

Mis Amigos Parent Handbook

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Bikes and strollers

Bikes and strollers can be brought into Mis Amigos Daycare. All equipment must be parked in our garage. You will need to let us know ahead of time.

Calendars

The Mis Amigos Daycare calendar for the current year can be [found here](#). At the beginning of the Daycare year, a calendar of the year's scheduled events will be provided to families and also put into the Brightwheel calendar. Any updates or changes will be made in the Brightwheel calendar, so it's a good idea to check it often. A good habit is to check it before each Daycare week.

Parents are responsible for checking the Mis Amigos calendar frequently for updates and changes. Be sure you have Brightwheel on your phone so you can be updated with calendar alerts and changes.

Clothing

- **I.D.:** Every morning when you dress your child, check that *each item of clothing is clearly labeled*. You will receive Sharpies to facilitate labeling all your child's belongings.
- **Shoes:** Open-toed shoes are discouraged on field trips.
- **Mis Amigos Daycare clothing:** The clothing will be kept at our facility. On hike days and field trips, kids will wear their official Mis Amigos Daycare t-shirt.
- **Quality of clothing:** Make sure you send your child to Daycare with clothing you do not mind getting soiled or damaged.

Communication

Information is disseminated via texts, email, Brightwheel app, and our Facebook page. Parents are responsible for accessing these information streams to know about closures, updates, and alerts. If parents choose to not check these information streams, then they may miss out on valuable information. This can result in a parent trying to bring a child to Mis Amigos Daycare on a day we are closed. So it's always best to stay in touch.

Text and phone

- Staff will use text and phone call for emergencies and urgent information
- Staff also may text reminders, photos, and little snippets of your child's day

Email

All current families should be able to receive and send email via Brightwheel app. A test text will be sent out after the Brightwheel invitation has been accepted. Emails and replies to this email address go to all of the original recipients, which facilitates discussion.

- Staff use email to share important information, which is sometimes detailed and parents will want to refer back to.
- Parents use email for requests and ongoing discussions
- These emails appear with “[Mis Amigos Daycare Families]” in the subject line.
- Email subject lines must be explicit, such as “Action required...,” “Instructions about the field trip,” or “Seeking help with pick-up”

Brightwheel app

Brightwheel is used for communication, calendar, kiosk check-in, and payment.

Communication

staff and other staff members use Brightwheel to send information and updates, as well as pictures and videos.

Parents can message the staff through Brightwheel as well.

Parents must have the Brightwheel app installed on their phones and settings configured to allow for notifications.

On the week you attend to sign enrollment agreement, we will test Brightwheel’s communication features.

Kiosk

As part of your morning routine, you will check in your child in Brightwheel, on the iPad on the sign-in table in the dining room.

Payment

Requests for payment come to your email via Brightwheel. You will receive an invoice at least 30 days before it is due. You will receive automatic reminders two weeks and one week before your invoice is due. There is a late payment fee of \$100 for tuition and fees received after the deadline.

Facebook

Facebook is used for non-official things, and participation is not mandatory.

All current families are invited to join the “[Mis Amigos Daycare Families](#)” Facebook group. This is a private, invitation-only group where staff and parents can post photos from Daycare and events as well as share other information, such as relevant articles, with our preDaycare family.

Communication during Daycare hours

Please be sure you have your cell phone on during the time your child is at Daycare in case there is a health-related emergency or other urgent need to communicate. Staff will reach you by text, phone call, or Brightwheel, depending on the circumstances.

The best way to reach staff during Daycare hours is by text. staff use their cell phones frequently during the day to take documentation photos and to communicate with individual parents about how their child is doing during the day, especially if the beginning of the day was rough or your child is adjusting to Mis Amigos Daycare.

Staff are available for brief (1- to 2-minute) conversations about the day at pick-up time. If you want to talk more about your child’s day, please use phone, text, or email after you are safely home with your child.

Conflict resolution

- If you are having a problem with a specific staff member or parent, **discuss the matter with that person first**. Make every effort to resolve the issue peacefully, one on one.
- Do not discuss adult Mis Amigos Daycare conflicts with the children or in their presence.
- Do not “poison the well” by airing your grievances with other parents before talking to the person (staff or parent) with whom you are having issues. Our community is small and undermining open communication doesn’t serve us or the children well.
- If the issue with a staff remains unresolved, please discuss it privately with staff. She is always available by text and will make time to have a relaxed discussion with you with the goal of resolving your issue.
- If you cannot resolve an issue after making time to meet with staff, in person.

Events

Events are a very special part of the Mis Amigos Daycare year. They help foster traditions — in the facility, in our families, and out in the broader community. They help children recognize the seasons and learn the rhythms of the year. They help build memories.

Doors and Garage

The entrance for Mis Amigos Daycare families is the front door to our facility.

- Please don't enter through the garage if open without express permission from staff.
- When required, leave car seats in the garage. Please label your child's car seat if you are leaving it for someone else to use for pick-up. You can ask us for masking tape and a Sharpie to label your child's car seat.

Do not let your child open any of the doors or gates at Mis Amigos Daycare.

- Opening a gate or door is an "adults only" task.

Drop-off and pick-up

Neighbor relations and parking

Peaceful relationships with our neighbors are paramount for the continued existence of Mis Amigos Daycare. Drop-off and pick-up always involve activity and noise in front of the Daycare. Mitigating the impact on our neighbors is beneficial to all of us.

- Parking
 - Never, ever park in front of any of the neighbors' driveways.
 - Some of them are very sensitive about this. They will call DPT, and DPT will tow you. Quickly.
 - You may only park in front of Mis Amigos Daycare.
 - Do not leave sleeping babies in your car
 - It is a Type A community care licensing violation to leave a child or baby unattended in your car.
 - A neighbor will call in your license plate and take photos of your child unattended in the car. You will be visited by the police at your home. What's more, it will be seen as a Daycare violation, and Mis Amigos Daycare will be visited by state licensing. Mis Amigos Daycare will most likely incur a fine of \$500-\$1000, even though it was your decision to leave your child unattended.
 - You can ask other parents to stand by and watch your sleeping baby or you can ask another parent to walk your child into or out of Daycare.
 - Parking is often easier on Bocana Street. Walking a few blocks is actually an excellent way for your child to begin her morning or end her day.
 - Refrain from noisy or prolonged conversations on the sidewalk.
 - Don't allow your child to scream or yell or pull up the neighbors' flowers. This is a nuisance for our neighborhood.
 - Do not let your child ring the neighbors' doorbell, hollar into their vestibules, or tease their dogs.

Late-fee policy

Although staff understand that lateness is occasionally unavoidable, they have families that they need to get home to as well. If you know you will be late, your best option is to call ahead of time to let staff know.

- We have a very firm pick-up time, which is 5:30 pm as per your contract.
- If you are late, the fee for the first 5 minutes is \$20 with a dollar added for each minute thereafter. So if you arrive at 5:35 pm the fee will be \$20. Arrive at 5:40 pm and the fee will be \$25. Arrive at 6pm and the fee is \$45. If you are an hour late the fee would be \$75.
- This is not an a la carte service. It is a penalty.
- The late drop-off fee is due immediately when you arrive. You can PayPal or Venmo the staff who waited with your child or pay cash. Ask the staff for their preference.
- If you fail to pay the staff at pick up time you MUST pay by the next morning or your child will not be allowed to come to Daycare until you have paid. There is an additional \$20 inconvenience fee for paying the staff late.

Classroom drop-off

- Our Daycare day runs from 8:00 am to 5:30 pm
- Children may not arrive before 8:00 am or after 11 am
- Children may not be picked up after 5:30 pm

Recommended process

1. The best way to drop off is to start drop-off when you leave your house.
 - Travel the same route to Daycare. Point out things along the way. Sing a little song about going to Daycare. Try to connect with your preDaycareer and be in his/her headspace, rather than rushing to your first meeting. Your child will sense your dis-ease.
 - When you unbuckle your child from the car seat or bike seat, that is the time for extra hugs and kisses rather than in the classroom.
 - Leave the special toys in the car seat or bike seat and come on down the stairs.
2. Arrive between 8:00 am and 8:30 am
 - No arrival before 8:00 am
 - No children may arrive after 11 am
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3. Remove your shoes, then help your child remove their shoes and bring upstairs to put under their cubby. Help your child hang their jacket on the hangers under their cubby.
4. Proceed to the bathroom together and WASH HANDS.

- Both parent and child need to wash hands before touching anything in Mis Amigos Daycare.
 - This helps minimize the transfer of germs from adult hands to surfaces in the classroom and lessens our exposure to viruses.
5. Next go to a staff member to check in.
 - The staff will do a brief health check, keeping an eye out for anything that is going around in our community.
 - **Give the staff a hug.** Your child may or may not greet the staff. Don't worry about it. Your child sees the warmth between you and the staff and that is reassuring.
 6. Sign in using Brightwheel on your app. Or let the staff know and she or he will sign your child in on their phone.
 - If you have something the staff needs to remember (things like who will pick up your child, if you are picking up early, if your child didn't sleep well, etc.) please note it on Brightwheel.
 7. Be sure to check for any important notes about the day written on the sign-in desk.
 8. Say goodbye to your child and **leave quickly**.
 - Leaving quickly helps shorten any episode of separation anxiety. It also reduces crowding and noise in the classroom.
 - Don't sneak out. Let your child know you are going. Be casual but firm.

Some considerations about drop-off

- Some children cry at drop-off. Some parents cry at drop-off.
- Staff are available to hug parents as well as children.
- The Kleenex box is on the sign-in table.
- You can leave with confidence knowing that if your child is scared, inconsolable, or very upset, we will ALWAYS call you within 5-10 minutes if we can't settle him. We may recommend that you come back to be with your child or take her home, depending on how it is going.

Late-start drop-off in the classroom

We recognize that getting out of the house with young children can be challenging. For this reason we have a flexible start to the day. You may arrive any time before 11 am, and we will be happy to see you. **No children may be dropped off after 11 am.**

The Daycare day starts with free play and table activities. These activities are generally in full swing by 9:15. This is the time of day when children form friendships and make plans for their play during the day.

NOTE: If your child is having a hard time adjusting to Mis Amigos Daycare, try to arrive right on time so that your child is not entering a noisy room full of actively playing children.

Note*: [As noted earlier in this document, Mis Amigos Daycare will charge a fee for late pick-up.](#)

First day of Daycare

Families are required to bring the following items:

- ☐ Bottle or Sippy cup labeled with child's name
- ☐ Pack of diapers
- ☐ Lovey or Pacifier for naptime (optional)
- ☐ Pillow for naptime (optional)
- ☐ [Earthquake kit](#)
- ☐ [Cubby Items](#)

Handbook Maintenance

The Mis Amigos Daycare handbook is only as good as the documents that comprise it. All parents can help by letting staff (info [@misamigosdaycare.com](mailto:info@misamigosdaycare.com)) know when a document needs updating.

COVID-19 Guidelines

- Parent temperatures will be taken and recorded at pick-up and drop-off. If the reading is 100.4 or above, your child will not be permitted to come to Mis Amigos Daycare until the family member is symptom free without medication for 7 consecutive days.
- Child(ren) temperature(s) will be taken and recorded at drop off, as well as periodically during the day. If your child has a reading of 100.4 or higher, your child will not be permitted to come to Mis Amigos Daycare until he/she is symptom free for 7 consecutive days. This adheres to siblings and all family members – if a family member is exhibiting symptoms and/or fever, then all family members must stay home.
- Staff temperatures will be recorded daily: symptomatic staff members will not return until he/she is symptom free without medication for 7 days. If staff has a reading of 100.4 or above, Mis Amigos Daycare will close until she is symptom free without medication for 7 days.
- Parents and staff conducting health checks at pick-up and drop-off must wear a mask.
- Staff, Parents, and children are to use hand sanitizer and disinfect shoes upon entry.

- Child(ren) with Cough or flu-like symptoms will not be permitted to come to Mis Amigos Daycare until he/she is symptom free for 7 consecutive days.
- If a Child or family member has been in close contact with someone diagnosed with COVID19, your child will not be permitted to come to Mis Amigos Daycare for at least 14 from the day of their last exposure.
- Child(ren) diagnosed with COVID19 will not be permitted to come to Mis Amigos Daycare until he/she is symptom free for 7 consecutive days.
- We will be requesting travel information from parents on a weekly basis: which will require those who have traveled and members of their household to refrain from entering school for 14 days upon return. This applies to our children, families, and staff members.
- Child(ren) must not attend one daycare to avoid over exposure.
- In consultation with SF DPH, the Mis Amigos program may consider if a closure is warranted and the length of time based on the risk level within the specific community as determined by the local public health officer

Illness

- If your child becomes ill at Daycare we will call you right away to pick up your child.
- Please be sure you have your cell phone on during the time your child is at Daycare in case there is a health-related emergency or other urgent need to communicate.
- Children who have been sick with the following symptoms may not attend Daycare until the following times have passed:
 - **Fever:** 24 hours since she registered a normal temperature. For example, if your child's fever broke on Monday evening, then Wednesday is the earliest they would be allowed to return to Daycare.
 - **Vomiting or diarrhea:** 48 hours since the last episode, based on revised state standards for isolating vomiting and diarrhea in childcare. For example, if your child had diarrhea on Tuesday mid-morning, then they would be allowed to return to Daycare on Thursday.
- **Impetigo, staph, and scabies** all require a doctor's note to return to Daycare.
- Children with **lice** will be sent home so that a parent can remedy the situation.
 - Try Hair Fairies www.hairfairies.com 2238 Fillmore Street SF 415.292.5900
 - Once your child has been treated, he will be allowed back at Daycare
- **If staff become ill with any of those communicable diseases**, they are not allowed to be at work. This can result in the closure of Mis Amigos Daycare, which affects everyone. The best way to avoid staff illness closures at Daycare is to make sure your family follows this health policy and our drop-off hand-washing routine.

Immunizations & TB test required for all adults

Every staff and parent volunteer at Mis Amigos Daycare is required to have a TB test and proof of required immunizations on file.

Immunizations:

- [The regulations can be found here.](#)
- Diseases: influenza (flu), pertussis (whooping cough), and measles
- If you had the usual childhood diseases as a child (measles, mumps, rubella, chicken pox) you can ask your doctor for a titter to prove immunity as an alternative to receiving new vaccinations.

Paperwork

All paperwork MUST be in your child's file before the first day of attendance. If your child's file is not complete, you will be asked to take your child home until you finish this detail. The State of California as well as our city funders and First 5SF require complete files on EVERY child at Mis Amigos Daycare.

All forms must be printed and brought into Mis Amigos Daycare; they can not be filed electronically.

Mis Amigos Daycare doesn't have the capacity to print forms for children's files.

All Families

Each year, all families MUST place each of these items in your child's file prior to their first day of Daycare of each year for the coming Daycare year.

- ☐ A signed Enrollment Agreement for the current year will be provided at orientation
- ☐ Current immunization records recorded on the mandatory [BLUE cardstock form](#)
 - The blue form is provided at orientation; you are responsible for bringing an immunization report from your pediatrician to orientation.
- ☐ TB assessment or test results and immunization record for the current year for any parent who volunteers in the classroom or on field trip. See [Immunizations & TB test required for all adults](#)

New Children

In addition to the above, new families and returning families with new children also need:

- ☐ A copy of your child's birth certificate

- ☐ [LIC 700 Identification and emergency information](#)
- ☐ [LIC 9150 Additional Children in care](#)
- ☐ [LIC 9212 Consumer Awareness Form](#)
- ☐ [LIC 995A Parents' Rights form](#)
- ☐ [LIC 627 Consent for Emergency Medical Treatment](#)
- ☐ [LIC 995E Caregiver Background Check](#)

New Families

In addition to the above, new families also need:

- ☐ Family photo
- ☐ A copy of one parent's photo ID

Parent/Staff conferences

Formal parent-staff conferences are held twice a year, in the fall and in the spring. Conferences will be held at Mis Amigos Daycare and scheduled in advance via parent sign up. At least one parent from each family must attend each conference; it's always best if both parents can attend.

Parents or staff may request additional conferences as needed.

Parent visits to the daycare

Parents are welcome to visit and observe at Mis Amigos Daycare. To help your child assimilate into the classroom routine, it's best to wait until your child has been at Mis Amigos Daycare for 3 to 4 weeks before you visit. If you have any concerns about your child's experience at Mis Amigos Daycare, please talk to staff as soon as possible.

Payment

Mis Amigos Daycare uses Brightwheel to manage payments and check-ins. You should receive an invitation from staff by email to create a Brightwheel account. Mis Amigos Daycare does not accept checks or cash at this time.

You'll get an email notification whenever you have a new invoice, and you can pay online. We recommend you set up autopay.

Brightwheel will send you a receipt for you to save for your taxes.

A late fee of \$100 will be assessed for anyone missing the payment date for the first of every month. Families whose tuition is in arrears more than 30 days will need to make payment arrangements before their child is allowed to attend Mis Amigos Daycare going forward. In addition, their account will be required to subscribe to autopay for future payments.

Toys from home

Please discourage bringing toys from home to Daycare, hike, field trips, or events. If your child really wants to bring a toy, tell them they can bring it on the commute to Daycare, but they must leave it in your vehicle, stroller, or your pocket before they enter Mis Amigos Daycare.

Note: This policy does not apply to a lovey, other special attachment, or nap snuggler that helps a child transition into the Daycare routine. These will always be respected. Be sure to label them with your child's name.

Tuition, payments and Brightwheel

Tuition rates can be accessed [on this page](#) and the information for payment and communication can be accessed by downloading the Brightwheel app for [iPhone](#) or [Android](#).