

PARENT HANDBOOK



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INTRODUCTION

Welcome to Casa Club Spanish Immersion preschool (CCSI) and Spanish for fun academy (SFFA), Spanish immersion pre-schools and child-care programs. To facilitate greater understanding between parent(s)/guardian(s) and provider we have created this handbook. It covers childcare philosophies, business policies and expectations. Please read this handbook carefully, and feel free to discuss any questions that you may have with us.

After reading thoroughly, please initial and sign your acknowledgement of receipt and understanding of the policies included herein.

Child Care philosophy

At Spanish for Fun Academy and Casa Club Spanish Immersion Preschool, we are proud to provide a warm, respectful and accepting environment where children feel safe and loved.

We follow a play-based curriculum and take a holistic approach to teaching. Children are treated as individuals with unique needs and preferences, whose environment plays a large role in how they learn and grow. We get to know children and families on a personal level. That, along with our knowledge of Early child development help us guide them through development of their independence, self-confidence, self-control, critical thinking and problem solving.

We believe that diversity enriches the life and experience of children, families and teachers. For this reason, we make a true effort to reach families and children across the community. Along with acquiring a second (or more) language, we motivate our students to learn about, accept and respect different cultures within our world.

Goals

- Provide a high-quality early education to all children, regardless of socio-economic status
- Provide an environment that is safe, nurturing and loving.
- Provide a center that is family and child oriented
- To immerse children in the Spanish language
- To foster self-respect and respect the differences among us all
- Teach children through natural play and exploration
- Create a partnership with families and a continuum between home and school
- Provide children with the early tools to be successful in the future

CHILDREN SERVED

We serve children from six weeks to five/six years old during regular hours.

We have a limited number of spots available for after school for children between 5 and 7 years old.

We enroll children regardless of race, color, ethnicity, sex, gender, religion, disability and socio-economic status.

We accept subsidy vouchers from all counties and CCSA scholarship for UNC students/employers.

HOURS OF OPERATION

Our hours of operation are Monday through Friday from 7:30 a.m. - 5:30 p.m. except on designated school holidays as stated below and in the annual "Schedule Holidays and Closing."

We offer both full and part time care. Full time care is full day, five days a week. Part time options are either two full days, Tuesday and Thursdays, or three full days, Monday, Wednesday and Friday.

After school hours for school age children are Monday through Friday from 2:30 p.m. – 5:30 p.m.

Holidays/Vacations

Although a "Schedule of Holidays and closings" is published each school year, the following are tentative dates that you can expect the center to close:

- New Year's Day
- MLK Day
- Good Friday
- Memorial Day
- Independence Day
- 2 Teacher work days – End of August
- Labor Day
- Thanksgiving Day and the day after (close at 1:00 the day prior)
- Winter Break Dec 24th-Jan 2nd

Teacher work Days

The last two days of each school year are designated teacher work days (TWD.) Teachers use these days to prepare their classrooms for the start of the new school year.

Closings due to inclement weather

When severe weather is expected, it may be necessary to make changes to our hours of operation. Depending on the severity of the weather and the driving conditions, the center may have an early release, delayed opening or not open at all.

Final decisions will be made by 6:15 a.m. and will be published on WRAL's closings and delays page.

In case of an early closure, notification will be sent via e-mail. Parent(s)/guardian(s) are expected to arrive promptly so that our staff can make it home safely.

Note that decisions regarding the modification of the hours of operation are based on the safety of our staff and our families. We encourage all our families to exercise the same careful judgment and consideration in leaving your house during times of severe weather.

Please note that even if the center open, the CCSA Kitchen and/or the delivery company may not open, in which case parent (s) / guardian (s) will be notified and required to bring food from home. Depending on what time we open/close, it may be necessary to bring all meals (breakfast, lunch and snack) or just one or two. Food must be able to be kept in cubbies (no refrigeration needed) and not need to be microwaved. Please remember that all food items must be nut-free.

There will be no tuition refunds or adjustments made for holidays, teacher work days, school closings or days missed due to illness or family vacations.

Children who are enrolled part-time do not have the option to make-up missed nor closed days.

ENROLLMENT

Parent(s)/guardian(s) should schedule a visit to the center prior to enrollment. During this visit, families will have a chance to see the school and have an opportunity to learn about the program. An application can be submitted to be placed on the wait list.

Once a spot is available, a family can accept it by paying an enrollment fee and a deposit as outlined on page 7.

There are several forms that must be completed and on file for your child to be enrolled. Forms must be updated according to NC child care laws or school policy. The forms are as follow:

- Child's application – updated annually
- Medical Report - updated annually within 30 days of child's birthdate
- Immunization Record - updated each time child receives vaccines
- Permission to go outside of fenced area
- Receipt and understanding of Parent Handbook and policies
- Documentation of receipt of NC child care law
- Authorization for picture and video
- CACFP Child eligibility and enrollment forms
- CACFP Infant provision
- Infant feeding Schedule (6 weeks -15 months) - updated as dietary needs change
- Signed infant safe sleep policy
- Parent Authorization for the Administration of Medication (if applicable)
- Tuition rate agreement and contract

Adaptation period: We offer a two-week period of adaptation prior to a Child's first day. During this time, we strongly encourage parents to participate in the classroom for short of periods of time to allow the child to familiarize themselves with the classroom, teachers and peers. Children may be left in the classroom so long as the parent remains in the facility. This practice greatly eases the child's transition into the center.

Re-enrollment

To re-enroll for the new school year, a materials/re-enrollment fee must be paid by the end of June. This fee will secure your child's spot for the new school year that starts the last week of August. This fee is outlined in your "Tuition rate agreement"

FEES

A non-refundable enrollment/material fee of \$100 is due upon accepting an available spot.

Deposit

A deposit equal to ½ month's tuition is due to hold a child's spot once accepted. This deposit will be credited to child's last month at the center if we have a proper 30-day written notice of withdrawal. If notice is not given, the deposit will go towards your balance due.

Tuition

Tuition rates vary by age and how many days a child attends the center. They are outlined in your "Tuition rate agreement." Rate increases occur periodically as deemed necessary by management to maintain a high-quality center. The increase will not be higher than 10%.

Tuition is due on the 1st of the month. Payments made after the 5th are subject to a \$25 late fee. After two consecutive late payments, late fee will increase to \$50.

A child with a birthday prior to the 15th of the month, changes tuition rate that month. A child whose birthday is on or after the 15th, changes tuition rates the following month.

We accept cash, check or money order at the center. CCSI also has the option to make payments directly from a checking account via Brightwheel. Please speak with the Director if you are interested in making payments this way.

We accept vouchers from the Department of Social Services and CCSA (UNC students)

Early Care – CASA CLUB ONLY

Those families who wish to use our early care option can do so and pay daily, weekly or monthly. The rates are as follow:

Daily: \$4/day – paid on day service is used

Weekly: \$3.50/day – paid weekly

Monthly: \$3.00/day – added to monthly tuition payment

***unused early care days do not roll over to the next month**

Late pick-up

We close promptly at 5:30 p.m. Parents who arrive to pick-up after this time must pay a late pick-up fee of \$1/min. This fee must be paid by the end of the next school day to the teacher that stayed after hours with your child.

If you are going to be late for pick-up, please call and let us know.

Re-enrollment/materials fee

Varies by number of children enrolled and outlined in your "Tuition rate agreement."

We reserve the right to change the amount of this fee as deemed necessary.

Returned checks

If a check is returned you will be required to pay all fees incurred as a result, in addition to a \$25 returned check fee. If the problem becomes habitual, we may require payment by certified/cashier's check, or cash.

A DAY AT SCHOOL

Children are grouped by age. We try to follow the same cut off date as the school system in our area (Sep 1 – Aug 31) to form groups. At times, a child may be placed in a different group, especially those with birthdays around the cut-off.

Teacher to child ratios vary by classroom depending on the ages of the group. The youngest child's age is used to determine ratio. Each classroom has their ratio posted on their bulletin board.

When necessary (staff sick, first and last hours of the day) children may be moved to a different classroom to maintain proper ratios.

Activities/Curriculum

We strongly believe that young children learn best through play and exploration of their surroundings. We use the Creative Curriculum, along with the North Carolina Foundations for Early Learning and Development, to provide a developmentally appropriate enrichment program. Teachers create a weekly lesson plan that takes both the classroom needs and the individual needs/development of each child into account. Lesson plans include activities from all domains of development and include both free-choice play, and teacher guided activities. Each day children have access to all the learning centers (pretend play, blocks, art, science, manipulatives, music, library, and early literacy) with the addition of water/sand and monthly cooking activities.

Children are immersed in the Spanish language the entire time they are at the center. All activities, instructions and conversation occur in Spanish allowing for better retention of the language.

Daily Schedule

Young children, toddlers and babies enjoy a structured schedule that allows for flexibility. A schedule helps the day flow smoothly, allows children to anticipate what's next, and aids in achieving a variety of goals. We will adhere to our written schedule to the best of our ability, keeping in mind that anything can happen when children are involved. There will be times adjustments to the schedule are necessary.

Sample schedule:

Daily Schedule: Group – 3 yr. old

7:30 – 7:45	Children arrive - free choice
7:45 – 8:30	Outside
8:30 – 9:15	Washing Hands – Breakfast - Toileting - Free Choice
9:15 – 9:30	Circle Time
9:30 – 11:15	Free Choice – Learning centers – small group activities
11:15-11:45	Hand wash – Lunch – toileting

11:45 -12:30	Outside
12:30 – 12:45	Hand wash – toileting
12:45 – 3:00	Nap Time – Rest Time
3:00 – 3:45	Wash Hands – Toileting – Snack - Free Choice
3:45 – 4:30	Free Choice
4:30 – 5:30	Children departure – Outside

Naps/quiet times

Each classroom has a designated time for children to nap/rest. Although children are not forced to nap if they don't want to, they must lay down for at least 15 minutes. If a child does not nap, they can do quiet activities such as reading, instead.

Outdoor time

We believe in the importance of children getting ample outdoor time. The outdoor environment is another classroom, one with fresh air and plenty of space! It provides new things to explore, new learning opportunities and allows children to develop gross motor skills that are not safe to practice in the classroom. North Carolina's moderate climate allow us to spend about 2.5-3 hours in our outdoor learning environment nearly every day. The [NC Child Care Weather Watch](#) and the [Air quality](#) report serve as a guideline for when it is, or isn't, okay to go outside. In extreme weather, infants and toddlers are kept inside and older children go out for shorter periods of time. In such cases, gross motor activities are provided indoor.

Children should come dressed appropriately to spend time outside. Bundled up in cold weather, with gloves and scarves. Light clothing in the summer and rain boots/coats for rainy days.

Infants and Toddlers

Infants and young toddler classrooms do not adhere to a set group schedule. Parent(s)/guardian(s) are required to fill out an individual feeding schedule for children up to 15 months. It is also recommended to provide the teachers with a sample sleep schedule. We will follow each child's individual schedules until 12 months of age when young toddlers will then slowly transition to a group schedule. Toddlers should be transitioned to this group schedule by 15 months.

Weather permitting, infants also spend time outside daily. They love the change from the classroom to the outdoor environment and benefit from being outside like older children. It is important to provide weather appropriate clothing for your infants!

COMMUNICATION

We strive to have open communication with all our families. Whether it be a question, concern, compliment or just a hello, our doors are always open.

Feel free to ask quick questions, share information or small concerns when you drop off or pick up your child. You are also welcome to call or visit to check on your child any time during the day. For more serious or lengthy matters, private appointments with teachers or the director are available.

For non-urgent messages to the Director or Teacher, the app, Brightwheel, or regular email can be used. **For more urgent matters, please call the center to speak with someone directly.**

Infants (up to 15-months) will have a Daily Sheet filled out every day where feedings, naps and diaper changes are noted.

Open Door Policy

We maintain an open-door policy for parents during day care hours. This means that parents are always welcome to call or drop in to see their children. Please be considerate of our schedule when dropping in or calling to be least disruptive to the classroom.

All visitors, whether announced or unannounced, must sign the VISITOR SIGN-IN & OUT folder and should let the on-site administrator know that they are there for a visit.

ARRIVAL AND DEPARTURES

Children can be dropped-off and picked-up at any time during regular hours of operation, except during nap time. Drop-offs during nap time are very disruptive to those who are asleep.

Although breakfast ends at 9:00, we stop serving at 8:50, so remember to give your child breakfast if he/she will be in after that time!

Safe Arrival and Departure Policy

- Children may be dropped up any time after 7:30 a.m. and must be picked up before 5:30 p.m. Children should not be dropped off during nap time.
- Upon arrival:
 - Children must be accompanied inside the facility by an adult.
 - Children must be taken to the appropriate classroom or to the outdoor learning environment.
 - When dropping off in a classroom, adult must wash child's hands.
 - Staff must be notified of the child's arrival.
 - Responsible adult must sign the sing-in/out sheet. Arrival time must be recorded, and a contact number must be given.
 - Children, including unenrolled accompanying siblings, must never be left unattended
- Upon the child's departure:
 - An adult must come inside the facility and notify staff that the child is leaving. Children will not be released to anyone under the age of 18.
 - Sign-out sheet must be signed, and departure time recorded.
 - Children must never be left unattended.

*Children will only be released to persons listed on the child's application as authorized by the parent/guardian. Staff will request to view a government issued I.D. to verify identity of persons other than known parent/guardian.

*Authorization from parent/guardian is required in writing when anyone other than the designated person(s) as listed on the child's application arrives to pick up the child.

- Transportation to/from off-premise activities/fieldtrips:
 - Children must be dropped off following the above arrival procedure.
 - Children will be transported by volunteer parents and/or staff with a valid North Carolina driver's license.
 - Car seats must be supplied by parent/guardian and must be labeled with child's name.

- All chaperones must leave the center together and come back to the center after the trip. Children cannot be taken home straight from the field trip.
- Children must be picked-up following the above departure procedure.

PERSONAL BELONGINGS

Attire

Children should arrive dressed for play. We like to have fun! Having fun involves outdoor play and lots of messy activities, so make sure that your child is dressed for it. Clothing should be comfortable and seasonally appropriate for outdoor play. There should always be an extra change of clothes in child's cubby. Make sure to include hats, mittens, boots and coats for cold weather and hats/warm-weather accessories in the summer!

Children may bring a comfort item, blanket, small pillow or books for naptime. Please ensure items are small enough to fit in the cubby and clearly marked with the child's name.

Parents must supply the following items:

Infants:

- Diapers and wipes
- Bottles/sippy cups labeled with name and date (clean one for every feeding)
- 2-3 changes of clothes
- Weather appropriate accessories (sun hat, mittens, hat, jacket, etc.)
- Formula (if not using provided)/ Breastmilk
- Baby food
- Sunscreen, 6mth+ (late spring and summer only)
- Family pictures
- Optional: diaper rash cream/powders, sleepsack (arms must be free,) pacifier, teething rings

Toddlers:

- Diapers and wipes
- Sippy cups, labeled and dated
- 2-3 complete changes of clothes
- Weather appropriate accessories (sun hat, mittens, hat, jacket, etc)
- Sunscreen (late spring and summer only)
- Small, thin blanket for naptime
- Family pictures
- If potty-training*
- Optional: diaper rash creams/ointments, pacifier,

Twos:

- Diapers and wipes, if needed
- 2-3 complete changes of clothes
- Small, thin blanket for nap time
- Sunscreen, late spring and summer only
- Weather appropriate accessories (sun hat, mittens, hat, jacket, etc)
- Family pictures

- If potty-training*
- Optional: pacifier (for nap time only)

Three and up:

- 1-2 complete changes of clothes
- Small, thin blanket for nap time
- Sunscreen, late spring and summer only
- Weather appropriate accessories (sun hat, mittens, hat, jacket, etc)
- Family pictures

* Children who are potty-training will need A LOT of thick training underpants, additional changes of clothes daily (mostly bottoms and socks) and shoes that are easy to clean/rinse off. Please read our potty-training policy on page ----

ALL PERSONAL BELONGINGS SHOULD BE LABELED. BOTTLES AND SIPPY CUPS NEED TO HAVE NAME AND DATE ON LABEL.

NUTRITION

Meals

Our food is catered by the Child Care services Association (CCSA) kitchen. The meal service provides children 1+ years old high quality, nutritious meals that meet the USDA's guidelines for proper child nutrition. Meals provided consist of breakfast, lunch and an afternoon snack. Special diets and allergies are accommodated for with allowable substitutions with appropriate form on file.

Children 12-23 months old are served 4oz of whole milk, children 24-35 months old get 4oz of 1% milk and children 3 and older get 6oz of 1% at both breakfast and lunch. Soy milk is available as a non-dairy substitution.

Children who arrive after meal times should be fed before they arrive. Menus will be posted on the parent's information bulletin board. Copies of the menu are provided to parents upon request.

We are a nut free school*

Parents/guardians may choose to opt out of our food program in which case you will need to fill out an opt-out form. You will be responsible for bringing ready to serve (no prep or heating required) meals, including milk, for your child that meet the USDA's guideline for meals. Meals brought from home with any missing component will be supplemented with servings from our food. You must bring breakfast, lunch and a pm snack. No nuts.

Our centers participate in the Federal Food Program which helps fund healthy meals for young children. Parent(s)/guardian(s) must fill out enrollment and eligibility forms for the program annually.

Nutrition policy

Fruits and vegetables

- 1- Fruit (not juice) is served two or more times per day.
- 2- Fruit will be served fresh, canned in own juice (no syrup)
- 3- We will rarely serve juice instead of fresh fruit (less than 3 times a year)
- 4- Vegetables are offered two or more times a day.
- 5- Vegetables are cook with without meat fat, margarine or butter.

Meats, fats and grains.

- 1- Fried or pre-fried potatoes are offered rarely (less than 3 times a year)
- 2- Fried or pre-fried fish is offered sometimes (once every 3 month)
- 3- We do not serve pre- fried or fried chicken nuggets.
- 4- High fat meats are served less than every three months.
- 5- We serve lean beef, chicken, turkey, fish and/or beans one or more times a day.
- 6- We offer whole grains products two or more times a day
- 7- We rarely offer salty or sweet food.

Beverages.

- 1- Water is always available for children to drink inside and outside.
- 2- Water is offer to younger children several times a day.
- 3- Only 100% is offered at school two or less times a week.
- 4- No sugary drinks are served. No vending machines are allowed in the school premises.
- 5- We serve whole milk to children under two years old and skim or 1% milk to children over two years old.
- 6- We offered milk substitutes are offered free of charge only when a child has a diagnosed disability (allergies are not considered a disability.)

Menus

- 1- Menus are not cycled in weeks or month, they are done every week.
- 2- Weekly menus contain a combination of both new and familiar foods.
- 3- Weekly menus contain foods from different cultures.

Feeding practices.

- 1- Staff determine if children are full or not when they ask for seconds or do not what to eat more.
- 2- Children are encouraged by staff to try new foods.
- 3- Food is not used to encourage positive behavior or as punishment.

Foods offered outside of regular meals.

- 1- Fundraising consist on selling only nonfood items.
- 2- Holidays are celebrated with healthy food.
- 3- Policy on birthday celebration is used. (Please refer to Birthday Celebration Policy).

Supporting Healthy eating

- 1- Staff joins children at the table for meals.
- 2- Meals are served family style (children serve food by themselves with limited help.)
- 3- When possible, staff consumes the same food and drink as children.
- 4- No different food is taken by teachers to children table eating table.
- 5- Staff does not eat unhealthy food or drinks in front of children.
- 6- Staff frequently and informally talks to children about healthy eating.
- 7- Good eating is supported by classroom display, materials and toys.

Nutrition Education for Staff, Children and Parents.

- 1- Nutrition training for staff is provided twice a year.
- 2- Nutrition education curriculum for children is offered at least once a week.
- 3- Nutrition education for parents is provided twice a year.

Infants

The center provides Enfamil Lipil formula for infants. Parents may choose to provide a different formula or breast milk instead. A written feeding schedule is required for infants less than 15 months old; however, infants will be fed on demand according to the lead teacher's judgment. Parents may choose to bring baby food from home or use the one provided by the center. The transition to whole milk and center's food start when an infant turns one.

Breastfeeding and infant nutrition policy

Breastfeeding

1. We encourage breastfeeding for infants and toddlers in our center
2. We encourage mothers to breastfeed in any place that feels comfortable for them around the center
3. We provide space for expressed mother's milk to be stored until the baby needs it
4. Teachers promote breastfeeding by: talking with new parents of its benefits, handing out educational education, telling parents about supporting organizations, displaying posters and brochures with breastfeeding information, and specially by the positive attitude towards breastfeeding displayed by teachers.
5. Teachers are provided bi-annually with training that includes: proper storage of breastfeeding, bottle feeding a breastfed baby, promoting breastfeeding and supporting mothers that breastfeed, origination and community support, and our own breastfeeding policy

Infant food

1. We provide infants with iron-rich formula and cereal
2. Infant food is cooked with no added fat, salt and sugar.
3. We do not provide children under 1 with juices or sugary drinks or foods.

Feeding Practices

1. Parents will provide teachers with infants approximate feeding schedule, along with a list of foods baby can eat, if any. Also, they will include whether infant has any food intolerances or allergies.
2. Parents can add new foods to the list as the infant starts eating more solids in her diet.
3. Teachers will stop feeding the baby when the baby shows that she no longer wants to eat.
4. Teachers are responsive while feeding infants: eye contact, talk to the baby, react to signs that baby is full or still hungry.
5. Teachers will hold babies when they are feeding them with a bottle. When infants can sit and hold their bottles up to drink, they may be allowed to do so. Teachers will never prop bottles nor leave babies drinking from a bottle alone.
6. Parents and Teachers will decide together when the baby is developmentally ready to eat cereal and solid foods.

7. Parents will receive a daily written account of their baby's day that includes time of feeding, naps and diaper changes. It will include the types of foods and amounts eaten.

Celebrations

Food is used in celebrations across the world. We both welcome and encourage families to share their foods with us as special activities for the classroom. Birthdays can be celebrated too! Food cannot contain nuts and must be free of any ingredients that any child in the classroom is allergic to.

For birthday parties, try sending little toys or Knick knacks instead of candy/chocolate!

Birthday and celebration Policy

- 1- We welcome birthday celebrations in our center for each one of the children enrolled.
- 2- Celebrations may be small, only a couple of cupcakes for the children in the classroom, to a big celebration.
- 3- We encourage parents to bring healthier choices of the typical food used for celebration like: muffins instead of cupcakes, cakes without icing, fruits instead of chips...etc.
- 4- If parents are planning to bring piñatas, or favors, please, only bring one piece of candy per child.
- 5- Refrain from providing high fat snacks such as hot dogs.

Other celebrations

- 1- We encourage parents to bring healthier food choices for the celebration.

Fundraising

- 1- We will not sell food to raise funds for any project

TOILET TRAINING

We work with parents to closely assess each individual child's development and readiness for potty-training. It is imperative to the training process that there be a continuance between school and home.

From our experience, we find that it works best for us to go straight from diapers to underwear rather than using pull-ups*. Instead of pull-ups parents should bring thick training underpants to start off with and quite a lot of changes of clothes - bottoms should be easy for the child to pull up/down (i.e. elastic waistbands.) At the beginning of the toilet training process, we take children to the toilet every 15 mins. As children figure things out, we increase the time between visits.

If after 2 weeks a child does not show interest in potty-training, or parents aren't doing it at home, we will stop training until the child/parents are ready.

*Pull-ups or diapers can be used for nap time

Under no circumstance do we punish children for having accidents during or after toilet training.

CLEANLINESS/HYGIENE

We maintain strict cleanliness and hygiene standards as required by NC Public Health Department. Two bleach solutions are made daily for sanitizing and disinfecting at a strength of 50-200 ppm and 500-800 ppm, respectively. Each classroom has a daily, weekly and monthly cleaning schedule for washing toys, materials and furniture.

Children's hands must be washed by parents upon arrival at the center. We wash their hands before and after meals, after each trip to the toilet, before and after water/sand play, after wiping noses, and upon return from the playground.

The school is cleaned professionally every night.

PARENTAL INVOLVEMENT

We believe that parent involvement is necessary to have a continuum between home and school, so we invite all members of your family to share with us.

There are many ways that you can get involved in your child's classroom, these are just a few ways but if you have a different idea, please let us know!

- Staying for a few minutes at drop-off and reading a book to the class
- Joining class for a meal
- Lending objects for units of study
- Coming and talking about your job
- Helping your child at home with the concepts we are studying here
- Providing food or other items for celebrations (picnics, etc.)
- Celebrating your child's birthday with us
- Volunteering to help teachers and staff
- Organizing special activities
- Telling stories or planning simple activities to be held in your child's room.
- Sharing family traditions and/or customs with class
- Cooking favorite family meals in the classroom

DISCIPLINE

We follow a positive discipline policy, which focuses on prevention, redirection, love, consistency and firmness. We stress two main patterns of behavior: respect for other people and respect for property. We redirect when appropriate, discuss inappropriate behavior, encourage making amends when the offense involves another person, and sometimes withdraw privileges based on the principle of "natural consequences". While we do not practice time-outs, a child may be taken out of a play area or a situation where he/she may be hurting others or themselves.

Under NO CIRCUMSTANCES will there be any spanking, physical abuse, verbal abuse, name calling, or isolation used. Neither food, sleep nor outside time will ever be withheld from children as a means of punishment.

Discipline and Behavior Management Policy

Date Adopted: Spanish for Fun Academy: 2-02-02
Casa Club Spanish immersion preschool: 9-13-16

Praise and positive reinforcement are effective methods of the behavior management of children. When children receive positive, non-violent, and understanding interactions from adults and others, they develop good self-concepts, problem solving abilities, and self-discipline. Based on this belief of how children learn and develop values, this facility will practice the following discipline and behavior management policy:

We:

1. DO praise, reward, and encourage the children.
2. DO reason with and set limits for the children.
3. DO model appropriate behavior for the children.
4. DO modify the classroom environment to attempt to prevent problems before they occur.
5. DO listen to the children.
6. DO provide alternatives for inappropriate behavior to the children.
7. DO provide the children with natural and logical consequences of their behaviors.
8. DO treat the children as people and respect their needs, desires, and feelings.
9. DO ignore minor misbehaviors.
10. DO explain things to children on their levels.
11. DO use short supervised periods of time-out sparingly.
12. DO stay consistent in our behavior management program.
13. DO use effective guidance and behavior management techniques that focus on a child's development.

We:

1. DO NOT spank, shake, bite, pinch, push, pull, slap, or otherwise physically punish the children.
2. DO NOT make fun of, yell at threaten, make sarcastic remarks about, use profanity, or otherwise verbally abuse the children.

3. DO NOT shame or punish the children when bathroom accidents occur.
4. DO NOT deny food or rest as punishment.
5. DO NOT relate discipline to eating, resting, or sleeping.
6. DO NOT leave the children alone, unattended, or without supervision.
7. DO NOT place the children in locked rooms, closets, or boxes as punishment.
8. DO NOT allow discipline of children by children.
9. DO NOT criticize, make fun of, or otherwise belittle children's parents, families, or ethnic groups

HEALTH

Illness

The following sick policy is strictly enforced, for the health, wellbeing and safety of all concerned.

Sick Child Policy: Under no circumstances may a parent bring a sick child to the facility, if the child shows any signs of illness (see SYMPTOMS REQUIRING REMOVAL OF CHILD FROM CHILD CARE below), or is unable to fully participate in the regular routine and program (learning centers, outdoor time, etc.)

In the event a child becomes ill after arrival and needs to be picked up, the parent(s) will be called and are expected to pick the child up within one hour (60 minutes). If the parent(s)/guardian(s) cannot be reached or cannot not arrive within an hour, the emergency contact person will be called and asked to come pick the child up.

Please do not bring a sick child back to the facility until after the condition has been cleared and there has been no fever (without medications) for 24 hours.

Symptoms requiring removal of child from day care:

- Fever: Fever is defined as having a temperature of 100°F or higher taken under the arm or 101°F taken orally/in the ear.; (a child needs to be fever free for a minimum of 24 hours before returning to Daycare, that means the child is fever free without the aid of Tylenol®, or any other fever reducing substance.)
- Fever AND sore throat, rash, vomiting, diarrhea, earache, irritability, or confusion.
- Diarrhea: A change in a child's normal bowel patterns. This includes frequency and consistency. (Child may return to daycare after having normal bowel movements for a full 48 hours.)
- Vomiting: 2 or more times in a 12-hour period. (child may return to school after 24 hours of no vomiting)
- Breathing trouble, sore throat, swollen glands, loss of voice, hacking or continuous coughing.
- Runny nose (other than clear), draining eyes or ears.
- Frequent scratching of body or scalp, lice, rash, or any other spots that resemble childhood diseases, including ringworm.
- The inability to participate in daily activities or if child's presence jeopardizes the care and supervision of the rest of the group.

Parents should contact the center immediately if a child has a contagious illness.

Medications

We will administer medication to children who must have a dose during the school day. Please try to schedule doses so that they do not fall during the time the child is at the center. Parents are responsible for providing any medications/ointments/creams needed by the child. All medicines must be in their original container with doctor's or manufacturer's label, child's name, dosage instructions, and current date, name of

medication, and times to be administered clearly written. Written authorization (our MEDICATION AUTHORIZATION FORM) is required before we can administer ANY medication, prescription or over-the-counter (including sun block, lip balm and insect repellent) – we will NOT administer anything without one.

We do not accept medication to give on an “as-needed” basis, except diaper rash cream. Authorization forms for diaper rash creams, and nonprescription ointments/lotions are valid for up to a year. Authorization forms for ANY prescription medication is valid for the duration of the prescription, or 6 months, whichever comes first. Authorization form for anything else (i.e. pain reliver/fever reducer after shots) is valid for up to one week only.

Medication/creams/sunscreens that are not picked up when authorization form expires will be thrown away.

SUNSCREEN

During the months of April-September parent(s)/guardian(s) can bring sunscreen for staff to apply on children before going outside in the afternoon. It is the parent(s)/guardian(s) responsibility to apply it in the morning. Please do not bring sunscreen that is in an aerosol can (the continuous spray type.)

Any sunscreen lotions left at the center after September will be thrown away.

Medical emergencies

Minor injuries (scrapes, bumps, shallow cuts, etc.) will receive appropriate first aid by trained staff member on site. In the event of a more serious injury, parent(s)/guardian(s) will be contacted as soon as the situation is under control. If necessary, your child will be taken to the nearest hospital (UNC) where you will be asked to meet us. Parents are responsible for all costs involved in emergency medical treatment, including emergency transportation, if required. The owners and employees of Casa Club Spanish Inmersion Preschool/ Spanish for fun academy, will not be held liable for any sickness/injury of either parent/guardian nor child while on these premises.

CHILD ABUSE OR NEGLECT

North Carolina law requires anyone with reason to suspect that a child is (or has been) abused or neglected, to report it to the Department of Social services. Every staff member is trained on recognizing, responding to and reporting child abuse, maltreatment or neglect upon employment and every 3 years thereafter.

For more information about child abuse prevention in North Carolina please visit <https://www.preventchildabusenc.org/>

Prevention of Shaken Baby Syndrome and Abusive Head Trauma

Belief Statement:

We, SFFA/CCSI believe that preventing, recognizing, responding to, and reporting shaken baby syndrome and abusive head trauma (SBS/AHT) is an important function of keeping children safe, protecting their healthy development, providing quality child care, and educating families.

Background

SBS/AHT is the name given to a form of physical child abuse that occurs when an infant or small child is violently shaken and/or there is trauma to the head. Shaking may last only a few seconds but can result in severe injury or even death¹. According to North Carolina Child Care Rule (child care centers, 10A NCAC 09 .0608, family child care homes, 10A NCAC 09 .1726), each child care facility licensed to care for children up to five years of age shall develop and adopt a policy to prevent SBS/AHT².

Procedure/Practice Recognizing:

- Children are observed for signs of abusive head trauma including irritability and/or high-pitched crying, difficulty staying awake/lethargy or loss of consciousness, difficulty breathing, inability to lift the head, seizures, lack of appetite, vomiting, bruises, poor feeding/sucking, no smiling or vocalization, inability of the eyes to track and/or decreased muscle tone. Bruises may be found on the upper arms, rib cage, or head resulting from gripping or from hitting the head.

Responding to:

- If SBS/ABT is suspected, staff will:
 - o Call 911 immediately upon suspecting SBS/AHT and inform the director.
 - o Call the parents/guardians.
 - o If the child has stopped breathing, trained staff will begin pediatric CPR⁴.

Reporting:

- Instances of suspected child maltreatment in child care are reported to Division of Child Development and Early Education (DCDEE) by calling 1-800-859-0829 or by emailing webmasterdcd@dhhs.nc.gov.
- Instances of suspected child maltreatment in the home are reported to the county Department of Social Services. Phone number: Orange Co: 919-245-2800 Chatham County: 919-542-2759

Prevention strategies to assist staff* in coping with a crying, fussing, or distraught child

Staff first determine if the child has any physical needs such as being hungry, tired, sick, or in need of a diaper change. If no physical need is identified, staff will attempt one or more of the following strategies⁵:

- Rock the child, hold the child close, or walk with the child.

- Stand up, hold the child close, and repeatedly bend knees.
- Sing or talk to the child in a soothing voice.
- Gently rub or stroke the child's back, chest, or tummy.
- Offer a pacifier or try to distract the child with a rattle or toy.
- Take the child for a ride in a stroller.
- Turn on music or white noise.

In addition, the facility:

- Allows for staff who feel they may lose control to have a short, but relatively immediate break away from the children⁶.
- Provides support when parents/guardians are trying to calm a crying child and encourage parents to take a calming break if needed.

Prohibited behaviors

Behaviors that are prohibited include (but are not limited to):

- shaking or jerking a child
- tossing a child into the air or into a crib, chair, or car seat
- pushing a child into walls, doors, or furniture

Strategies to assist staff members understand how to care for infants

Staff reviews and discusses:

- The five goals and developmental indicators in the 2013 North Carolina Foundations for Early Learning and Development, ncchildcare.nc.gov/PDF_forms/NC_Foundations.pdf
- How to Care for Infants and Toddlers in Groups, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/77-how-to-care-for-infants-and-toddlers-in-groups
- Including Relationship-Based Care Practices in Infant-Toddler Care: Implications for Practice and Policy, the Network of Infant/Toddler Researchers, pages 7-9, www.acf.hhs.gov/sites/default/files/opre/nitr_inquire_may_2016_070616_b508compliant.pdf

Strategies to ensure staff members understand the brain development of children up to five years of age

All staff take training on SBS/AHT within first two weeks of employment. Training includes recognizing, responding to, and reporting child abuse, neglect, or maltreatment as well as the brain development of children up to five years of age. Staff review and discuss:

- Brain Development from Birth video, the National Center for Infants, Toddlers and Families, www.zerotothree.org/resources/156-brain-wonders-nurturing-healthy-brain-development-from-birth

• The Science of Early Childhood Development, Center on the Developing Child, developingchild.harvard.edu/resources/inbrief-science-of-ecd/

Resources

List resources such as a staff person designated to provide support or a local county/community resource: Ana Sanchez, Adriana Martinez, Ana Hess, Claudia Munoz

Parent web resources

- The American Academy of Pediatrics: www.healthychildren.org/English/safety-prevention/at-home/Pages/Abusive-Head-Trauma-Shaken-Baby-Syndrome.aspx
- The National Center on Shaken Baby Syndrome: <http://dontshake.org/family-resources>

References

1. The National Center on Shaken Baby Syndrome, www.dontshake.org
2. NC DCDEE, ncchildcare.dhhs.state.nc.us/general/mb_ccrulespublic.asp
3. Shaken baby syndrome, the Mayo Clinic, www.mayoclinic.org/diseases-conditions/shaken-baby-syndrome/basics/symptoms/con-20034461
4. Pediatric First Aid/CPR/AED, American Red Cross, www.redcross.org/images/MEDIA_CustomProductCatalog/m4240175_Pediatric_ready_reference.pdf
5. Calming Techniques for a Crying Baby, Children's Hospital Colorado, www.childrenscolorado.org/conditions-and-advice/calm-a-crying-baby/calming-techniques
6. Caring for Our Children, Standard 1.7.0.5: Stress <http://cfoc.nrckids.org/StandardView/1.7.0.5>

Application

This policy applies to children up to five years of age and their families, operators, early educators, substitute providers, and uncompensated providers.

Communication

Staff*

- Within 30 days of adopting this policy, the child care facility shall review the policy with all staff who provide care for children up to five years of age.
- All current staff members and newly hired staff will be trained in SBS/AHT before providing care for children up to five years of age.

Staff will sign an acknowledgement form that includes the individual's name, the date the center's policy was given and explained to the individual, the individual's signature, and the date the individual signed the acknowledgment

- The child care facility shall keep the SBS/AHT staff acknowledgement form in the staff member's file.

Effective Date January 30, 2017

This policy was reviewed and approved by:

Adriana Martinez, Ana Sanchez, Ana Hess
Owner/Director

- The Period of Purple Crying: <http://purplecrying.info/>

Facility web resources

- Caring for Our Children, Standard 3.4.4.3 Preventing and Identifying Shaken Baby Syndrome/Abusive Head Trauma, <http://cfoc.nrckids.org/StandardView.cfm?StdNum=3.4.4.3&=#>
- Preventing Shaken Baby Syndrome, the Centers for Disease Control and Prevention, http://centerforchildwelfare.fmhi.usf.edu/kb/trprev/Preventing_SBS_508-a.pdf
- Early Development & Well-Being, Zero to Three, www.zerotothree.org/early-development

Parents/Guardians

- Within 30 days of adopting this policy, the child care facility shall review the policy with parents/guardians of currently enrolled children up to five years of age.
 - A copy of the policy will be given and explained to the parents/guardians of newly enrolled children up to five years of age on or before the first day the child receives care at the facility.
 - Parents/guardians will sign an acknowledgement form that includes the child's name, date the child first attended the facility, date the operator's policy was given and explained to the parent, parent's name, parent's signature, and the date the parent signed the acknowledgement
 - The child care facility shall keep the SBS/AHT parent acknowledgement form in the child's file.
- * For purposes of this policy, "staff" includes the operator and other administration staff who may be counted in ratio, additional caregivers, substitute providers, and uncompensated providers.

NON-SMOKING POLICY

To maintain a safe environment at the center the use of any tobacco product, including e-cigarettes, is prohibited in AND around the facility.

10A NCAC 09 .0604 SAFETY REQUIREMENTS FOR CHILD CARE **CENTERS**

(h) Children shall be in a smoke free and tobacco free environment. Smoking and the use of any product containing, made or derived from tobacco, including e-cigarettes, cigars, little cigars, smokeless tobacco, and hookah, shall not be permitted on the premises of the child care center, in vehicles used to transport children, or during any off premise activities

WITHDRAWAL/TERMINATION POLICY

When a child is to be withdrawn, a 30-day notice in writing is required. This includes children going to kindergarten. Parents are responsible for tuition for 30 days from the day of the official withdrawal is given.

CCSI/SFFA reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the wellbeing of the provider or other children in attendance. Tuition is non-refundable in this case.