will assign the Center's designated emergency care providers.
- CACCC's designated Dental clinic: The Dental Emergency Room- 707 E Lake St, Minneapolis, MN 55407.
 - CACCC'S designated Medical Clinic: Children's Hospital-2525 Chicago Avenue S. Minneapolis, MN 55404.

8. Health and Safety Information:

- **Allergies:** Please let the Center staff know of any allergies (including food allergies) that your child may have. We will take all the necessary steps to address each child's specific needs.
 - **Oral Hygiene:** At Circulo de Amigos, it is of high importance to teach children the importance of oral health. We follow the recommendations from the ADA that suggest replacing toothbrushes every three to four months. For this reason: Circulo has established three dates during the school year to change your child's toothbrush. These are: January, May, and September.
- **Sick Children:**
 - We ask that you **please keep sick children at home.** Please contact the Center if you are unsure about sending your child to daycare due to illness. CACCC does not provide care for children that are ill; there are **NO EXCEPTIONS** to this policy.
 - The childcare director and/or administrative staff will notify parents when children have been exposed to a communicable or infectious disease, while at CACCC. Any reportable illness your child may have been exposed to will be posted in your child's classroom. Parents are required to provide a doctor's note of when your child can return to the center.
 - If your child does become sick and needs to be sent home, we will provide a safe and quiet space for your child to lay down while waiting for an authorized person to arrive. We will first try to notify the primary guardians. If you cannot be reached, we will notify the first number on your

emergency slip (Please update this information as needed). We ask that parents arrange for their child to be picked up, in a timely manner (30 minutes to an hour).

- At CACCC: we take every precaution possible to protect the spread of diseases. All areas, equipment and materials are cleaned and disinfected per licensing requirements and NAEYC's best practices.

CACCC follows the Minnesota Department of Human Services, Division of Licensing, Rule 3 Guidelines for the Exclusion of Sick Children from daycare programming.

A child who:

- Has chickenpox (until all lesions have popped and crusted over).
- Has vomited two or more times since admission that day.
- Has had three or more loose stools since admission that day.
- Has contagious conjunctivitis (pink eye) or abnormal eye drainage.
- Has a severe cold or flu/coughing- that limits child's ability to engage in childcare activities.
- Has lice, nits, ringworm or scabies that are untreated, or the treatment time has not ended and is contagious to others.
- Has a temperature of 100 degrees' Fahrenheit axillary or higher, of undiagnosed origin, before fever reducing medication is given (within the last 24 hours).
- Has a bacterial infection (e.g., streptococcal pharyngitis or impetigo) and has not completed 24 hours of antimicrobial therapy.
- Has an undiagnosed rash or rash attributable to a contagious illness or condition.
- Has significant respiratory distress.
- Has unexplained lethargy.
- Is not able to participate in activities with reasonable comfort.
- Is on medication for less than the required minimum amount of time for a contagious illness that can infect other children (i.e. ringworm, lice, pink eye, etc.).
- Requires more care than the childcare staff can provide without compromising the health and safety of the other children in care.

9. Medication Policies:

- CACCC must receive a signed and dated written consent for any medication that will be given to any child, including diaper rash creams, lotions, sunscreen and insect repellent, using the "**Medication Administration permission form**" provided by CACCC.
- Over the counter medications such as products used during diaper change, lotions, sunscreen, and insect repellent can be administered by any authorized staff of CACCC and must follow the product's instructions, unless there is a written prescription given by an authorized licensed physician.
- CACCC must be provided and will follow written prescriptions by any authorized and licensed physician or dentist before administering any prescription medication. The medication must include updated prescription label with legible instructions to follow.
- All medications must remain in their original package or container including the full child's name in legible writing. Prescription will only be given to the child whose name is on the prescription label.

- Any expired medication will not be administered to any child and will be either returned to the parent or properly disposed of, according to the indicated dates.
- Before giving any medication to any child, CACCC must ensure that the “**Medication Log**” registers ANY kind of drug. This log must be available in the reception area at all times where it specifies the proper administration of the medicine with the following: name of the child, name of the medication or prescription number, date, time, dosage and the name and signature of the person administering the medication.
- Sunscreens and insect repellents administered by CACCC can be used by more than one child, only if they are siblings and with previous written consent by the parents. It is important to note that diaper rash creams including pre-moistened towels cannot be shared in order to prevent cross contamination, these must always be clearly labeled with the full name of the child and to be only used by that child.
- Medication, diaper rash creams, and sunscreen lotions must be stored according to the instructions provided in the original packaging of the product and inaccessible to the reach of children.
- All prescription medications must be returned to the front desk after every dosage. If the medication will not be needed anymore, this must be returned to the parent.
- No medication should stay in CACCC past the indicated dates for usage, unless there is written recommendation by a licensed physician; this is only applicable for creams or preventive medications registered in the Medicine Log, as well as the Care Plans.
- No medication should be given to any child that is not age appropriate unless authorized by a licensed medical physician.
- In case of a 100-degree fever or above, we will inform the parents and with previous consent and approval, we will proceed to administer medication as the staff or personnel waits for the pickup of the child by the same.
- No prescribed medication shall be administered with an “AS NEEDED” request. The exception should be lotions for dry skin treatment.

10. Injury Prevention:

- Proper supervision is maintained always, both indoors and outdoors. Staff strategically position themselves to observe the entire play area and children.
- Staff review classrooms daily; any broken, damaged or unsafe equipment is removed.
- The site is inspected daily for safety hazards (e.g., broken equipment, environmental hazards, garbage, animals, contamination, etc.) and the required depth of cushion material under and around the equipment is maintained.
- Hazards include, but are not limited to:
 - Security issues (unsecured doors, unlocked or damaged gates, inadequate supervision, etc.)
 - General safety hazards (broken toys & equipment, standing water, shakable & sharp objects, etc.)
 - Strangulation hazards
 - Trip/fall hazards (rugs, cords, etc.)
 - Poisoning hazards (plants, chemicals, etc.)
 - Burn hazards (hot coffee in child-accessible areas, unanchored or too-hot crock pots, etc.)

- Hazards are reported immediately to the director; assigned staff will assure that hazards are removed, made inaccessible or repaired immediately to prevent injury.
- Toys are age appropriate, safe and in good repair; broken toys are discarded.
- Mirrors are shatterproof.
- Cords from window blinds/treatments are inaccessible to children.
- The director monitors the Injury log monthly, to identify accident trends and implement a plan of correction. CACCC routinely gets updates on recalled items and other safety hazards on the Consumer Products Safety Commission website: www.cpsc.gov.

11. Procedures for Injuries and Medical Emergencies:

- Child is assessed and appropriate supplies are obtained.
- First aid is administered (see “First Aid” below). Non-porous gloves (nitrile, vinyl or latex*) are used if bodily fluids are present. If an injury/medical emergency is life-threatening, a staff person stays with the injured child and administers appropriate first aid, while another staff person calls “911”. If only one staff member is present, the staff person assesses the child for breathing and circulation, administers CPR for one minute, if necessary, and then calls “911”.
 - Staff calls parent/guardian or designated emergency contact, if necessary. For major injuries/medical emergencies, a staff person stays with the injured/ill child until a parent/guardian or emergency contact arrives, including if child needs to be transported to a Hospital. Staff record’s the injury/medical emergency on the DEL Injury/Incident Report, which are kept in each classroom. The report includes:
 - date, time, place and cause of the injury/medical emergency (if known), treatment provided, name(s) of staff providing treatment, and people contacted. A copy is given to the parent/guardian the same day and a copy is placed in the child’s file.
- For major injuries or medical emergencies, the parent/guardian will sign for receipt of the report. The child care licensor is called immediately for serious injuries/incidents which require medical attention. A copy of the report is sent to the licensor no later than the day after the incident.
- An injury is also recorded on the Injury Log, which is in the Center Director’s office. The entry will include the child’s name, the date, staff involved, a brief description of the incident, the factors contributing to the accident and measures taken to insure prevention of similar incidents in the future. The log is reviewed by the Center Director.

12. **First Aid:** All staff are required to have training in Cardio-Pulmonary Resuscitation (CPR) and First Aid.

- Training includes: instruction, demonstration of skills and test or assessment. Documentation of staff training is kept in the personnel files.
- Our first aid kits are inaccessible to children; the kits are in the upper cabinets of each classroom, front desk (Reception area), administrative offices and the kitchen. First aid kits are identified by a Red Cross logo on the outer side of the kit box.

- Each of our first aid kits contains all the following items:

- First aid guide
- Sterile gauze pads (different sizes)
- CPR mouth barrier
- Small scissors
- Adhesive tape
- Band-Aids (different sizes)/Roller bandages (gauze)
- Large triangular bandage
- Tweezers for surface splinters
- Chemical ice (non-toxic) for injuries
- Gloves (nitrile, vinyl, or latex)

- **Procedure for Administering First-Aid:**

- Teacher examines child.
- Teacher determines if child needs attention from a medical professional (EMT, RN, LPN, Advanced first aid, etc.). If injury requires advanced medical attention, staff will call “911”. If appropriate, First Aid is administered until the paramedics arrive at the Center. A staff member will accompany the child to the nearest hospital, if the parent is not available to do so.
- The Center Director is notified of all major injuries; parents will be telephoned. If not available, the Center will contact the first available emergency contact of record, for the child.
- The child is treated at the Center, if injury allows. If injury can be treated at the Center, the injury is cleaned, disinfected, and covered, if necessary. Any additional non-emergency treatment will be obtained by the parent or designated (alternate) authorized person of record.
- Inform parents – Parents will be notified of all major and minor injuries.
- If a child has a chronic disease (e.g., seizures, asthma attacks, etc.) that affects classroom performance or may eventually cause a classroom emergency, staff will consult with the parent as well as the child’s doctor for written directions for staff to utilize under these emergency conditions.
- Staff shall keep the health forms as well as the emergency contact information, for each child, in an easily accessible place in the classroom, for quick reference.

- **Travel First Aid Kits:** A fully stocked first aid kit is taken on all field trips/outdoor trips. First aid kits are checked by CACCC Administration and restocked monthly or sooner, if necessary.

Travel first aid kits contain:

- Liquid soap and paper towels
- Water
- Chemical ice (non-toxic) for injuries
- Copies of completed ‘consent for emergency treatment’ & ‘emergency contact’ forms

- **Blood/Bodily Fluid Contact or Exposure:** Even healthy people can spread infection through direct contact with body fluids. Body fluids include blood, urine, stool (feces), drool (saliva), vomit, drainage from sores/rashes (pus), etc. All body fluids may be infected with contagious diseases. Nonporous gloves are always used when bodily fluids are present. To limit risk associated with potentially infectious bodily fluids, the following precautions are always taken:
 - I. Any open cuts or sores on children or staff are kept covered.
 - II. Whenever a child or staff encounters any bodily fluids, the exposed area is washed immediately with soap and warm water, rinsed and dried with paper towels.
 - III. All surfaces in contact with body fluids are cleaned immediately with detergent and water, rinsed and disinfected with an agent such as bleach in the concentration used for disinfecting body fluids.
 - IV. Gloves and paper towels or other materials used to wipe up body fluids are disposed of, properly. Equipment used for cleaning is stored safely out of children's reach, in an area ventilated to the outside.
 - V. Clothing soiled with body fluids are placed in a (sealed) plastic bag and sent home with the child. All children should have a change of clothing available.
 - VI. Hands are always washed after handling soiled items and after removing gloves.

13. Financial Policies and Schedules:

- **Registration** – To reserve your child's space at CACCC, parents are required to complete the Enrollment Package, provide one week of tuition (in advance), as well as a registration fee, for each child (Please see the fee schedule).
- **Tuition** - Tuition is charged one week in advance (for the following week). Tuition payments for each child enrolled are due and payable on Friday for the upcoming week. A late fee will be assessed to all accounts that are not current on Monday, at noon. If CACCC does not receive your tuition or county co- payments for two consecutive weeks, your child's enrollment will be suspended/terminated. If enrollment is terminated due to non-payment of tuition, it is CACCC's policy to proceed with collection proceedings. Parents will be responsible for reimbursing CACCC for all costs associated with the collection process including, but not limited to, administration costs, reasonable costs of collection, court costs, filing fees, attorneys' fees, and all costs and disbursements incurred incident thereto.
- **Payment Methods** - For your convenience, we gladly accept various forms of payment (cash, check or credit card). Also, a receipt for payment is available upon request. CACCC's financial policies and rates are subject to change with proper notice.
- **Policy for Preschool Rates** - Preschool rates apply to children that are no longer using diapers and are age appropriate. To switch to a preschooler rate, your child must be able to use the toilet on their own. At CACCC, we respect any child who has a condition or disability that prevents them from using the toilet; in this case, the preschooler rate does apply (for children at or above the 31-month mark). Additionally, CACCC fully supports your efforts and initiative to help your children to use the toilet; with your efforts at home as well as continuing the potty-training here at the Center, we can ensure consistency, which will allow your child to make it a

routine to use the toilet. Please keep in mind that Preschool #1 does not allow diapers, parents must provide training pants (Pull-Ups) to make toilet training a smoother process.

- **Annual Holding Fee's:** During each year that passes since the first day of attendance, families will be entitled to, no more than, 3 weeks on a Holding Fee schedule (70% regular tuition). In Case of a family emergency and you need to request additional weeks than the permitted amount, please speak to a member of our administration team must get the approval required to be placed with a "Holding Fee" rate during the time requested, if possible.
- **Sibling discounts:** With our families' best interest in mind, CACCC is happy to offer families with siblings at our center a sibling discount. This consist of a 10% discount off weekly tuition, for the youngest child. The sibling discount is only applicable to one child per family. Once a sibling stops attending Circulo (and only one of the siblings is left enrolled), the sibling discount will no longer be applied. For expecting mothers: the sibling discount is only effective once the infant begins attending CACCC.
- **Leave of Absence/Vacation Benefits:** After your Child's enrollment has been continuously maintained for a period of six months, full-time families earn **one week** (5 days), of [free] leave of absence/vacation time credit, **annually**. If this vacation benefit is not used annually, it does not carry over and accumulate for the next year. Additionally, the amount of earned vacation days must be used continuously, in the same week. This benefit will retain your child's reserved space at the Center, without requiring a "holding" fee. Part-time families will earn leave of absence/vacation time credit pro-rated per the number of days they are enrolled per week. Please notify the Center administration, in writing, at least one week prior to the requested date of your leave of absence/vacation dates.
- **Modifications to Schedule Policy:** CACCC **will not allow** Schedule changes from Full Time to Part Time during the year, for extended periods of time. We can accommodate for a week or two, if needed, with the proper authorization but keep in mind that during summer, we will not switch children who were Full Time to Part Time. If you need to change schedules during the summer to Part Time, CACCC recommends that you dis-enroll, without the guarantee that the space will still be available.
- **Weekly Schedules:** All enrolled children must have a schedule and parents are required to check in/out daily, for children who are attending.
 - **Full-time:** Full-time enrollment reserves your child's space for 10 hours daily during our days of operation.
 - **Part-time:** Part-time enrollment allows your child to attend 3 or 4 full days. If your family chooses the part-time enrollment option, we require that you commit to a weekly schedule.
- **Severe weather:** We will close under severe weather conditions in accordance with the local school district and / or our own criteria. You will always receive an email notification in the event of a closure of the center.
- **Extended Absences Notice:** While we care for your child, communication is important. For this reason, we have implemented daily reports for our infants and toddlers and verbal

communication with our preschoolers. At times, communication is given in informal settings such as: phone calls, messages, etc. We'd like to ask that you inform us through these communication platforms of the occasions your child will be absent.

- **Start dates:** Circulo de Amigos will not be able to hold a reserved spot for over 15 days past the designated start date. After the 15 days are due you must pay the full weekly rate going forward to retain your space at Circulo. Registration fees will not be refunded if you decide to disenroll your child and it is past their assigned start date.
- **Annual rate increase:** Every year in September, Circulo de Amigos Child Care Center increases our weekly rates. We do this with efforts to provide our teachers raises, benefits, make improvements to the center, and other factors that come along with operating the business and retaining quality employees.
- **Late Fee (After Hours/Maximum Hours Exceeded)** – CACCC does not like to charge late fees. However, it is CACCC's policy that full time children can be in the Center a maximum of ten (10) hours each day. If children are consistently left at daycare past our closing time, CACCC will charge a late fee as soon as it's one-minute past 6:00pm, when the center has closed. **The late fee is \$15.00 when picked up after 6:00pm or exceeding 10-hour maximum and per every fifteen (15) minutes or portion thereof.**
- **County Childcare Assistance and Co-payments-** Families with CCAP who are assigned a co-pay must make these payments biweekly and keep up with the copayments due. If you have any questions regarding what your assigned copayments are, please ask someone in our administration team. If a family falls behind on more than two co-pays, CACCC reserves the right to terminate child care services and contract agreements.
- **Food/Meals: Catered Lunches-** Currently, CACCC charges 4.00\$ a day for lunches (this price may be subject to change). Lunches are charged monthly and payments are expected at the end of the month. Families have the option of providing bagged lunches from home but please keep in mind that bagged lunches must meet the USDA bagged lunch recommendations
- Please notify CACCC Administration if you will be providing your child's lunch from home.
- Homemade foods are accepted in compliance with State regulations and USDA Based Child Care Food Guide (Bag Lunch Requirements).
- **Nut free facility:** CACCC is strictly nut free facility. In the case you send a homemade lunch to school and it contains nuts as an ingredient, we will return the lunch home and your child will eat the school's lunch. This will be charged to your account at \$4.00 per meal (price is subject to change).
- **If your child has special dietary requirements or allergies, please inform CACCC Administration prior to the start date of your child's attendance.** The Center will try to accommodate any special dietary needs your child may have. However, parents/guardians may be asked to bring specialized food items (e.g., special milk or required store bought food) or to make other arrangements for their child's dietary needs, in some cases.

- Children are provided a nutritious breakfast, lunch, and afternoon snack daily.
- All meals provided meet USDA requirements for nutritional content.
- Milk is provided with all meals and snacks. CACCC provides organic, reduced fat, cow's milk. Whole milk is served for ages 1 to 2 and for 2 years and up 1% milk is served. Parents should provide lactose free or other type of milk (e.g., Soy/Silk, etc.), on a weekly basis. Please inform staff of these dietary requirements.
- Meal times are as follows:
 - i. Breakfast: 8:00-8:30 a.m.
 - ii. Lunch: 11:40-12:30 p.m.
 - iii. Snack: 3:00-3:30 p.m.
- Infants are feed on demand per individual needs and parental recommendations. Parents are expected to *supply breast milk, special formula, and bottles*.
- Toddlers have their food modified as necessary to meet their needs and ability to eat table food.
- **Breast-milk in Zippy cups:** Please provide a zippy cup that is spill-proof, preferably suction activated zippy cups, for children in the Toddler classrooms whom still drink breast milk.
- Since breast milk is a body fluid, we want to avoid spills, splashes and direct contact on the children and staff.
- All bottles and zippy cups must be clearly labeled with a first and last name.
- No outside food policy for celebrations: Due to many known and unknow allergies with the children we serve, CACCC has decided to no longer allow any type of outside food to be distributed to our students during birthdays, last days of school or any other celebration. We encourage that you provide pencils, stickers, stamps, or any other item that is not for consuming.

16. **Behavior Guidance:**

- Positive strategies for behavior guidance are used to keep each child's dignity and positive self-esteem.
- Tailor the behavior expectations, schedules, routines, transitions, and teaching strategies to the development level of the children in each classroom.
- Create high quality supportive environments where children can learn and practice appropriate skills.
- Work to build positive nurturing relationships with children and help them feel accepted in the group.
- Ensure that each child is taught the appropriate social-emotional and communication skills needed. Provide them with a positive model of acceptable behavior.

- Redirect children away from problem situations and focus on teaching them what to do in place of the challenging behavior.
- Provide immediate and natural consequences for a child's unacceptable behavior.

17. Persistent/Unacceptable Behavior Policies and Procedures:

- We try to understand the meaning of a child's challenging behavior by observing and recording the child's behavior and the staff's response. All actions taken are recorded and kept in the child's record.
- CACCC provides extra resources to support a classroom teacher that is dealing with extreme behavioral issues.
- Dealing with persistent unacceptable behavior involves an initial consultation with the parents to establish goals and create a partnership to address the behavior. A second conference may be necessary to review the behavior support plan, outline new approaches and discuss consequences.
- If the behavior is excessive, violent or endangers other children at the Center, we will separate the child from the group (under appropriate supervision) and ask the parent / guardian to pick up the child as soon as possible. Depending on the severity, the persistence of the behavior and if it jeopardizes the well-being of colleagues and staff, CACCC reserves the right to terminate child care services.

Behavior Reporting Policy

1st Behavior Incident Report:

The first unacceptable behavior will be notified to the parents or guardians verbally by the teachers of the group.

2nd Behavior Incident Report:

The second unacceptable behavior will be grounds for preparing a "Preschool Daily Report".

3rd Behavior Incident Report:

The third unacceptable behavior will be the second "Preschool Daily Report".

4th Behavior Incident Report

The fourth unacceptable behavior that is presented will cause a "Behavior Report".

5th Behavior Incident Report:

A new unacceptable action, a meeting with the parents or guardians will be requested to inform them of the implementation of an "Action Plan", request their support to work together on the unacceptable behavior(s), and discuss a possible classroom change for the child.

6th Behavior Incident Report:

If unacceptable behaviors occur again during the time given to carry out the "Action Plan", only notes of daily reports will be made to keep parents or guardians informed.

7th Behavior Incident Report:

In case the "Action Plan" does not obtain the desired expectations, authorization will be requested from the parents or guardians to work together with a specialized agency to observe the unacceptable behavior that is being presented repetitively, receive new strategies, make a new " Action Plan "and work with the suggestions that are received.

8th Behavior Incident Report:

When the unacceptable behavior persists, and a new risk action occurs, it will be a cause for a definitive suspension.

NOTE: The "Action Plan" must be read, understood, accepted and signed by the child's parents or guardians; In the event that parents or guardians do not agree with the strategies proposed in the "Action Plan" or disagree with the observation by specialists, CACCC will have the right and responsibility to accept a class observation and implement any strategies or suggestions from the observer.

18. Field Trips, Public Relations, and Educational Research Policies: Parents/guardians will be notified in advance, in writing, of any field trips, experimental research procedures, or public relations activities that may occur during our regular center hours.

CACCC feels it is important to include appropriate field trip destinations/experiences, which are coordinated with the Center's curriculum and utilized by the teacher to enhance the classroom activities. A permission form will be sent home to the parent/guardian for signature of any planned field trips. During the field trips, teacher/child ratios are maintained, always, to ensure the safety of each child.

Additionally, staff often take the children on walks near the center for the opportunity to get fresh air and additional enrichment experiences. We ask that parents/guardians to sign a permission form (included in the Enrollment Package) for these outings as well. Any questions or concerns may be forwarded to CACCC Administration.

19. Play Days: CACCC will have "play days" in the snow, whenever the weather permits. If your child is not fully equipped with the necessary outdoor gear, they will not be able to join in the fun with their classmates. Please be certain that your child has: **Winter Jacket...Boots...Gloves...Hat/Hood...Scarves (if needed).** Please consider attaching gloves to your child's jacket via clips/snaps, or yarn/string, etc... gloves frequently are lost on the playground. Remember to label all of your child's belongings with a first and last name. Circulo de Amigos will not be responsible for lost or misplaced items.

Additionally, CACCC strives hard to keep the daycare environment for your children as clean as possible. To that end, we are requesting assistance in keeping the snow/salt/street chemicals, etc., limited to one area in the school. Please know that CACCC only has the well-being of your child in mind.

- When entering the building (front or back), please leave your wet boots and/or your child's boots in the cubby hole under the stairs (near the reception area). CACCC has protected the downstairs floors with plastic mats, in hopes to keep the carpet as clean and dry as possible.

- Boots for all the children (Toddlers/Preschoolers), will be left in the cubby hole under the stairs; all boots should have your child's class ("Toddler" or "Preschool") and your child's name (the last name, too) printed/labeled on the inside of both boots.
- Each child should have a pair of shoes to be worn inside the facility and that can be left at school (these should be labeled as well).
- To protect the carpeting, no winter boots will be allowed on the second floor of the building. If you are picking up your Preschooler, you will need to leave your boots downstairs (or have one of the teachers bring your child to you).
- No boots/shoes are allowed in the Infant classrooms; CACCC provides shoe covers if you choose not to remove your shoes/boots.

Additionally, CACCC has been certified through Nature Explore as an outdoor classroom. In good weather (spring/summer/fall), Preschool and Toddler students will partake in outdoor classroom instruction. Please be certain that your child has appropriate clothing and sunscreen.

20. Adequate footwear at the center: As our children begin to experience the world on their own, we must ensure their safety by always providing them with proper footwear.

At Circulo de Amigos we have updated our footwear policy to ensure the safety and protection of our children. Children should wear appropriate shoes at our designated play areas (mud areas, climbing areas, indoor gross motor areas, etc.). We specifically ask that our students wear enclosed shoes and have additional running shoes, for inside the classrooms. We also request that children do not wear crocs or sandals.

It is also suggested that children do not wear the following type of footwear for their safety:

- Shoes bigger than their actual size.
- Shoes with smooth soles.
- High heel shoes.

21. Animal Policy: Please inform us if your child has an allergy to animal dander). Most children enjoy relating to pets and other animals. During specific times of the year animals may visit the Center to enrich the children's learning relating to a theme/area of study. All pets will be licensed and vaccinated following local health department requirements.

22. Center Etiquette:

- **Day Time Visits Policy** - The Center has an open-door policy for all parents/guardians of registered children and for those individuals identified as “Authorized to Pick Up” in the child’s registration form. Parents are welcome to visit us at any time.
- **Day Visits regarding Breast Feeding** – *Nursing mothers are welcome to visit/nurse their child in our designated breast-feeding area located on the 2nd floor lounge room, however, we are asking that parents do not enter the Infant Rooms since at this age infants spend majority of the time playing on the floor. CACCC attempts to keep the Infant rooms as clean as possible for your child(ren) as they are learning to sit and crawl and we want to keep these rooms as germ free as possible.*
- **Picking Up Your Child from the Classroom** - To focus the attention of teachers on their daily tasks and providing maximum supervision, we are asking for your support and assistance in implementing the following pickup procedures at CACCC:
 - **Parents must assign the people authorized to pick up their child**, at enrollment. If you need to make modifications to the list of people authorized to pick up, send a written request via email or in person. When an authorized person picks up your child, please let them know they must bring a valid photo identification to verify their identity.
 - **Unauthorized to pick up:** If you must make a last-minute request for your child to be picked up by someone whom is not on your authorized to release list, please assure that you contact our administration with the full name of the individual picking up and you submit a written request as soon as possible. Please note the child will not be released to any individual whom is not verified by the parents/guardian as authorized to release or if they fail to provide proper identification.
- **Parents, Circulo de Amigos suggests to please wait outside your child’s Classroom:**

CACCC is asking the teachers to prepare your child’s paperwork/progress reports, notes to parents, etc., in advance, so that these documents will be available in your child’s file at the front desk (Reception Area). Please wait outside the classroom for the teacher to bring your child to you. It is very stressful for the other children (especially new children), not being picked up by a parent, to have adults come into the classroom. If you have questions for your child’s teacher, please send an e-mail, leave a note in your child’s file, wait for parent teacher conferences, or schedule an individual meeting with your child’s teacher (again via telephone or e-mail to CACCC). CACCC does not want to lose focus on providing your child with the necessary attention that they need or want; parents in the classroom can make this time seem confusing.

- If there are items that are not included in your child’s carrier bag (red shopping bag), please wait until the next day to discuss with their teacher. We strongly suggest to parents not to go to the Preschool classrooms, after hours. CACCC is concerned about parents/children going to vacant classrooms unaccompanied.
- **Signing out your child at the end of the day:** During our operation hours, the personal care and hygiene of each child is important to us. For this reason, we have established diaper changes to specific hours of the day or as needed. Every teacher is instructed to have the children ready and clean before parent pickups. Once your child has been picked up and signed out, we cannot take them back for any additional diaper changes; the only individuals authorized will be the

parents but under their responsibility. Our staff changes roles and adapt activities at the end of the day following the number of children per classroom. For this reason, we would like to have our staff available and ready to help in other classrooms or any other extracurricular activity.

- **Toy Policy:** Circulo de Amigos respectfully asks for your support to not bring toys from home. CACCC limits this habit to avoid distractions within the classroom and it's not necessary since CACCC has enough didactic and recreational material so children always have meaningful and fun learning experiences.

23. **Referral Program:** We conduct written observations, assessments and behavior reports to document children's development and areas where they need support. If there is a developmental or behavioral concern, Circulo will request a formal evaluation to be conducted by a specialist. The evaluation process provides an in-depth view into the child's skills and needs. Circulo de Amigos Child Care staff and parents collaborate with an early intervention agency (Help Me Grow, Washburn Center for Children and MPS Childhood Screening) to conduct evaluations and to plan strategies for intervention. Families will receive an Individualized Family Service Plan (IFSP) that details expected outcomes for their children.

24. **Disenrollment Notice:** CACCC understands that there may be various reasons why a family must change their childcare plans. If it is necessary to remove your child(ren) from daycare, we ask that, whenever possible, you must provide a two (2) week written notice.

If your child is pre-enrolled in daycare and you need to revise your childcare plans, CACCC requests a 30-day notice to disenroll your child. The Registration Fee (\$75.00) is nonrefundable. If the parent is providing a 30-day notice, the one-week tuition deposit will be refunded; if less than a 30-day notice, the one-week tuition deposit will not be refunded.

25. **Child Abuse or Neglect:** (Please see insert entitled "Maltreatment of Minors Mandated Reporting Policy for DHS Licensed Programs, attached.)

- If you know or suspect that a child is in immediate danger, call "911". All staff at CACCC are mandated reporters for suspected child abuse or neglect.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake line at (651) 431-6600.
- Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made to the local county social services agency at (612) 348-3552, (Hennepin County phone numbers), or local law enforcement at (612) 673-5703.
- If your report involves possible violations of Minnesota Statutes or Rules that govern the facility, you should call the Department of Human Services, Licensing Division, at (651) 296-29