



## Parent handbook

### INTRODUCTION

Welcome to Casa Club and Spanish for fun academy, a Spanish immersion preschool and child-care program. To facilitate greater understanding between parent(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.

### CHILD CARE PHILOSOPHY

Our goal is to provide all of the children a clean, safe, comfortable, loving, home-like environment, where they can play and learn. We believe in the importance of acquiring a second language and that the easiest way to do so is during the first years of childhood. Teacher involvement is important to us. Our teachers do not merely supervise; they are involved in the children's structured and unstructured play to facilitate absorption of the Spanish language and other skills. Respect toward self, others and the environment are emphasized.

### CHILDREN SERVED

We serve children from 6 weeks to five years at our regular hours. We have some spots available for after school for children between 5 and 8 years old.

### HOURS OF OPERATION

Normal hours of operation are Monday through Friday from 7:30a.m. - 5:30p.m. We offer both full and part time care. Full time care means full day, five days a week. Part time means full day two days, Tuesday and Thursdays, or three times a week, Monday, Wednesday and Friday.

### 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

consider our schedule when dropping in or calling, and remember that visitors usually cause children to react in an excited manner.

## **ACTIVITIES/CURRICULUM**

The main goal at Casa Club Spanish Immersion preschool and Spanish for fun academy, is to learn while having fun, improve social skills, and encourage creative expression. We will utilize a variety of activities to accomplish these goals. The children will have access to five areas daily: library, art, dramatic play, blocks, manipulative play, and science and math. At least twice weekly the children will have the opportunity to participate in music and rhythm, water and sand play, and physical education. Infants will benefit from individual early stimulation activities. All play will take place while immersed in the Spanish language. Music helps to develop young brains and will play a strong role in day-to-day activities.

## **ENROLLMENT POLICY**

We encourage both parents to visit our center before enrollment and ask any questions they may have. If possible, we prefer that both parents to be present at the actual time of enrollment in order to fill out all applicable forms and receive necessary information.

There are several forms that must be completed and on file for your child to be enrolled at Casa Club-SI and Spanish for fun academy,. All forms must be updated at least every 6 months, sometimes sooner, according to need. The forms are as follows:

- Application for Enrollment
- Medical Report
- Immunization Record
- Signed Discipline Statement
- Feeding Schedule (6 weeks -15 months)
- Written Permission to go outside of the fenced playground
- Signed Contract and Rate Agreement
- Emergency Medical Authorization Form
- Parent Authorization for the Administration of Medication
- Policies for the Prevention of SIDS
- Documentation of Receipt of Casa Club Spanish Immersion Preschool policies
- Documentation of receipt of NC child care law
- Permission to use child's photographs (if applicable)
- Permission to use child's video (if applicable)

- Emergency information
- Food program enrollment and eligibility form

If you have any questions regarding the completion of these forms, please feel free to ask. Children and parents are welcome to come and participate on our daily activities before children's first day of attendance. Often, this can ease the child's transition to his/her new environment.

## **TUITION/PAYMENT PROCEDURES**

Tuition rates vary by age and how many days a child attends the center. There will be a rate increase as seen necessary by management to maintain a high quality center. The increase will not be higher than 10%.

Your specific rates will be outlined in your Contract and Rate Agreement. Tuition is due on the first of each month. There will be a late fee of \$25 applied after the 5th of the month. We accept vouchers from the Division of Social Services.

## **LATE FEES**

We recognize the stress put on parents to pick up children on time from most daycares: that is why we have elected to always have an on-call teacher. This service is available every day and payable at time of pick-up. If you are going to utilize this service, we encourage you to call and let the teacher know approximately when you will be arriving. This is for the benefit of both the teacher and child. Please be aware that a late fee equal to wage plus overtime for the on-call teacher will be charged after a five-minute courtesy period.

## **Materials fee**

There will be an annual materials fee due at the beginning of each new school. This fee is used to purchase materials for that new school year. This fee is \$75.00/child or \$100/family. Casa Club-Si reserves the right to change the amount of this fee as deemed necessary.

## **Returned CHECKS**

If a check is returned for any reason, you will be required to pay all fees incurred as a result of the returned check. Casa Club-SI or Spanish for fun academy, does not have an additional charge. However, if the problem becomes habitual we may require payment by certified or cashier's check, or cash.

## **ARRIVAL AND DEPARTURES**

You may drop off your child in the morning any time between 7:30 and 9:30. We ask parents to be conscious of the schedule and not drop off any later than 9:30. Children who arrive during quiet time will be expected to remain quiet (they may play/read quietly) until quiet time is over, so that others will not be disrupted from their naps. Normal procedure is to release the child only to his/her parents, or someone else the parents designate. If someone other than the parent is to pick up the child, please notify us ahead of time. A verbal notice is fine on that day, if this person is on the list of people who are authorized to pick up your child. If the person is NOT on that list, we **MUST** have written permission to release your child. Please inform emergency contacts, or people designated to pick up your child, that if we do not know them, and the child is too young to recognize them ("Hi, Grandma!"), then identification will be required. Drop off and pick up times are not good times to discuss serious problems. Little ears and minds hear and understand everything. We will not discuss children in the presence of anyone but their parents without written permission.

## **SIGNING IN/OUT**

All parents must sign in/out for pickups and drop offs each day. We ask that each parent write their full name and include a phone number where they may be contacted that day. These sheets help us track attendance, as well as have quick access to phone numbers in the unlikely event of an emergency. A sign in/out sheet, pens, and a clock are maintained in a designated area for your convenience.

## **ABSENCES**

There will be no refunds or adjustments made for days missed due to illness, holidays, or days off.

## **CLOSINGS DUE TO WEATHER**

On occasion, this area experiences severe weather. In cases such as snow or ice, or hurricanes / severe storms, it is possible that Casa Club-SI and Spanish for fun academy, will close or modify our hours of operation. To verify our schedule, we strongly recommend that you check your local news station - NBC 17 and check the school website. You may try calling the school, but it is likely that the message will not have been changed and/or no one will be there. In case of an early closure, we will attempt to notify all parents of that possibility and an estimated schedule for the day during drop-off. Once a decision has been made, parents will be contacted

with the closing time, and we expect them to arrive promptly in order for our staff to be able to leave.

Note that decisions regarding modifying our schedule revolve around the safety of our staff and our families. We encourage all of our families to exercise the same careful judgment and consideration in leaving your house during times of severe weather.

## **HOLIDAYS/VACATIONS**

We will notify you in advance for closing due to Holidays. The following is list of the Holidays you can expect the school will be closed:

- New Year's Day
- MLK Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Teacher work days: the last 2 days of the school year (usually in late august)
- Labor Day
- Thanksgiving Day and the day after (close at 1:00 the day prior)
- The week between Christmas Eve through New Year's Day.

## **CLOTHING/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 appropriately. Clothing should be comfortable and seasonally appropriate for outdoor play. A change of clothes should be maintained in the child's cubby. Make sure to include hats, mittens, boots and coats for cold weather.

## **PERSONAL BELONGINGS**

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.

## **SUPPLIES**

Parents must supply the following items:

Infants: diapers and wipes, special powders/ointments, pacifier (if desired, and preferably on a pacifier string), bottles and/or Sippy cups (dated and label with the child's name), formula, baby food, bibs, sleepsack(if desired), and 2 complete changes of clothes (replace when soiled.)

Toddlers/Twos and preschoolers: diapers and wipes or pull-ups if used, pacifier (if desired), powders/ointments, bibs, blanket for rest time, toothbrush and toothpaste, and complete change of clothes (replace when soiled), sunscreen.

All personal belongings should be marked with child's name. We ask you not bring eating utensils, cups or dishes, as they will be supplied.

## **INFANTS AND TODDLERS**

Since infants and toddlers cannot communicate their daily activities to their parents, we will complete a report for each infant/toddler each day. It will include things such as, time of feedings, what was eaten, amount eaten, time of diaper checks and results, times of naps, any medication given, and various comments about the child's day. The forms will be discontinued once the infant turns one.

## **DAILY SCHEDULE**

Young children, toddlers and babies enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allow the children to anticipate coming events, 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 when we have to make adjustments to the schedule. We require parents to write down an individual schedule for children 15 month and younger. In this case, we will follow the child's schedule, including this as much as we can within the class schedule. We appreciate families considering our schedule when picking up or dropping off their children. It is better if arrivals and departures do not occur during quiet time, but when they do, please take note of the fact that children may be sleeping. Come and go as quietly and quickly as possible. Children who arrive during quiet time will be expected to rest or play quietly until the rest period is over. In each classroom the schedule will consist of free play, meals, circle time, quite time, teacher assisted activities, toileting, and outside time.

## **MEALS**

Meals provided will consist of breakfast, lunch and an afternoon snack. Our food is provided by the Child Care services kitchen. 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.

Special diet and diet restrictions need to be in writing and certain items may be required to be supplied by the parent.

We will supply Enfamil Lipil formula for infants. Parents may choose to provide a different formula or breast milk. 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.

You may choose to opt out of our food program in which case you will need to fill out a opt-out form and you will be responsible for bringing ready to serve (no prep or heating required) meals, including milk, for your child. You must bring breakfast, lunch and a pm snack.

## **CLEANLINESS/HYGIENE**

We do our best to maintain strict cleanliness and hygiene standards. Children's hands are washed before and after meals, after each trip to the toilet and upon return from the playground. We use paper towels for drying hands, so children do not have to use the same towel. We ask parents of children aged 2 and up to provide a toothbrush and toothpaste so those children can brush after lunch. A copy of the sanitation policy is posted in the classroom for your review.

## **TOILET TRAINING**

The child must be kept in pull-ups or 5-ply training pants at all times. Parents need to supply training pants with plastic pants or pull-ups, plus a couple of extra changes of clothing each day (don't forget the socks!).

Do not bring your child in panties or underwear until he or she has naptime and bedtime control established. During toilet training, we ask that the child be dressed in "user friendly" clothing, as much as possible. The best items are shorts and pants with elastic waists, or dresses. Try to avoid really tight clothing, pants with snaps and zippers, and overalls. These are difficult for children to remove "in a hurry".

## **NAPS/QUIET TIME**

There will be a designated nap/rest time each day. All children will be required to nap, rest, or read quietly during this period.

## **PARENTAL INVOLVEMENT**

We have an open policy that allows parents to come and visit at our center any time during the day. There will be other times and ways you can get involved in your child's day. You are welcomed and encouraged to participate in any or all of these. Some examples of ways to be involved include:

- Lending objects for units of study
- Coming and talking about your job, when asked
- Helping your child at home with the concepts we are studying here
- Helping to provide treats or other items for our parties
- Attending your child's birthday party
- Volunteering to help teachers and staff
- Organizing special activities
- Telling stories or planning simple activities to be held in your child's room.

## **COMMUNICATION**

Feel free to ask any question and share information or 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. Private appointments with teachers or the director are also available. Every six months we will complete a developmental report on your child.

## **DISCIPLINE**

We maintain 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". An example might be where a child is misusing a toy, then (s) he will not be allowed to play with the toy for a period of time. The use of time outs will be rare.

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

## **ILLNESS**

The following illness policies will be strictly enforced, for the health, well being 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), or is unable to participate in the normal routine and regular day care program.

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 come pick the child up within one hour (60 minutes). If the parent(s) cannot be reached or has not arrived 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. If a child receives an antibiotic for an ear infection, (s) he may return to day care immediately if he has been free of other symptoms mentioned for at least 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, 101°F taken orally, or 102°F taken rectally. For children 4 months or younger, the lower rectal temperature of 101°F is considered a fever threshold; (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: runny, watery, bloody stools, or 2 or more loose stools within last 4 hours.
- Vomiting: 2 or more times in a 24-hour period.
- 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.

## **MEDICATIONS**

Parents will provide any medications needed by the child, including over-the-counter and prescription medicine. Written authorization is required before we can administer ANY medication, prescription or over-the-counter (including sun block and insect repellent). 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.

## **MEDICAL EMERGENCIES**

Minor injuries receive appropriate first aid, and if an emergency injury or illness occurs, you will be contacted as soon as possible. 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 Immersion/ Spanish for fun academy, will not be held liable for any sickness/injury of either parent/guardian nor child while on these premises.

## **Special Features**

Weekend workshops for parents and their children: Most often parents don't have time to stop and play with their children at drop off or pick up time. In many cases only one parent drops off and picks up the child so one parent rarely sees teachers and the facility.

Workshops will allow parents and children to explore together.

On-Call/After hours teacher availability: Each evening there will be one teacher designated to be "on call" in the event a parent needs to be late. An additional fee will be charged but it will not be exorbitant or jeopardize the child's enrollment as it does in many other programs. With many of our clients being doctors, dentists, corporate and accounting executives, and self employed, this feature will ease the minds of many parents who may get caught in a medical emergency, meetings or traffic.

Spanish Language Library: Casa Club-SI/ Spanish for fun academy, will establish a library of Spanish language books and movies available for checkout for no fee. This will further facilitate learning of the Spanish language.

Developmental Progress Reports: These reports will be completed on each child every 6 months. Teachers will have time to observe and record children's developmental progress in the classroom, put it into a written report and then have a time to sit down and talk with parents.

### **TERMINATION POLICY**

We require 30 day advance notice and appreciate as much advance notice as possible when terminating. When terminating in the middle of the month the full month's tuition is charged. Casa Club-SI and Spanish for fun academy, reserves the right to give written notice of immediate termination where there are extreme circumstances that affect the well being of the provider or other children in attendance. In this situation, the full month's payment of tuition is still required.

### **CHILD ABUSE OR NEGLECT**

We are required by the State of North Carolina to report any suspicion of child abuse or neglect. In the same way, you should issue a complaint if you suspect that the center is abusing or neglecting your or any other child. The reports are confidential and can also be anonymous. There is no recrimination against anyone for a report made in good faith.

### **REVISIONS TO HANDBOOK AND CONTRACT**

We reserve the right to make changes in rates and policies, as we deem necessary. You will be notified, in writing, of any changes that may occur.

By signing below, you certify that you have received, read, and understand the center's policies. Furthermore, your signature indicates that you agree to follow the policies as outlined in this Parent's Handbook.

Child's name: \_\_\_\_\_

Parent 1 signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent 1 name: \_\_\_\_\_

Parent 2 signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent 2 name: \_\_\_\_\_