

Caterpillar Clubhouse Daycare

Family Handbook

License # 166645
4221 Silver Ave SE
Albuquerque, NM 87108
Phone Number: 505-322-2776
Fax Number: 505-322-2860
Executive Director: Silvia Vasquez

WELCOME

We are excited that you have chosen Caterpillar Clubhouse Daycare! Our goal is to provide a safe, secure environment for your child that fosters physical, social, emotional, and cognitive development. We hope the time you and your child spend at Caterpillar Clubhouse Daycare will be happy and joyful. Parents, as a child's first and most important teachers, are an important part of our program. While you are participating in our program, we strive to develop a partnership, between home and our center, which benefits the development and growth of your child. We welcome your involvement at CCDC and encourage you to call and visit the center often. We value your input and your participation.

To ensure the success of your child's experience, we ask that you read through this Parent Handbook. Please retain this copy for reference throughout the year. On occasion, we may find it necessary to add or change information in this handbook. In that case, we will notify you of any changes or revisions by posting a notice, we can provide you with a paper copy at your request or you may also access a copy on our website, www.caterpillarclubhousedaycare.com.

Sincerely,
Silvia Vasquez, Caterpillar Clubhouse Daycare Executive Director

OUR MISSION

The mission of Caterpillar Clubhouse Daycare is to educate and shape future leaders with quality childcare, early education, and nutritional services in a safe and nurturing environment. At CCDC we recognize every child and his or her family deserve equitable access to appropriate services and supports that acknowledge their uniqueness and enable them to reach their full potential.

WE BELIEVE:

1. Parents have the primary responsibility for the education of their children. Caterpillar Clubhouse partners with parents in the development of their children. The home is the most important factor in a child's development, we strive to support and complement the family in order to promote the healthy development of your child. (Partnership)
2. Relationships are the essence of life, and life is best enjoyed in authentic community. (Community)
3. Being bilingual opens doors for us to make a difference globally. Preparing our children for bilingual proficiency is our goal. (Bilingualism)
4. Children learn to play and play to learn. We will nurture children's playful nature to instill in them a love for learning and wisdom. Every child learns within the context of relationships and through playful interactions within their environment. (Play)
5. Serving those around us builds strong communities. (Service)
6. Fun is a must for students and staff. We will intentionally celebrate life together. (Celebration)

OUR PHILOSOPHY

Caterpillar Clubhouse Daycare welcomes families without regard to race, religion, nationality, socioeconomic status, family structure, cultural background, gender, or preferred language into its facility. The programs of CCDC arise from a common desire for excellence in meeting the needs of children and their families for nurturing growth and development, learning, relationships, and understanding. We foster the development of dual language skills in children to instill in them a love for language and culture and help them navigate an increasingly connected world. Caterpillar Clubhouse Daycare strives to build trust and establish collaborative partnerships that benefit children and their families.

CURRICULUM STATEMENT

We will use a variety of resources to provide a learning environment that will promote intellectual and socio-emotional growth suitable for the children's ages. We will provide innovative activities to introduce the children to the world and teach developmentally appropriate language and math concepts in both English and Spanish. Children will learn to participate in routines, demonstrate ability to make decisions and gain confidence in their abilities. Children will learn by experiencing the world around them through exploration and play.

PROGRAM GENERAL INFORMATION

LICENSING

Our program is licensed by the Children, Youth and Families Department of the State of New Mexico. A copy of the State Regulations has been given to all employees for their review. Copies of the State Regulations are kept by the check in station for accessibility and our license is posted on the Caterpillar Clubhouse main bulletin board. Caterpillar Clubhouse Daycare undergoes an annual licensing review process.

We offer full time enrollment, before and after school care with transportation to neighboring schools (please contact our front desk for a list of these schools).

Hours of Operation: CCDC is open from 7:00am to 6:00pm, Monday through Friday. The center is closed for various holidays throughout the year including:

January	Martin Luther King Day	In-Service (Professional Training) Day
February	President's Day	
April	Good Friday	
May	Memorial Day	
July	Independence Day	
September	Labor Day	
November	Thanksgiving Break	
December	Winter Break	

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Website: www.caterpillarclubhousedaycare.com

DAILY SCHEDULE (subject to change)

7:00-8:00	Check in/ Welcome	11:45-12:30	Family style lunch
8:00-9:00	Breakfast	12:40-12:50	Story time
9:15-9:30	Classroom Gathering/circle time	12:50-2:00	Nap/Rest
9:30-10:00	Class educational activity	2:00-3:00	Class activity-table toys
10:00-10:30	Arts and Crafts Class Activity	3:00-3:45	snack
10:30-11:30	Outdoor/ Indoor Play	3:45-4:00	Outdoor/ Indoor play
11:30-11:45	Wash hands prepare for lunch	4:00-5:30	Class activity- play dough, color, paint
		5:30-6:00	Clean-up / pick up

Infant daily schedule

7:00-9:00	Check in- breakfast individual feeding	12:00-12:45	Lunch feeding
8:00-8:30	Play time- floor play (after breakfast)	12:45-1:00	Bottle feeding
9:00-9:30	*Check Diapers	1:00-3:00	Nap
9:30-10:00	Belly time	3:00-3:30	*Diapering /Bottle feeding
10:00-10:45	Outdoor Play	3:30-4:00	Snack
10:45-11:30	Play Activity	4:00-4:30	Tummy Time
11:30-12:00	*Check Diapers	4:30-5:00	Outdoor Play
		5:00-5:30	*Diapering /Bottle feeding
			—
		5:30 – 6:00	Floor Play – Pick up time

**PLEASE NOTE DIAPERING, BOTTLE FEEDING AND NAPS ARE NOT SUBJECT TO SCHEDULE; DIAPERS WILL ALSO BE CHANGED AS NEEDED, BOTTLE FEEDING AND NAPPING ON DEMAND. LOGS WILL BE MAINTAINED.*

**PLEASE PROVIDE DIAPERS, WIPES, CREAMS OR OINTMENTS FOR YOUR INFANT. EACH ITEM WILL BE LABELED AND HAVE A DESIGNATED COMPARTMENT FOR YOUR CHILD ONLY.*

**PLEASE PROVIDE FORMULA AND/OR BREASTMILK FOR BOTTLEFEEDINGS. PLEASE PROVIDE ENOUGH TO SUPPLY FOR THE DAY. ITEMS WILL BE LABELED AND ACCOUNTED FOR AT TIME OF CHECK IN. YOU WILL BE PROVIDED WITH ALL CONTAINERS AT PICK UP TIME.*

PROGRAM PROCEDURES, POLICIES AND GUIDELINES

DROP-OFF, PICK-UP, AND ACCESS TO THE BUILDING/PARKING

Arrival and Departure:

Morning Drop Off- Children may arrive starting at 7:00am. No drop offs are allowed prior to 7:00am. For safety reasons, you or any other adult who drops off your child must enter the building with the child and MUST sign him/her in and out each day on the electronic terminal in the office area so that CCDC maintains daily records of attendance and meals. Caterpillar Clubhouse Daycare parents are required to escort their child or children to their designated classroom where they will be greeted by CCDC staff, children are to never be left unsupervised in any area or room where a CCDC staff member is not present. Children cannot be dropped off in front of building to walk themselves in.

***Please be certain that everyone authorized by you to bring your child or pick up your child is aware of this requirement.**

All children must arrive by 10:30am each day. If you are unable to arrive by 10:30 you must call the school to let us know. Habitual lateness may result in the disenrollment of your child. CCDC can make exceptions for any scheduled appointments, we ask that you call the center or speak to administrative staff in advance.

Parents may park on the south side of the building, or in the parking lot West of the building. There are limited parking spaces, so we ask you to please not linger in building or parking lot so other families can park.

**Please note that the center will not be accessible before 7:00am in order to allow time to prepare for the day.*

Afternoon Pick-Up- Pick up must be at 6:00pm. Again, please be courteous of parking space use. Late fees will be assessed after the 5-minute grace period for pick-up. Late fee is \$1.00 per minute after grace period; this amount is to be paid the next day. A late pick-up invoice will be signed at time of late pick up. Parents who will be late must call CCDC in advance. If someone else will be picking up your child, be sure that the person's name is listed on your child's pick-up form. Children will not be allowed to leave with anyone that is not listed on your authorized pickup list. Please inform anyone picking up your child that they should bring some form of photo identification to show the admitting staff member so that identity can be verified. The center will call you and, if necessary, will call emergency contacts, to arrange for pick-up if a child is not picked up by 6:05pm.

****Legal authorities may be contacted if your child/children are left at Caterpillar Clubhouse Daycare for more than thirty minutes after closing time.***

Safety:

All the exterior doors of the CCDC are locked from the outside at all times. These doors are not locked from the inside, thus enabling a rapid exit in case of an emergency evacuation of the building is necessary. This is for staff and child safety. Parents and visitors are required to ring the doorbell and be cleared by administration staff at the front desk before entering the classrooms. For safety reasons please refrain from holding the door for anyone coming in after you.

For your safety and to prevent auto theft we suggest you do not leave your car running. Please DO NOT leave any children in your vehicle without adult supervision.

If a designated person comes to pick up your child and appears to be under the influence of alcohol or an illegal substance, for the child's safety, Caterpillar Clubhouse Daycare staff will keep the child at the school until another person can pick up the child.

Reporting Abuse or Neglect: By law, staff at CCDC must report any incident of suspected abuse or neglect regarding a child in care to the New Mexico Department of Children, Youth and Families. Likewise, parents have an obligation to report any concerns of abuse. CCDC makes every effort to respect the dignity, worth and individuality of each child, family member and staff member through relationships that are based on mutual trust, respect and positive treatment. However, if at any time you have a concern, please feel free to schedule an appointment with the Executive Director or administrative staff to discuss the matter immediately. It is our intention to address all parent concerns in a timely and mutually agreeable manner.

If you have a concern or question regarding your child or your child's classroom, please speak to your child's Teacher first. If you are not comfortable addressing your concerns with your child's teacher, you are welcome to speak to the Executive Director, administrative staff or Program Manager.

DISCIPLINE AND GUIDANCE POLICY

Unconditional love and reasonable limits are the two most important components in effective discipline. When simple, clear limits are presented, children become responsible for their own actions. When inappropriate behavior does occur, we believe it is important for each child to understand why the behavior is inappropriate and how to modify it. Guidance means setting limits, guiding behavior, and helping children to learn appropriate behavior. Guidance should be solution oriented as it is designed to help solve problems.

Although a child may momentarily take a short break from the group to gather his/her feelings. As children learn accountability for their actions, they also learn that there are consequences for the choices they make. Teachers will give age appropriate responsive guidance and discipline after the occurrence of poor behavior. Examples of poor behavior would be interrupting the class lesson, disrespecting another person, hurting themselves or others, damaging property, and endangering oneself.

Responsive guidance and discipline may include but is not limited to:

- Redirection of Behavior** - The teacher replaces the source of misconduct with another activity or object.
- Explanation**- The teacher explains the poor behavior and helps the child think of an alternative behavior.
- Short break**- The child may be removed from a situation and place in an area within the classroom or another supervised area. This gives the child an opportunity to calm down and regroup. Before being invited to rejoin the class, the teacher will discuss the child's poor action and guide the child to another acceptable behavior for the future.

If a child endangers the safety of others (i.e. hitting, biting, throwing objects with intent to injure) parents/guardians may be asked to take the child home for the remainder of the day. Consistent behavioral issues could result in dismissal from the program. We reserve the right to dismiss a child from our programs on a case-by-case basis. Tuition and fees are non-refundable.

There shall be no cruel, harsh, corporal punishment or any unusual punishments such as, but not limited to yelling, hitting, pinching, shaking, spanking, biting, deprivation of food or sleep, neglect, or any kind of mental, emotional or physical abuse.

BEHAVIOR GUIDELINES

If current problems arise in the child's behavior, the director will arrange for a written record of the child's actions to be made for a period of two weeks, followed by a discussion with the child's parents. Referrals to outside resources may be made. Behavior that is not allowed at Caterpillar Clubhouse Daycare is:

- Excessive hitting, biting or other aggressive or intimidating behavior
- Behavior that is contrary to healthy thinking and safe childhood activities, such as excessive name calling, bullying, use of sexual and private-parts words.
- Excessive disrespect to other children or to teachers
- Refusal to respect the school's guidelines during learning and outdoor playtime.

When a child displays these negative behaviors, his/her parents will be notified immediately to pick up their child. Children who habitually exhibit the above behaviors, or are a danger to themselves or others, may be disenrolled from the program.

BITING POLICY

Caterpillar Clubhouse takes biting incidents very seriously. Biting is a common but troublesome problem anytime children are cared for in groups. Biting is usually a response to a frustrating or upsetting situation that the child has encountered. Unable to communicate verbally, the child bites. Most of the reasons children bite are not behavioral problems, and therefore, CCDC does not focus on punishment for biting, but on effective techniques that address the specific reason for the biting. When biting occurs, we have three main responses:

1. Care for and help the child who was bitten
2. Help the child who bit learn other behavior
3. Work with the child who bit and examine behavior child exhibits prior to biting and offer redirection.

We give immediate attention and first aid to children who are bitten. We offer to put ice on the bite if the child is willing. We clean the wound with soap and water. When children bite, their parents are informed personally and privately that same day. When children are bitten, their parents are informed personally that day and given a copy of our incident form. We keep the name of the child who bit confidential. This is to avoid labeling and to give our teachers the opportunity to use their work and energy to work on stopping the biting. Biting is always documented. The form is completed and signed by a teacher, the incident must also be signed by the parent. One copy is given to the parents, and another copy is kept in the child's file for our records.

Most children will stop biting after these actions have taken place. However, if the child continues to bite, it may be necessary to remove the child from the program until the biting has stopped. Re-enrollment will not be guaranteed as our classroom enrollment is based on capacity.

HOLIDAYS, BIRTHDAYS AND SPECIAL EVENTS

Celebrations are a big part of Caterpillar Clubhouse Daycare. Each classroom will have special events, and the teacher will communicate the dates with the parents. In addition, Caterpillar Clubhouse Daycare will celebrate the following events: Seasons of the year, Harvest, Thanksgiving, Christmas, Valentines, Easter, and Honor Parents.

Birthdays are special and deserve to be celebrated. We welcome special birthday snacks such as cupcakes, cookies, etc. which will be eaten at regular snack time. Please check with your child's teacher to find an appropriate day to celebrate your child's special day and of any food allergies. Parents are welcome to stay during the birthday celebration time. Please make sure whatever is brought that there is enough for every child in the class. You may leave a camera at our front desk with administration staff for pictures that day.

FIELD TRIPS

Caterpillar Clubhouse Daycare will notify parents and request a permission slip before going on any field trips. Fieldtrips may be at an additional cost. Teachers will carry a backpack with a first aid kit, contact information and cell phone during all trips. Parents will give permission for their child to participate, and parent participation is always welcomed for any field trips.

SAFETY AND EMERGENCY PROCEDURES

Your child's safety is our priority and we have taken several precautions to ensure it. The doors remain locked always. Parents and visitors must first check in with the front desk and be cleared to enter the classrooms. Only authorized people can drop off and pick up students. We abide by state licensing regulations and the city fire code.

Fire escape routes are posted by every exit in the building. Staff and children are trained, through drills, to respond quickly and calmly to the announcement of a fire or to the fire alarm. This involves routine hearing of the announcement and immediately exiting using the appropriate exit.

Drills are conducted monthly at various times of the day.

REGISTRATION, TUITION AND DISENROLLMENT PROCESS

Enrollment:

*Non-refundable registration fee of \$60.00 or \$100.00 for 2 or more children is due at time of enrollment.

Children's Records: Before your child can be admitted to CCDC, you must complete enrollment and registration forms. These will be reviewed with you at time of registration. Forms are updated periodically. It is

a mandatory state regulation that Caterpillar Clubhouse Daycare has a copy of your child's immunization records, and that you provide us with updated records when shots are given. All information pertaining to enrollment and registration is kept locked, only available and accessed by CCDC administration staff.

Nondiscrimination Policy: All children in attendance at CCDC, regardless of race, color, national and ethnic origin or religious preference are admitted and receive equal privileges, programs and activities. Children are offered the same meals with no discrimination, and we will make accommodations as needed for special dietary requirements. A completed enrollment packet must be submitted to Caterpillar Clubhouse Daycare with all required documentation.

Tuition, Registration fee and Payments: Tuition: CCDC relies on tuition fees to meet basic costs. Therefore, it is crucial that tuition be paid on time. You may pay your tuition on a weekly or bi-weekly basis. If you are on the state assistance program through CYFD and are given a co-payment, the monthly amount will be due the first of every month. If your account becomes delinquent you will be assessed a late fee of \$5.00 per day. If tuition is more than one-week past due, childcare services will not be available until the account is made current.

Parents who fall behind in making their tuition payments may lose their childcare slot.

Payments can be made in cash, check or debit card. The parent is responsible for the account in full.

The parent/guardian who is listed on the Caterpillar Clubhouse Daycare registration form as the parent or guardian is responsible for making the payments on time.

No tuition credit will be given for holidays or student absences or illnesses. Holidays and days of observance for Caterpillar Clubhouse Daycare year are shown on the Days and Hours section of this handbook. No credit/refund will be owed if the school must close because of emergency or inclement weather.

Returned Check Fees: In addition to bank charges, the center will charge families a \$35 fee for checks unable to be cashed; full payment for the tuition and the Fee must be made with 2 business days after notification of returned check. Caterpillar Clubhouse Daycare will have the option to refuse any future checks and only accept payment for tuition in the form of guaranteed funds (cash, money order, cashier's check).

Financial Assistance

Caterpillar Clubhouse Daycare is approved with New Mexico Children Youth and Families Department to accept children that qualify for child care assistance. For more information or to apply for CYFD assistance, please contact the New Mexico Child Care Services Bureau at:

Website: cyfd.org/child-care-services/child-care-assistance

Phone: 841-4800

Email: jolyne.vigil@state.nm.us

3401 Pan American Fwy NE, Albuquerque, NM 87107

Withdrawals

If you decide to dis-enroll your child/children from the center, we request 2-week's written notice. Should two weeks' notice not be given, you will be liable for 2 week's tuition. All fees and charges must be paid prior to withdrawal.

Recommended Withdrawal - If CCD director recommends withdrawal from the daycare, tuition payments made as of the date of withdrawal will be refunded.

Suspension / Dismissal – Expulsion Policy

(revised 1/2018)

We adhere to our discipline and guidance policy, however on some instances we require to contact parents if a child endangers the safety of others (i.e. hitting, biting, throwing objects with intent to injure) parents/guardians may be asked to take the child home for the remainder of the day. Consistent behavior issues could result in dismissal from the program.

Caterpillar Clubhouse will maintain a positive environment and partner with our families to prevent expulsion, the following steps will be followed:

- Incident report will be filed, a conversation with the parent / guardian concerning the incident. We ask that at this time families must have a conversation with their child concerning the incident. We ask all incident reports to be signed at the time of conversation with your Childs' teacher.
- Disciplinary Action Form will be filed, a second conversation will be held, at this time we may provide resources to address any concerns or needs.
- Expulsion from Caterpillar Clubhouse. We reserve the right to suspend or dismiss a child in our sole discretion on a case by case basis, for inappropriate behavior, if we do not have adequate expertise or resources for the child's educational, medical or other needs (subject to any applicable regulatory requirements), for violations of our policies, or for any reason we determine to be in the best interests of Caterpillar Clubhouse Daycare or the child. In our sole discretion, suspension or dismissal may be with or without notice.

Circumstances under which a child may be permanently dismissed from our program are explained below.

- The child exhibits extremely aggressive behavior that endangers other children and/or staff.
- The child's health and safety at the center cannot be assured due to circumstances such as impulsive, risk-taking behavior.
- Unwillingness of the parent/guardian(s) to work with teachers in the management of their child's behavior, and/or refusal to follow the program's recommendations for outside support services.
- The child's developmental needs are not being met at the center due to general immaturity, behavior indicative of a child's immaturity may include severe ongoing separation issues, excessive need for teacher attention, and inability to function independently or with the group.
- Nonpayment of tuition.
- Continued lateness of parents picking up their child.
- Parents display of inappropriate behavior towards staff or children. May include: disrespectful language, disregarding program policies, verbal and/or physical harassment or any unlawful behavior.

OUR STAFF

Education and Requirements:

Our staff is committed to a partnership with parents to educate their children. They provide our children with an outstanding learning experience and nurture their physical, social, emotional growth. All our staff has gone through a thorough background check and finger printing approved by the Children, Youth and Families Department of New Mexico and the FBI. They have training in Early Childhood Education and are certified in CPR and First Aid procedures. Every team member is required to receive 24 credits of continuing education each year to continue employment at Caterpillar Clubhouse Daycare. Our Lead Teachers have obtained or are working towards obtaining their Child Development Certificate at CNM. All staff members have successfully

(Revised 3/20/18)

completed CPR/First Aid and Health and Safety.

Qualified staff members: All staff members must go through the screening and fingerprint process in order to be employed at CCDC. Substitutes, floaters, lunch breakers and any other staff are included in the screening process. In those times in which staff members are absent or must leave early, CCDC employs qualified staff members to temporarily cover for these teachers.

Volunteers: Caterpillar Clubhouse welcomes volunteers into the classrooms but never in place of a qualified staff member. If a parent wishes to become a regular volunteer, he/she must go through the fingerprinting and screening process that each employee must go through.

PARENT INVOLVEMENT

CCDC has an open-door policy for parents to visit their child's class, we encourage parents to participate in the education of their young children. We are here to support your efforts to learn as much as you can about your child's development. Parents volunteering on a regular basis may be requested to complete a background check.

When visiting, please sign in at the office. Please no cell phone activity to minimize distractions. If you need to accept a call, please step out into the hall before answering.

The faculty will make every effort to welcome and work with parents. However, if a parent interferes with the educational process or exhibits misconduct towards staff, team members, or children, this may result in the child's dismissal from our program.

We have a variety family events and we encourage you and your family members to attend. Parents are asked to:

- Open House (August)
- Attend Parent-Teacher Conferences that are held two to three times per year (April, August and December)
- Accompany children on field trips
- Read to the children
- Join your child for a meal at CCDC (parent is asked to call in advance.)
- Check child's cubby in his/her classroom on a daily basis for information or take-home art work.
- Please return paperwork for child's file to the office in a timely manner. Some of our State paperwork has deadlines that we MUST meet.

CHANGES IN ADDRESS OR PHONE NUMBERS: Please notify the Center's office staff immediately when any change in address or phone numbers occurs for you or for your emergency contacts. The Center must have accurate addresses and telephone numbers in case of an emergency at all times.

CONFERENCES: Parents are welcome to visit CCDC at any time. Parent-teacher conferences are scheduled two to three times a year – Parent attendance at these conferences is encouraged. Every attempt will be made to schedule them at a time that is convenient for you. If at any time you would like an additional conference, please notify your child's Lead Teacher or the administrative staff. We will be glad to schedule an appointment.

At parent-teacher conferences, your child's progress will be reviewed using the Focused Portfolio method. Throughout the year, teachers will be collecting samples of your child's work, will photograph him/her doing activities, and will record direct quotations made by your child. These will be compiled into a portfolio, which will be reviewed with you at each conference. Your child's progress will be measured using developmental milestones.

FAMILY RESOURCE AREA: Just inside the entryway you will locate a table with pertinent information for our families. Please take the time to visit this area periodically.

CLASSROOM INFORMATION: Classroom information will be located in each classroom, posted in each classroom information board you can find classroom daily schedule with activity times and accompanying lesson plan.

Cell Phone Policy: The Center is a cell phone free zone. We ask that when you enter the building to drop off or pick up your child, that you turn off your cell phone or leave it in your vehicle. Often teachers will want to speak with you about your child's day. It is helpful if the teacher has your undivided attention

DRESS CODE:

Please dress your child comfortably. Shorts must be worn under dresses. No open toe sandals. Please dress your child in comfortable attire that is appropriate for active play and current weather conditions. Children will go outside to play if the weather is not inclement and is above freezing (above 32 degrees). We do not recommend that your child wear jewelry to the center. Jewelry is easily lost and often poses a hazard to the safety of your child and others.

Children may get messy during our active day, please be aware of this when you dress your child for school!

During warm weather months we do have weekly Water Days. Please be prepared to leave a swimsuit, towel and optional water shoes for your child to use during these months.

Children in each classroom must have a complete set of extra clothes that includes underwear, socks, pants and a shirt. All clothing, jackets, hats and mittens or gloves must be labeled with the child's name.

Parents are requested to label and supply the following items:

1. Personal blanket for nap
2. Extra clothes (please label the inside of the garments)
3. Backpack (Optional)
4. Diapers, formula, wipes, sunscreen, diaper creams.

**We ask that your child does not bring any toys from home, the center will provide toys and all the necessary tools for a fun filled learning experience.*

TOILETING:

Communication between parents and teachers is the key to successful toilet training. CCDC wants to provide the same routine that your child is using at home. Please let us know when you feel your child is ready to learn to use the toilet. We want this to be a positive experience for you and your child. The teachers at Caterpillar Clubhouse are aware of the signs that they should look for when a child is ready to be trained. Each child's individual readiness for toilet training must be the key that begins this process. However, a child must be fully potty trained before entering the mixed 3 and 4 age classroom. Although we realize that children vary in potty

training age, classroom ratios restrict diapering to the toddler classrooms. Partnership between teacher and families will make for a smoother transition.

PERSONAL BELONGINGS: CCDC is not responsible for personal belongings brought from home. Please be advised that we not replace lost or broken items. We do not recommend that your child wear or bring jewelry to class.

CONFIDENTIALITY: Pertinent information is provided to teaching staff, all staff members are required to sign a confidentiality agreement upon accepting a position with CCDC. Employees at CCDC respect the privacy of all children enrolled at the Center and all information concerning the children and/or their families is kept confidential.

We will send home Incident and Injury Reports (accordingly) for any situation involving your child. Please note that our Confidentiality Policy does not allow us to share the names of any child other than your own either verbally or in writing involved in any incident. A parent or guardian signature is required on all incident and accident reports, these are kept in your child's file. A copy may be provided to you at your request.

Changes and Concerns: Changes in your life, family, living arrangements, or people who are important to your child can have a dramatic impact on the feelings and behavior of your child. Please share with us any change that you believe might affect your child and that might be reflected on his/her behavior at CCDC. Occasionally we may call you if we think there is information that needs to be shared with you on a timely basis regarding your child or if we need your input or have questions.

Remember that you may call us at 505-322-2776 throughout the day if you have any questions or concerns or would like to check on your child. Our email address is caterpillarclubhousedaycare@outlook.com and you may feel free to contact us there, too.

You may find a copy of this Parent Handbook on our website at www.caterpillarclubhousedaycare.com or request a printed copy at our front desk.

EMERGENCIES

Center Closures: Occasionally, weather or environmental conditions (water main break, gas leak, etc) in the area cause unsafe conditions that require us to close the Center for the safety of the children and staff. The basic weather policy is as follows:

WE FOLLOW ALBUQUERQUE PUBLIC SCHOOLS (APS) FOR OUR SNOW DAY DELAYS AND CLOSURES. IF APS HAS ANNOUNCED A DELAYED SCHEDULE THE CENTER WILL ALSO BE DELAYED. FOR A 2 HR DELAY CCDC WILL OPEN AT 9:00. ON THESE DAYS NO BREAKFAST WILL BE SERVED. ON RARE OCCASIONS, AN EARLY CLOSURE MAY BE NECESSARY DUE TO AREA-WIDE, VERY HAZARDOUS WEATHER. IF THIS OCCURS, WE WILL CALL YOU DIRECTLY TO PICK UP YOUR CHILD. IF YOU CAN NOT BE REACHED, THE NEXT PERSON ON THE CONTACT LIST WILL BE CALLED.

Please tune to Channel's 4, 7 or 13 or our website for updates regarding delayed start times or school closures. CCDC may not always come up on the TV scroll; please follow APS's schedule. In the event weather conditions arise when APS is on winter break please check our website. We reserve the right to make schedule adjustments as necessary.

If weather or unforeseen conditions cause CCDC to close, it is due to community wide safety conditions beyond our control. We have aligned our closure decisions with those of APS because it gives us the best possibility to make reasonable and safe decisions.

We do not reduce the CCDC fees or provide refunds for the very rare times when these situations caused by weather or other emergencies occur. We also understand that weather conditions in your neighborhood may not look "bad enough" to close. However, we must follow safety guidelines that work for the majority of families and staff at CCDC.

Lockdown Situations: We do practice locking down as part of our disaster drill protocol. During these situations the children gather together in an area of the classroom farthest from the threat, all classroom doors are locked from the inside, the lights are turned off, and children are kept quiet and calm with the assistance of their teachers. No one enters or exists the building during lockdown drills or actual lockdown situations. In the case of an actual lockdown situation, we will call all parents AFTER the lockdown has been lifted, and will also send a written description home as well. Please note we will not contact parents DURING an active lockdown, as our priority at the time needs to remain focused on the safety of the children.

Fire and Disaster Procedures: We will conduct monthly fire and quarterly disaster drills with the children. In the case of a real emergency, children and staff will evacuate to the parking lot located west of CCDC. Emergency contact information (and medications) for each child are taken with a designated staff member in all emergency situations. If it is necessary to evacuate we will take the children to the northwest part of the parking lot, furthest away from any street. We will contact parents when we are stabilized and inform you about the emergency situation and our location.

MEDICAL INFORMATION

MEDICAL/SICKNESS:

Allergies: A doctor's note is required for all food and other allergies (latex, pets) your child may have. It is your responsibility to inform the staff of this allergy. For your child's safety, we must post this for all staff members to see.

It is quite common for young children to become sick several times throughout the year when they are enrolled in childcare. Our policies are designed to minimize the amount of exposure our staff and children have to potentially contagious conditions. Please call us when your child will be out due to illness. We strongly recommend that you have a plan for someone to care for your child in the event of illness. We recognize that it is often difficult for working parents to make arrangements to take care of children when they are sick, but it is necessary.

The Center does not have the staff or facilities to care for sick children. If your child is not well enough to

participate in the full range of daily activities, including indoor and outdoor play, your child is not well enough to attend that day.

Please note that we take the children outside to play several times each day. Research indicates that children who are dressed appropriately for the weather conditions do not become ill from playing in the fresh air. We do not have the ability to keep one child indoors while the other children are outdoors. If your child is well enough to be at the center, he/she is well enough to be outside. Please provide adequate outdoor wear each day.

Medicine: The staff at CCDC will administer current prescription medications to your child. If your child needs to take a medication during the time he/she is at CCDC, you will need to complete a special medication form available in the office and provided to you in the enrollment packet. You must bring the medication in the original pharmacy container. Prescription medication labels must be current, and have the child's name, dosage, and the doctor's name on it. All medications are kept in a locked box in the administrative office.

Although sun block is not considered a medication, we require a signed release from you stating that we may apply sun block to your child. We strongly advise that sun block be used throughout the year.

If your child is sent home due to illness, your child may not return to school for 24 hours or with a doctor's clearance. In some cases, a doctor's clearance will be required before the child is readmitted. At the time your child returns to the center, he/she will be checked for symptoms of illness. CCDC administrative staff reserves the right to refuse service for a child who displays symptoms of illness and who may be infectious and/or not able to participate in the daily activities.

We will call you to pick up your child if he or she comes to school with or develops symptoms of any of the following illnesses:

- **Fever:** We will ask you to pick up your child if he/she develops a temperature of 100 degrees or more while at the Center. Remember that giving your child medicine to reduce the symptoms of fever and then bringing him/her to CCDC prolongs the recovery process and exposes other children and staff to the illness.
- **Diarrhea or vomiting:** If not accompanied by a fever, the child may return 24 hours of when the symptoms cease without the aid of medication.
- **Colds:** Your child may attend CCDC if he/she is able to go outside, has a clear discharge from the nose (not green or yellow), and has no fever. If your child has a lingering cough, he/she should be seen by a doctor.
- **Strep Throat:** Strep throat is a bacterial infection that causes inflammation and pain in the throat.
- **Ear Infections:** Your child should see a physician and may not return to CCDC until after he/she has been on the prescribed medication for 24 hours or more.
- **Pink Eye (Conjunctivitis):** Your child should see a physician and may not return to CCDC until after he/she has been on the prescribed medication for 24 hours or more.
- **Lice (Pediculosis):** Your child may return after treatment has eliminated the condition. All signs of infestation must be gone.
- **Impetigo:** Your child may return to CCDC after medication has been administered for 24 hours, or when sores are dry with no yellow crust and no longer oozing (7-10) days.
- **Chicken Pox:** Your child's pox must be totally dry and scabbed over before returning to CCDC.
- **Ringworm, Athlete's Foot, Cold Sores:** Your child may attend if the infected area is covered and is being treated.
- **Hand, Foot and Mouth Disease (Coxsackie):** Your child may return with a Dr's note only.

If your child is experiencing any of these symptoms at home, please do not bring them to CCDC.

If you are called to pick up your child who is ill, we will first try to reach you, and then will begin calling emergency contacts on your child's authorization list. It is essential that you keep us informed of changes in address or telephone numbers. You will be expected to pick up your child within 30 minutes after receiving our call.

If your child contracts a communicable disease after daycare, please notify the director so that other parents may be notified.

It is Caterpillar Clubhouse Daycare's policy to not administer any over the counter medication to children. If your child has a special medical need or prescription medication (i.e. asthma, diabetes, severe food allergy), please consult with the Director, so that those needs may be accommodated.

Accident Procedures:

If a child is seriously injured after arriving to Caterpillar Clubhouse Daycare, the parent will be called according to the information given on the "Parent Information Sheet." It is the parent's responsibility to update the family's emergency contact numbers. If we cannot reach a parent, the emergency contact will be phoned. If a child needs immediate medical attention, the teacher will call 911 and parent will be informed of what facility the child will be taken to. An employee or representative of Caterpillar Clubhouse Daycare will accompany the child to the hospital.