

*123 Child Center-School Program
Parent Handbook*

*123 Child Development Center
7215 Montgomery Blvd NE Albuquerque NM 87109*

Dear Parents & Guardians...

Thank you for choosing 123 Child Center-School Program for your childcare needs.

Contact Information:

Mobile 505-289-4110

123schoolprogram@gmail.com

Director: Silvia Lujan

Administrator: Diana Carrasco

Provider Experience:

- *Licensed with State of New Mexico*
 - *Child CPR and first aid*
- *Registered with the State Food Program*

Mission statement

123 Child Development Center promises to provide a safe, fun, clean place. Offering a healthy nutrition and the opportunity to grow, learn, socialize with children their age while having fun at the same time.

Curriculum Statement

123 Child Development Center will use a Creative Curriculum as our guide for organizing the learning environment and structuring daily lesson plans. Children will participate in a variety of developmentally appropriate activities that are aimed at enriching their emotional, social, physical and cultural growth.

Our Philosophy

“What is given to the children, the children will give it to the society.”

Children are exposed to lesson plans that offer to improve their developmental skills, getting to know family cultures and traditions, exposure to a dual program in English and Spanish, well begin and hygiene practices, and family participation in the program.

COVID-19

Please see the attached Covid-19 Safety Plan for hygiene practices and positive test process.

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Our goal in providing quality childcare for your child is to provide...

- A safe environment
- A nurturing environment
- A learning environment... learning is not necessarily the ABC's and 123's but is also the learning of values. The learning of honesty, respect, self-reliance, and potential, self-discipline, and moderation, the values of being dependable, love, sensitivity to others, kindness, friendliness and fairness are the values of giving.
- A learning about the diversity of race and culture

Communication is key to a successful childcare arrangement. The parent and provider need to have a good working relationship, so we can communicate and work together. Parent and provider need to exchange pertinent information in the child's life such as changes in routine, special events, or activities, as well as changes such as death, divorce, separation, moving, visitors, etc. All this information can be important in understanding the child's feelings, behavior, and well being.

We invite you to share with us in writing, by telephone, or schedule an appointment to talk about you concerns on any area that you feel we are neglecting, and we will do our best to improve in that area.

Typical Activities May Include:

Circle Time: Singing, dancing, play acting, games, reading, listening to tapes (story and music), circle time

Areas: Children have a choice of - blocks, kitchen toys, dolls and accessories, deploys/Legos, play sets, Household toys, pull/push toys, art materials
Nursery rhymes, finger plays, stimulus pictures or objects to encourage verbalization, reading to the children, flannel boards, role playing, puppetry, science, manipulative, writing, creative art, etc.

Outdoor play: (weather Permitting) climbing, riding toys, running, ball playing, gardening toys, trucks, strolling dolls, (please remember to dress your child appropriately for the weather, if in doubt, dress in layers or bring extra clothes)

Special Days: Include Birthdays/holiday parties and celebrations.

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Typical Daily Routines May Include:

Arrival, clean up Bathroom. Arts and crafts or other learning activity and hand washing Outdoor play (weather permitting) or other large muscle activity.

Free play

(Your child is released to our care after you leave the premises in the morning, and he/she is released to your care as soon as you walk in the door at pick up time)

Policies and Procedures

For your convenience, we will post scheduled Childcare closings for holidays with in the first quarter of each year and every attempt will be made to minimize any changes in this schedule. (In case of change on the closing dates, the center will give as minimum as 2 weeks' notice)

Holiday closings: Follow NMIS closings

Celebrating holidays, birthdays and parties: 123 Child Center-School Program will celebrate: Valentine's Day, Easter, Mother's Day, Father's Day, USA Independence Day, Mexico Independence Day, Thanksgiving Day and Christmas.

Birthday celebrations will be at the discretion of each family, respecting their preferences, religion and culture. Each family has the opportunity to celebrate their child's birthday at the center, if that is the case the family should contact the office to set up on the details of the celebration. '

Suspected bullying-Bulling

123 Child Center-School Program believes that all students have a right to a safe and healthy environment. Part of a healthy environment is the freedom to openly disagree. With this freedom comes the responsibility to discuss and resolve disagreements with respect for the rights and opinions of others.

Students involved in a dispute will be referred to a conflict resolution or peer mediation session with an adult or peer mediators. Staff and mediators will keep the discussions confidential.

Every student is encouraged to promptly report any situation that he or she believes to be bullying behavior directed toward himself/herself or another student to a teacher, a counselor, a building principal, or an assistant principal.

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Please pay attention to potential indicators that may include avoiding school; a decline in academic performance or grades; an inability to concentrate; unexplained headaches and stomachaches; sleeping problems; or increased anxiety, isolation, or aggression.

Making false reports about bullying/aggressive behavior is similarly prohibited and will not be tolerated. It will end in expulsion, with a two-week notice.

Handling of complains.

Complaints regarding our Child Care Services are recorded by the director and/or the administrator on an intake form and filled in a complaint log. This log contains both provider complaints as well as staff complaints. Staff complaints are handled by the director. This information is included in the complaint intake form. The outcome may include, but not be limited to additional training, disciplinary time off and/or termination of employment.

File a Complaint About a Care Provider

A parent may submit complaints about child care providers by calling the Early Childhood Education and Care (ECECD) Intake Center at **1-888-351-0037** or emailing at ChildCare.Complaint@state.nm.us.

Child Abuse and Neglect

123 Child Center-School Program policy states that anyone suspected of abuse and/or neglect is reported to child protective services, state licensing and law enforcement. All staff receives annually on child abuse and neglect indicators of abuse and reporting procedures. All staff are mandatory reporters.

NM SCI Line (Child Abuse and Neglect) - 24 hours: 1-855-333-SAFE (7233) or #SAFE from cell

Enrollment Procedures

The following forms will be completed and submitted to 123 Child Center-School Program before any child's first day of attendance. All information in these forms will remain confidential and will be shared with other caregivers only as required to meet the needs of the child:

- 1) Family Registration Form completed by parent/guardian.
- 2) Emergency Medical Authorization
- 3) Discipline Policy
- 4) Permission to photograph
- 5) Transportation Agreement
- 6) Child Care Agreement

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Inclement Weather Policy

In the event of inclement weather, 123 Child Center-School Program will make every attempt to open as usual. However, to preserve the safety of our staff and children we will close if conditions warrant such action. It is at the discretion of the Center's Administration to make the decision to close earlier or open later due to natural disasters (Snow, ice, etc.) 123 Child Center-School Program Families will be notified of the decision, around 6:00am, in the following ways:

*Text Message and/or email

***We will follow the decision of APS in the schools of the northeast, please check the weather channel on most cases.**

If the Center is open, but because of severe weather and/or road conditions Administration decides to close early, families will be notified by phone. We will make every effort to remain open for working parents; however, if we find it necessary to close, we will not credit or discount tuition fees.

Absences

There will be no refunds or adjustments made to your childcare fee for your time missed due to illness, holidays, or days off. A place has been reserved for each child that cannot be filled on a short-term basis.

If your child will be absent for two or more days, please report the reason and time that your child will be absent.

Discipline

We express our disapproval (without attaching character). We state our expectations and show your child how to make amends. We give choices, and in extreme situations a child may be given a "time to think", because at times a child may be having trouble making choices and they just may need a couple of minutes to calm down and think about their choices. No physical discipline is ever used in our care.

Gross Misconduct.

We will communicate to you immediately if your child is frequently and deliberately causing harm to others and/or is frequently and deliberately destructive. This behavior is unsafe and will not be allowed – immediate termination will ensue if the behavior persists.

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Lost or Missing Children Policy:

Even when all precautions are properly observed, emergencies can still arise. Therefore, practitioners will undertake periodic head counts, especially at the transition points between sessions. If for any reason a member of staff cannot account for a child's whereabouts during a session at the setting, the following procedure will be activated:

- The Director, Owner or the Person in Charge must be informed that the child is missing.
- A thorough search of the entire premises will commence.
- The staff will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Director, the Owner or the Person in Charge will nominate as many staff as possible to search the area surrounding the premises.
- All staff will be extra vigilant to any potentially suspicious behavior or persons in and around the nursery grounds.
- If after 10 minutes of thorough searching the child is still missing, the director, the Owner or the Person in charge will inform the police and then the child's parent/guardian.
- While waiting for the police and the parent/guardian to arrive, searches for the child will continue. During this period, other staff members will maintain as normal a routine as is possible for the rest of the children attending the setting.
- The Director, the owner or the person in charge will be responsible for meeting the police and the missing child's parent/guardian. The Director, the owner or the person in charge will co-ordinate any actions instructed by the police and do all they can to comfort and reassure the parents/guardian.

Child's Health

Parent/guardian must complete a medical emergency card entitled "Child Information" and update, as necessary. In accordance with the New Mexico State licensing policy, your child cannot be admitted to daycare with symptoms of illness as specified below; unless written documentation from a licensed physician, or verbal (with written follow up) states the child has been diagnosed and poses no serious health risk to the child or to other children.

Should your child have signs or symptoms requiring exclusion from the family childcare home he/she will be isolated and the parent/guardian or other authorized person by the parent will be notified immediately to pick up your child. There can be no exceptions since illness spreads quickly among children.

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Please make other arrangements if your child is sick and respect our decision if we feel your child is too sick to be in childcare.

The symptoms of illness for possible exclusion shall include, but are not limited to any of the following...

- A. The illness prevents your child from participating comfortably in the day care environment,
- B. The illness results in a greater care need than I can provide with out compromising the health and safety of the other children in my care, or...
- C. The child has any of the following conditions:
 - Temperature: axillary (armpit) temperature 100.4 degrees or greater; accompanied by behavior changes or other signs or symptoms of illness- until medical evaluation indicates inclusion in the facility. (digital thermometer is used to check the temperature).
 - Symptoms and signs of possible severe illness (such as unusual lethargy, uncontrolled coughing, irritability, persistent crying, difficult breathing, wheezing, or other unusual signs)- until medical evaluation allows inclusion.
 - Uncontrolled diarrhea, that is, increased number of stools, increased stool water, and/or decreased form that is not contained by the diaper- until diarrhea stops.
 - Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines the illness to be non-communicable, and the child is not in danger of dehydration.
 - Mouth sores with drooling, unless a health care provider or health official determines the condition is noninfectious.
 - Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease.
 - Purulent conjunctivitis (defined as pink or red conjunctiva with white or yellow eye discharge), until 24 hours after treatment has been initiated.
 - Scabies, head lice, or other infestation, until 24 hours after treatment has been initiated.
 - Tuberculosis, until a health care provider or health official states that the child can attend childcare.
 - Impetigo, until 24 hours after treatment has been initiated.
 - Strep throat or other streptococcal infection, until 24 hours after initial antibiotic treatment and cessation of fever.
 - Chicken pox, until at least 6 days after onset of rash or until all sores have dried and crusted.
 - Pertussis, until 5 days of appropriate antibiotic treatment (currently; erythromycin) to prevent an infection have been completed and a licensed physician states in writing the child may return.
 - Mumps, until 9 days after onset of parotid gland swelling and a licensed physician states in writing the child may return.

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- Hepatitis A virus, until 1 week after onset of illness or as directed by the health department when passive immunoprophylaxis (currently, immune serum globulin) has been administered to appropriate children and staff and a licensed physician states in writing the child may return.
- Measles, until 6 days after onset of rash and a licensed physician states in writing the child may return.
- Rubella, until 6 days after onset of rash and a licensed physician states in writing the child may return.
- Unspecified respiratory illness if it limits the child's comfortable participation in activities or if it results in a need for greater care than can be provided without compromising the health and safety of other children.

Always inform your doctor at every sick visit that your child is in daycare so that he/she can approve in writing your child's return to daycare.

If your child had an immunization update, please remember to provide me with a record of the immunization so that it can be attached to your child's health appraisal.

Injuries:

We will supervise your child closely in an attempt to prevent injuries, but accidents resulting in injury do occur. We have been trained in first aid and CPR and will follow our training. If the injury is minor (requiring only a band-aid or ice) We will tell you about it when you pick up your child. If it is serious, we will call you and may even suggest that you take your child to the doctor or emergency room. If an injury is very severe, we will call 911 for assistance before we call you. If we can not reach you, we will call the emergency contacts listed on your "Child Information" (Please remember to keep this information up to date).

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Child's Medication:

1. A "Medication log" **must** accompany all over the counter medicine. Over the counter medicine is usually given for short term health conditions; the average length of time is 10 days.
2. Prescription medicine **must**:
 - a. be dated with in the past 30 days.
 - b. have child's name printed clearly on the label.
 - c. have dosage amount and times.
3. Medication must also be accompanied by a "medication log" which include:
 - a. Date
 - b. Child's name
 - c. Name of medication
 - d. Dosage amounts and times to be administered.
 - e. Route of medication, oral, eye, etc.
 - f. Date medication is to end.
 - g. Parent's signature

Days/Hours of Operation:

Childcare is available:

Mornings: Monday through Friday 6:00am-8:05am

Afternoons: Monday, Tuesday, Thursday and Friday 2:30pm-6:30pm, Wednesday 12:45pm-6:30pm, except for closings as referred to in this handbook and NMIS closures.

Actual days and hours are determined by the parent/guardian's individual needs.

Late Drop Off and Pick Up:

Please call us if you will be late dropping your child off, It is particularly important to us and the other children to know our schedule (activities, ratios etc.) and when we can move along from one activity to another.

We are sure you agree, personal time is precious; accordingly, it becomes extremely difficult and stress full to have an appointment or other plans scheduled if we cannot depend on the mutually agreed pick up time. *We do understand* that there may be an occasion of major traffic congestion or bad weather conditions causing a delay in your travel – if you have a cellular phone, please call us/text us and perhaps we can work out a contingency plan (505-248-4110). Consistent tardiness could be cause for termination. A \$1.00 late fee for each additional minute past our agreed pick-up time will be payable upon arrival.

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Nutrition:

Children are fed nutritionally on a daily basis, we will provide PM Snack as required through enrollment with the family and food program. Cakes, cookies, and other “not so nutritious food” may be served during special events like birthday parties, and holidays.

Field Trips Policy:

No Field Trips at this location.

Release of Children:

It is important that we protect your child by ensuring that your child does not leave with a person you have not authorized on your “Child Information” to pick up your child. Also, please tell us when someone else that you have authorized on your “Child Information” will be picking up your child. Even if it is an emergency, we must have your permission to release your child to someone other than you. We will need the person’s name and a description of what he or she looks like. The person picking up your child will have to show a picture ID before we will release your child from our care.

We assume that both parents have the right to pick up your child, unless you provide a copy of a court order stating otherwise. We will need to discuss how we should handle the non-custodial parent who arrives to pick up your child. Without a copy of the court order, we cannot refuse a parent. If we have a court order and a non-custodial parent tries to pick up the child, we will immediately call the custodial parent. If the non-custodial parent leaves with the child, we will immediately call the police and report the situation. We will not place the other children at risk in a confrontation with the non-custodial parent.

It is especially important to us that your child arrives home safely. Therefore, If the person who arrives to pick up your child appears intoxicated or otherwise incapable of bringing your child home safely, we will call the parent or emergency contact person listed on the “Child Information” to request their assistance.

All children should be transported to and from childcare in a care seat or child restraint if under 6 years old or 60 pounds. For further clarification refer to the New Mexico Law regarding children and seat belts and abide by that law for your child safety. We will not release your child if the person picking up your child does not have a care seat and your child falls into the care seat requirement age bracket.

Supplies:

Parent/guardian will be responsible for all personal belongs, jackets, hats, facemasks etc. (No supplies are required by the Center).

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Emergency Evacuation Plan/Disaster Preparedness

In the event of emergency situation that requires an evacuation of 123 Child Center-School Program, the following plans shall be implemented. In all situations the caregiver in charge when evacuating shall:

*Account for all children and staff as they depart.

*Take a cellular phone if available to be used for emergency notifications.

If the emergency environment is confined to the immediate area of the child care facility, exp. Fire, toxic fumes; and the children cannot stay on the premises, the children will be brought to Montgomery Church of Christ Parking Lot 7201 Montgomery Blvd NE, Albuquerque, NM 87109, where they will remain accompanied by caregivers while the family, guardian, emergency contacts are notified of the situation and arrangements are made for either the transporting home or the care taking for the remainder of the day.

If the emergency is more widespread and encompasses a larger area such as a neighborhood or several homes due to non-confided environmental treat and the children cannot remain in the area, the children will be brought to Duke City Urgent Care 7200 Montgomery Blvd NE, Albuquerque, NM 87109. *(Transportation by the center may be required, please sign the transportation agreement on the registration package).*

Special accommodation will be provided for special needs children.

Staff will remain with and care for the children at all the times during an event. Attendance will be checked whenever children are moved.

Emergency/Safety Plan

Evacuation procedures should be in place and safety drills should be conducted regularly. The current evacuation plan should be easily, accessible, and clearly posted.

Follow the following general guidelines if an evacuation is necessary.

- 1.- Calm but quickly assist children to a safe area
- 2.- Account for all children as well as staff
- 3.- Always leave a note detailing where you have gone if an area evacuation is necessary.
- 5.- Always bring emergency information along with you when evacuating.

Actions to be taken in case of accidents or emergencies involving a child.

If your child is injured at the center, the staff will administer first aid, if necessary, and will immediately contact the parent or other person listed on the emergency form. Parents have noted their preferred hospital on the child emergency form.

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If the accident or emergency is a threatening, the emergency medical services; 911, will be called immediately. The parent will be called after the emergency medical service is called. Parent are required to sign and received a copy of the accident/incident report as close to the time of its occurrence as possible.

Fee Payment Guidelines:

Payment obligation is based on the hours agreed to use childcare. There is no change in fee due to your child's absences.

Late payments – A \$20.00 late payment fee (per child) applies for any payment not received on the due date. Grace period is 5 (five) days. If payment is not received during the grace period, an additional \$5.00 fee per day will be charged. Your child will not be permitted to return to childcare until both the payment and the late fee are paid in full.

A personal check or cash will be accepted for payment, however if a check is returned for any reason and we incur any bank charges from the return of your check, those charges will be added to the following payment. After 2 check returns, all further payments must be made in cash. Non-payment or consistent late payments is cause for termination immediately with out 2 weeks notice.

Fee Credits

The operating expenses of 123 Child Center-School Program are the same whether you bring your child or not. Therefore, no deductions in the co-payment will be made. We reserve the right to consider a discount or rate adjustment made to your account for certain family emergencies or illnesses involving either party.

Your payment guarantees the child(ren) a space at the Center, in case of absence or vacation your child space is reserved and there will be no credits for the same reason.

If your child is absent for any reason one or two days, will not be creditable in any way.

Confidentiality:

123 Child Center-School Program will respect the confidentiality rights of every child who attends this childcare facility. We understand that the confidentiality of each child's information is strictly maintained to protect the privacy rights of the parents and children. We will not discuss or otherwise communicate any form of information concerning the care or condition of any child with unauthorized individuals.

Insurance

We reserve the right to provide information concerning the Liability Insurance.

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Termination:

Parent/Guardian will give two weeks written notice, if two weeks' notice is not given, you are still financially obligated for the two weeks of childcare fees and overdue payments.

123 Child Center-School Program will deliver two-week news in case of expulsion.

A Few Final Thoughts:

As a parent in 123 Child Center-School Program, please:

- Take an interest in your child's activities and development at the childcare, and share your child's habits, fears, and concerns with us.
- Read all correspondence given to you, and those posted. Promptly sign and return those forms needing to be signed.
- Remember that you are responsible for your child while on my premises so please remain in complete contact with your child during that time.

Call us! Your concerns and feed back are important to us.

Thank you!