



Supporting families to raise bilingual children!
Spanish Immersion Early Childhood Development

2019-2020

Parent & Staff Handbook

ROSEVILLE
1125 County Road B W
Roseville, MN 55113
651-644-2405

Julieta Brandt, CDA, Director
952-465-5277
julieta@bilingualchildcare.com

MAHTOMEDI
720 Wildwood Road
Mahtomedi, MN 55115
651-340-2938

Tessa Makepeace, Director
507-276-8496
tessa@bilingualchildcare.com

www.bilingualchildcare.com

FAX: 763-592-7970

Johannah Freeman, Education Director
612-281-4354
johannah@bilingualchildcare.com

Leah Retamozo, MA, CEO
763-670-2589
leah@bilingualchildcare.com

Miguel Retamozo, Administration
763-381-7813
miguel@bilingualchildcare.com



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Mission and Goals

Mission: The mission of Bilingual Child Care & Education Center, Inc. is to support families who wish to raise bilingual children by **supporting the natural development of Spanish language skills and cultural awareness while preparing children for success in school**. The Center has the following goals:

- 1) Create an environment of immersed language learning implemented by highly qualified teachers who are native and/or bilingual Spanish Speakers.
- 2) Foster creativity and healthy development in an engaging and dynamic environment, recognizing and nurturing each child's unique gifts in preparation for success in school.
- 3) Provide a safe, caring, and respectful environment that honors diversity and promotes cultural awareness.
- 4) Create a community of bilingual families who feel at home at our Center and participate in their child's language and cultural early childhood learning experience.

Parent Information & Program Characteristics

Licensing and capacity: Bilingual Child Care & Education Center, Inc. has been serving children and families since 2010. We are a family-owned and run private company with two locations:

1) ROSEVILLE: 1125 County Road B West, Roseville, MN 55113

The Roseville Center is licensed by the Minnesota Department of Human Services to serve 80 children, 6 weeks to 5 years old (pre-kindergarten). The Center's food service program is commercially licensed through Ramsey County Public Health, Environmental Health.

2) MAHTOMEDI: 720 Wildwood Road, Mahtomedi, MN 55115

The Mahtomedi Center is licensed by the Minnesota Department of Human Services to serve 106 children, 6 weeks to 5 years old (pre-kindergarten). The Center's food service program is commercially licensed through Washington County Public Health and Environment.

Hours of operation: The hours of operation are 7:00am – 5:30pm Monday through Friday year-round.

Accreditation & Quality: Bilingual Child Care & Education Center, Inc. is accredited by the National Association for the Education of Young Children (NAEYC). The Center earned its NAEYC accreditation in 2013.

Provision of meals and snacks: The Center provides a high quality, fresh, and nutritious meal and snack program that includes many organic options, fresh foods, and a traditional hot lunch program prepared by staff. The hot lunch program includes rice, beans, shredded meats, avocados, yucca, fried plantains, queso fresco, and other traditional items that will help your child to enjoy a healthy, diverse range of food. The Center provides a majority of items that are organic whenever possible, including organic whole milk for toddlers/infants 12 month and up, organic 1% milk for 3-5 year olds, fresh organic fruits, vegetables, crackers, cheese, and more. (The Center does not serve juice.) The food program meets the daily nutritional needs of young children as specified by the United States Department of Agriculture, Food and Nutrition Service, in Code of Federal Regulations. The Center will serve food according to the following schedule:

Breakfast: 8:00-8:30am (two younger groups) & 8:30am-9:00am (2 older groups) (milk provided)

Lunch: 11:00am–11:30am (two younger groups) & 12:00pm-12:30pm (2 older groups) (milk provided)

Snack: 3:00pm-3:30pm (two younger groups) & 3:30pm-4:00pm (2 older groups) (water provided)

(Infants are fed on individual feeding schedules with all food provided by parents until they are ready to join our food program.)

Flexible feeding schedules may be adjusted for infants/toddlers according to their individual diet and feeding needs. Please see that children are fed at home if they do not arrive in time to eat according to the schedule listed above. Parents of infants and children of any age with special feeding needs will receive daily written documentation of the type and quantity of food that children consume. We provide this information through our online app, Educa.

The meal and snack schedule accommodates requirements for providing two meals and one snack for a child in attendance five to ten hours. Teachers/staff will be seated with the children during meal and snack times. Furthermore, the Center avoids serving snacks/foods that pose a choking risk for young children (i.e.. hot dogs, whole or sliced into rounds; whole grapes; nuts; popcorn; raw peas; hard pretzels; spoonfuls of peanut butter; or chunks of raw carrots or meat larger than can be swallowed whole.) Staff will cut foods into pieces no larger 1/2-inch squares for toddlers/twos, according to each child's chewing and swallowing capability. Parents who wish to provide their child with a bag lunch/food from home that meets well-rounded nutritional needs are welcome to do so.

Infant diets will be determined by the infant's parent and parents will provide all food/formula/breast milk. The child's diet and schedule will be communicated on the Center's Infant Feeding Form. Parents of bottle-feeding

infants are asked to provide 4 bottles complete with caps that can be left at the Center. Each part should be labeled with the child's first and last name with a black permanent marker. The Center will wash bottles after each feeding with hot soapy water and run them through the commercial dish washer for sanitation.

The Center will:

- obtain written dietary instructions from the parent of each infant child;
- have the infant's feeding schedule available in the food preparation area;
- offer the child formula or milk and nutritionally adequate solid foods in prescribed quantities at specified time intervals; and
- ensure each bottle is labeled with the child's first and last name.

Protecting infants from illness, diarrhea, and disease through clean formula and food preparation

Formula prepared at the Center (Parents should send formula for preparation at the Center – it should **NOT** be prepared in advance at home and sent.)

1. **Always wash hands** carefully before preparing food.
2. Use hot soapy water, bottle brush, and brush that goes into nipple. Wash bottle and ring at the same time. Squirt water through nipple to clean holes. Rinse well with hot water. Cap bottle when dry so it does not remain exposed to dust and germs in the air. Wash container and items for making formula.
3. Clean top of formula container with a clean cloth wrung out in hot detergent before opening.
4. Prepare formula with room temperature water per instructions on container.

Parents bringing formula container/ Infant food to the program

1. Commercially prepared, unopened containers of formula should be provided to the Center.
2. Infant food may be commercially prepared or home-made (Center will refrigerate if needed).
3. Containers must be labeled with child's full first and last name.
4. The Center will not return opened containers. Outdated and opened food must be discarded.

Parents bringing breast milk to the program

1. **Wash hands, breast, and breast pump.** Express milk.
2. Use a clean bottle or storage bags as described above in #2 of "Formula Prepared at the Center". All breast milk must be labeled with child's first and last name, and the date/time milk was expressed.
3. Fresh breast milk, if kept refrigerated, may be used for up to 48 hours. Milk may be frozen in the bottle/bag until ready to use at the Center. Label with the date, time removed from the freezer, and child's full first and last name.
4. Any unfinished and unrefrigerated breast milk will be discarded after one hour.
5. Parents should bring bottles to Center in **insulated container**. Frozen milk should be kept frozen for transport. Once thawed, it must be used that day or sent home with the parent.
6. Staff will refrigerate bottles/bags as soon as they arrive at the Center.
7. Breast milk thawing and warming will be accomplished by floating the bottle/bag in a container of warm water. Breast milk prepared in this fashion will be tested for temperature before use. Microwaves will not be used to thaw or warm breast milk.
8. Parents will take bottles home at the end of the day. Bottles will be rinsed but returned to parent for sanitation per above instructions in #2 of "Formula prepared at the Center".

The Center will ensure that sanitary procedures and practices are used to prepare, handle, and store formula, milk, breast milk, solid foods, and supplements. Procedures will be reviewed and certified by a health consultant. Infant formula and food will be prepared in either the Center's commercial kitchen and/or in the designated food preparation area in the classroom which includes a dedicated food sink. Only staff free of illness will handle formula, breast milk, and solid foods. Unopened formula and infant food will be stored in the designated food preparation and storage area in the classroom. Any foods requiring refrigeration will be stored in the commercial fridge/freezer in the kitchen area or classroom. Food storage/use guidelines will be followed, including maintaining refrigerated

foods at 40 degrees or less and discarding any opened foods that are not used in the same day. Formula remaining in the bottle after a feeding will be discarded and not used for another feeding.

Additional information on infant feeding

- Infants will be held during all bottle feedings. The Center does not allow propping of bottles or putting infants in bed with bottles.
- Infants will be offered finger foods and cups when developmentally appropriate and with parental consent.
- If only a portion of a jar of infant food is used, it will be served from a dish to prevent saliva from contaminating the rest of the container.
- Special diet requests will require written permission from the parent/legal guardian and the licensed health care provider.

High Quality Early Childhood Curriculum - Spanish Immersion: In addition to providing engaging and high-quality developmental learning activities daily, the Center promotes the natural development of Spanish language skills in an immersion environment. **This setting serves native English, native Spanish, and bilingual/multilingual children equally well!** The Center uses a professionally developed curriculum called *The Creative Curriculum*. The curriculum provides the foundation for learning in Spanish and includes research-based best practices on learning objectives and environments for what is developmentally appropriate for children ages 0-5 and for kindergarten readiness. The curriculum aligns with the Minnesota standards for kindergarten readiness. The Center recommends full-time enrollment for best results in attaining language fluency.

Teacher Qualifications: All teaching staff members meet or exceed the Minnesota Department of Human Services Rule 3 licensing requirements. Teachers must pass a background check and are certified in CPR and Pediatric First Aid, Abusive Head Trauma (aka Shaken Baby Syndrome) Prevention, and Sudden Unexpected Infant Death (SUID) training. All staff also participate in required annual professional training including a rotation of ongoing monthly refresher training on licensing, sanitation, curriculum, and accreditation standards. We encourage all staff who are not yet lead-teacher qualified to pursue a Child Development Associate (CDA) while in our employment. Furthermore, our teachers are primarily native Spanish speakers, along with bilingual/bicultural and fluent 2nd language teachers.

Teacher consistency is important to us and we implement a number of measures to support that goal. We offer competitive pay, benefits, PTO, teacher support/training/resources, and a highly collegial and professional work environment. We employ floater teachers to provide internal coverage for absences; however, there may be circumstances that require us to use temporary and substitute staff who are also required to meet state licensing requirements.

Classroom Teacher/Student Ratios & Max group size: Children are supervised at all times by qualified staff members and each child is assigned to a classroom according to their age (some exceptions may apply per developmental issues). The year-round infant - preschool program abides by state requirements for staff to child ratios. **This includes a 1:4 teacher/student ratio and max group size of 8 for infants 6 weeks - 15 months; 1:7 teacher/student ratio and max group size of 14 for toddlers 16 -32 months; and a 1:10 teacher/student ratio and max group size of 20 for ages 33 months to 5 years.**

State licensing allows for mixed groups for up to 25% of the day. BCEC will generally only have mixed groups between 7:00 am – 8:30 am at drop off time or from 4:30 – 5:30 pm at pick up time. Mixed groups abide by the ratio of the age of the youngest child in the group. The max group size applies at all times except during meals, outdoor activities, field trips, naps, and special activities. In this way BCEC assures that all activities implemented are developmentally appropriate for the ages served by each classroom.

Classroom Placement: We determine our classroom age composition based on annual enrollments, grouping children in classrooms mostly closely aligned by age. Our goal is to avoid mid-year classroom transitions by utilizing state-approved “mixed-age rooms” so that children can stay in their classroom with their teacher and

classmates from September through May and enjoy our school year curriculum that is specifically designed for each age group. In general, children are placed in classrooms and according to the following guidelines:

Bebes: *Infants 6 weeks to 18 months* (max group size of 8 within a classroom of 12 babies/3 teachers)

Bebes/Chiquitos: (Roseville only) *Infants/Toddlers 12-24 months* (max group size of 8 within a classroom of 16 children/4 teachers)

Chiquitos: *Toddlers 16 months to 3 years* (max group size of 14 within a classroom of 14 children/2 teachers)

Preescolar: *Preschoolers 31 months 5 years* (max group size of 20 within a classroom of 20 children/2 teachers)

Parents are consulted for preferences if a child is of an age that can work in more than one group (older or younger). For best access, enrollment for the fall is encouraged by March/April, but enrollment is accepted year-round per space availability. If classrooms are full, we encourage families to be placed on our waiting list for spots that may become available throughout the year.

Children are placed in age-appropriate classrooms and generally transition to the next classroom in June or September. Transitions may be considered at alternate times to best accommodate developmental needs based upon a parent or teacher request and if space is available. All families will submit current Health Care Summary forms and immunization records upon enrollment, when child turns 33 months, and/or annually in September or following a current well-child visit. Any special needs or other issues are communicated among teaching staff so that new teachers are prepared to continue supporting the child's positive development.

Each classroom is assigned permanent teaching staff who have primary responsibility for working with that group of children. These teaching staff provide ongoing personal contact, meaningful learning and play activities, supervision, and immediate care as needed to protect children's well-being and help them to thrive!

Attendance: The Center offers both part and full-time enrollment as follows: Part-time 2-day (T/TH), part-time 3-day (M/W/F), full-time 4-5 days (M-F). ***Only full-time enrollment is available for infants in Roseville.*** There are no half-day, hourly, or drop-in options. Parents choosing any enrollment option may use the center during the hours of operation at their discretion on the days they are enrolled. However, for the best learning environment and to provide a consistent schedule to children, parents are encouraged to have their children arrive by circle time at 9:00am. Children participating in this program are expected to attend on a regular basis. Ongoing unexcused absences (for reasons other than illness or vacation) may result in a referral to an alternate program that can better meet the needs for a flexible schedule. Enrollment at the Center is competitive and we prefer to enroll families who are committed to regular attendance. Regular attendance of children supports their healthy development and a consistent classroom learning environment.

Large muscle play: The Center will provide opportunities for active/large muscle activity throughout the day: 1) The indoor gym space, 2) Our natural playground directly behind the building, 3) At times in classrooms with directed dance or yoga activities or other controlled games, and 4) IN ROSEVILLE - Lexington Park across the street from the Center to include climbing and playground equipment. In order to safely reach Lexington Park, children will use the ring lines to walk to the corner wearing colored vests and teachers will use crossing flags at Lexington Avenue and County Road B W where they can safely cross the street at the stoplight.

Parent conferences and notification to a parent of social/emotional, intellectual/cognitive, physical, and language development: Written developmental assessments are conducted by the teacher four times per year during the September-May school-year: 1) a benchmark upon enrollment, 2) for fall parent/teacher conferences in November, 3) for spring parent/teacher conferences in March, and 4) year-end in May. Assessments are not conducted during the summer. During parent/teacher conferences the child's individual developmental progress will be reviewed. The parent receives a written copy and is asked to sign a copy for the child's file. Parents may also request a special conference at any time. Parents may be asked to fill out a Temperament Scale on their child to help teachers best identify and tailor learning strategies for each child.

Children are assessed by regular classroom teachers through observation and the use of evaluation tools such as worksheets, number/letter/color flashcards, etc. Teachers refer to The Creative Curriculum's materials that set forth specific milestones for each objective based on a typical progression range by year for ages 0-5. Observation and evaluation take place in the regular setting in the classroom or gym/playground. Teachers receive initial training from the Director and Education Director on conducting assessments when they are hired, along with annual reinforcement training and support throughout the school year. The Education Director routinely visits all classrooms for individualized coaching and support.

The formal assessment data is used to share results with parents, to individualize learning, and to promote development for children. Parents who have questions about developmental assessments or tools/methods are encouraged to speak with the Director or classroom teacher.

Parent Communication: Good communication between home and school is the foundation for a child's success at the Center. Teachers and Directors communicate regularly with parents in a variety of ways. The Center provides parents with a daily account of their child's activities and schedule posted within each classroom. On our parent communication app, Educa, daily reports are provided for infants and toddlers up to 33 months old. Verbal reports are communicated for preschool at drop off or pick up or via email. Incidents or injuries are recorded on a specific form and given to parents at pick-up time. All teachers send a weekly classroom email and individualized emails are sent at least twice/month through the Educa online application. Teachers also use the Educa application to communicate daily and send pictures to parents. **EDUCA IS THE PRIMARY ELECTRONIC METHOD OF PARENT COMMUNICATION ON ALL ISSUES RELATED TO CARE AND CENTER NEWS. PARENTS SHOULD MAKE SURE THEY ARE ENROLLED AND SHOULD READ MESSAGES THAT ARE FORWARDED TO THEIR EMAIL FROM THE APP.** Parents are encouraged to communicate with the teacher regularly, particularly when any issues arise regarding their child at home or at the Center. The Director also maintains an open-door policy and will be available to parents upon request. We value parent input as an important part of ensuring our Center provides high quality learning and care.

Parent Involvement and Input: The Center welcomes parent and family input and is committed to creating the best possible learning environment for children. Family events are organized regularly, and all parents are encouraged to volunteer and visit the classrooms whenever possible. The Center solicits input through an exit survey when families complete enrollment and an annual quality assurance survey. This information helps to shape the program to meet the needs of families.

Parents of enrolled children may visit the Center any time during hours of operation: Parents may access the center through the secure door using a parent-issued magnetic key or the buzzer system (Roseville) or with a key code (Mahtomedi). Following termination of care families should return the magnetic FOB key to the Center. Lost FOBs may be replaced at cost of \$8.00 each.

Security. The building doors remain locked at all times to ensure the safety of the children. We ask that parents not to allow entry to any individual whom they do not know. If someone is trying to enter the building, you may ask them to use the security buzzer or you may escort them to the office staff. The Center also has cameras throughout the facility as an added measure for safety. Our buildings have live view cameras that record and store footage for 30 days, enabling administrators to review footage if needed.

Obtaining written parental permission for field trips: Field trips are planned periodically for children 3-5 years old. Before going on a field trip outside of the neighborhood, parents will be asked to sign a permission form with details of the trip (e.g. day, time, purpose, and destination). Parents are welcome to join us as chaperones but it is not required. Parents will be responsible for activity fees related to the field trips (transportation and entrance fees). Additionally, parents will be asked to sign a general enrollment authorization for walking to sites within the neighborhood to include infants and toddlers.

When planned activities at our program require transportation (i.e. field trips), the methods used will be in accordance with the Department of Human Services' regulations and Minnesota law. The Center charts a school

bus for field trips. Car seats are not required for school bus transportation. Children will learn rules for bus safety (staying seated, hands inside the bus, holding the rail, exiting the bus, emergency exit, etc.).

While on field trips the Center will abide by appropriate teacher/student ratios as described on page 3 under Classroom Teacher/Student ratios. The Center always invites parent volunteers to chaperone field trips and regularly enjoys a high level of supervision for offsite excursions. The Center's practice is to provide each child taken on off-site excursions with a t-shirt or name tag with the Center's phone number. In addition, head counts are taken regularly during off-site excursions to ensure all children are accounted for, specifically before leaving the site and matching with permission forms, on the bus before leaving, regularly throughout excursion transitions, on the bus before returning, and upon arrival again in the classroom.

Obtaining written parental permission before each occasion of research experimental procedure or public relations activity involving a child: No research experimental procedure or public relations activity shall be conducted without obtaining written permission from the parent or guardian for each occasion. The Center will take photos of the children while on field trips or while engaged in a learning activity for the purpose of sharing them with parents, for special art projects, and for display within the center on bulletin boards. Occasionally, the Center will use photos in brochures and on the website. Upon enrollment, parents will be asked to sign an enrollment authorization granting the Center permission to use such photos for promotional use. The form will allow parents the option to opt out of sharing images of their children for promotional use.

The presence of pets: No pets are allowed at Bilingual Child Care & Education Center, Inc. For learning purposes, insects, small reptiles, or other small animals may be used in conjunction with a presentation made by professionals.

Confidentiality: All personal, health, academic, and behavioral information of children and families shall remain confidential. All written and electronic records are maintained centrally in a locked office. Some pertinent children's information is also maintained secure within the classroom for daily use/access by teachers for the children in each classroom. All staff who work directly with children including Directors, Administrative Staff, Teachers, Assistant Teachers, and Aides are authorized to access children's confidential personal and health information in order to provide the best care possible. All staff are trained to understand that no child's personal, health, or behavioral information shall be discussed with other participating families or outside of the Center's staff. No confidential information pertaining to a child or their family will be shared with an outside agency/organization without written consent authorizing the Center to do so. Children's files are immediately accessible upon request for the child's parents or legal guardians as well as regulatory authorities.

Program Evaluation: Bilingual Child Care & Education Center, Inc. was evaluated formally for State Licensure by the Minnesota Department of Human Services prior to opening, again after the first year of operation, and ongoing annually according to the State's review process. The program plan was developed and is evaluated annually by the CEO or Directors, who are teacher-qualified. Annual program reviews include incidents, injuries, illnesses, complaints, and the overall program plan to determine whether any adjustments to policies are necessary. Adjusted policies are communicated to families in the parent handbook, which is revised every spring prior to the new school year.

Parking: **ROSEVILLE:** Our Roseville Center's parking area includes 4 spaces that run parallel to the front of the building, several diagonal spaces on the east side of the building, and a new parking lot behind the playground off Sandhurst. When entering to use the front drop off spaces please enter west to east and please do not park on the side of the drive near the sidewalk. **MAHTOMEDI:** Our Center in Mahtomedi has ample parking in front and on the side of the building.

We ask that you help us maintain friendly relationships with our neighbors by not parking in their dedicated parking spaces (Rose Plumbing, Astound, Aldi, Health Partners). The Center discourages vehicles left idling as we hope to prevent exhaust fumes from entering the building and causing air quality issues. Children should not be left unattended in vehicles outside of the Center.

Telephone Number for the Minnesota Department of Human Services, Division of Licensing: 651-431-6500

This program plan is given to parents upon enrollment, is available on the website, is updated and re-distributed annually, and is available upon request.

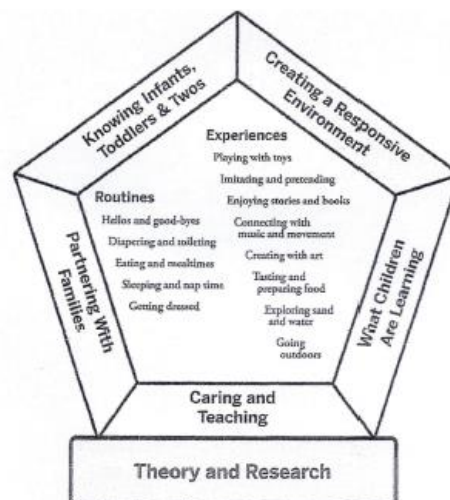
Educational & Developmental Program: The Creative Curriculum

The Center uses a professionally developed curriculum called The Creative Curriculum. All children participate in learning environments that promote growth and development in the areas of social emotional, physical, language, cognitive, literacy, mathematics, science and technology, social studies, the arts, and second language acquisition. The Creative Curriculum is based on 38 objectives in these 10 goal areas for development and learning for children 0-5 years old. The objectives are aligned with state early learning standards and teachers are trained to individualize learning experiences according to each child's needs. It is a research-based curriculum to support educators at all levels of experience to plan and implement a developmentally appropriate, content rich program for children with diverse backgrounds and skill levels. The curriculum supports the Center's Spanish immersion learning environment.

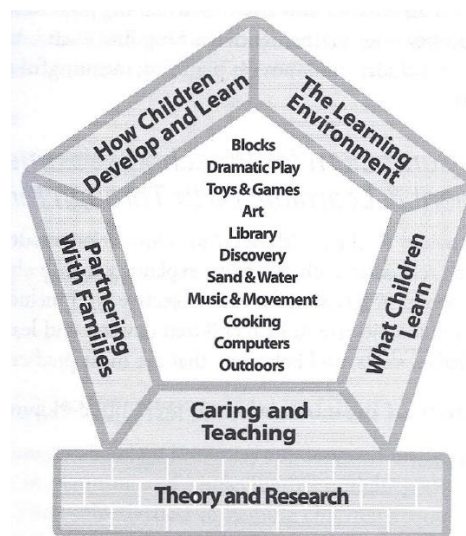
Infant and Toddler classrooms use The Creative Curriculum's **Infants, Toddlers, & Two's (ITT) Curriculum** which delivers an experientially-based learning environment that focuses on learning through exploration and doing. As such, children at this age level participate primarily in activities that pique their curiosities and use all five senses to experience their activities and surroundings in order to progress in a developmentally appropriate manner according to the 38 objectives.

The Preschool classrooms use The Creative Curriculum's **Preschool Curriculum**. The Preschool Curriculum builds upon the development of the skills gained in the toddler room through the ITT Curriculum and adds more structure and complexity to learning appropriate for older children. At the Preschool level, The Creative Curriculum incorporates learning through extended "studies" that integrate learning in a variety of areas in relationship to the topic of study. The studies encourage an in-depth examination of the area of study over a period of 4-6 weeks. The studies encourage the children to help direct the focus of the study in an inquiry-based manner, encourage the children to explore the topic and ask questions about things that are of particular interest to them, and plan activities associated to the children's interests and questions. The studies integrate learning in the areas of pre-literacy, pre-math, science, social studies, art, music, and others by exploring these focuses through the perspective of the study topic. The teacher may also plan activities in math, science, art, etc. that do not directly correlate to the topic of study.

Experiential Learning Model



Preschool Learning Model



The Creative Curriculum
Objectives for Development & Learning

SOCIAL/EMOTIONAL

1. Regulates own emotions and behaviors
2. Establishes and sustains positive relationships
3. Participates cooperatively and constructively in group situations

PHYSICAL

4. Demonstrates traveling skills
5. Demonstrates balancing skills
6. Demonstrates gross-motor manipulative skills
7. Demonstrates fine-motor strength and coordination

LANGUAGE

8. Listens and understands increasingly complex language
9. Uses language to express thoughts and needs
10. Uses appropriate conversational and communication skills

COGNITIVE

11. Demonstrates positive approaches to learning
12. Remembers and connects experiences
13. Uses classification skills
14. Uses symbols and images to represent something not present

LITERACY

15. Demonstrates phonological awareness
16. Demonstrates knowledge of the alphabet
17. Demonstrates knowledge of print and its uses
18. Comprehends and responds to books and other texts
19. Demonstrates emergent writing skills

MATHEMATICS

20. Uses number concepts and operations
21. Explores and describes spatial relationships and shapes
22. Compares and measures
23. Demonstrates knowledge of patterns

SCIENCE AND TECHNOLOGY

24. Uses scientific inquiry skills
25. Demonstrates knowledge of the characteristics of living things
26. Demonstrates knowledge of the physical properties of objects and materials
27. Demonstrates knowledge of Earth's environment
28. Uses tools and other technology to perform tasks

SOCIAL STUDIES

29. Demonstrates knowledge about self
30. Shows basic understanding of people and how they live
31. Explores change related to familiar people or places
32. Demonstrates simple geographic knowledge

THE ARTS

33. Explores the visual arts
34. Explore musical concepts and expressions
35. Explores dance and movement concepts
36. Explores drama through actions and language

LANGUAGE ACQUISITION (Spanish, English, Bilingual)

37. Demonstrates progress in listening to and understanding two languages
38. Demonstrates progress in speaking two languages

Daily Schedule: Each classroom schedule differs slightly but all include the following components. Children participate in diverse activities throughout the day described below, including those that are quiet and active, teacher directed and child initiated, and that require the use of varied equipment and materials.

7:00-8:00

- Arrival – wash hands
- Bathroom & diapers (as needed), wash hands
- Latin Music, Learning & Play Centers
- Enjoying Stories

8:00/8:30 Breakfast

9:00 Large group circle time: ¡Buenos Dias!, Who's in Class Today?, Calendar/Today's Activities
Songs, Stories, Social/Emotional Learning, Hands on learning about centers, materials, routines

9:15-11:00

- Morning Small Group Work
- Bathroom break, wash hands
- Early Literacy, Math, and Fine Motor

11:00-11:45

- Dressing (shoes, coats, boots, mittens, hats)
- Going Outdoors: Playground & Walks (Indoors in the Gym for bad weather or on occasion)
- Undressing (shoes, coats, boots, mittens, hats)

11:45-12:30

- Wash hands, Lunch

12:15-1:00

- Bathroom & diapers, wash hands
- Enjoying Stories, Nap Time Routine

1:00-3:00

- Nap Time

3:00-4:00

- Bathroom & diapers, wash hands
- Afternoon snack
- Music, Movement, Centers, Free & Dramatic Play

4:00-5:00

- Dressing (shoes, coats, boots, mittens, hats)
- Going Outdoors: Playground & Walks (Indoors in the Gym for bad weather or on occasion)
- Undressing (shoes, coats, boots, mittens, hats)

5:00-5:30

- Music & play centers
- Enjoying Stories (5:10-5:25)

Financial Policies

Tuition Deposit: 2 weeks of tuition payments: A two-week tuition deposit pre-pays the final two weeks of attendance and is required to reserve space for your child's enrollment or when joining the wait list. Your deposit matches your child's weekly tuition rate and will be adjusted if your child's tuition rate changes due to schedule changes or tuition increases. The Center does not hold deposit checks – they will be cashed and applied to the family's account.

Cancellation Policy: Tuition deposits are non-refundable except in the following circumstances:

- **Families on the wait list:** Deposits will be returned at any time to families on the wait list if they have not yet had a start date confirmed.
- **Families with confirmed enrollment:** Deposits will be returned to families on the wait list with a confirmed start date given a **60-day notice** is provided prior to the scheduled start date. The Center will return eligible deposits no later than 2 weeks following a cancellation notice via check and U.S. Mail.

Enrolled families: Under no circumstances will deposits be returned to families who are enrolled and attending care. Deposits will be applied to the final two weeks of care. A four-week cancellation notice is required (see Withdrawing from Enrollment on page 12).

Registration Fee: \$90/Child: A non-refundable registration fee that covers the registration process and materials is charged along with the first week's tuition payment. The registration fee is due prior to the start date or non-continuous re-enrollment and does not apply to tuition.

Ongoing Tuition Payments: Ongoing tuition payments are due in advance of care in two-week increments. Payments will be due the Friday that precedes the two-week period it will cover. Each family will receive regular invoices. The delay of receipt of an invoice should not prevent payment of tuition. Tuition is consistent and due dates are provided for the entire year. Families are required to participate in the Center's bi-weekly ACH automatic bank account payment system for tuition payments (Alternate payment arrangements may be requested and will be considered). The Center does not accept cash payments. Tuition is applied for full weeks and will not be prorated.

2019-2020 SCHEDULE OF TUITION DUE DATES

September 6, 2019	January 10, 2020	May 15, 2020
September 20, 2019	January 24, 2020	May 29, 2020
October 4, 2019	February 7, 2020	June 12, 2020
October 18, 2019	February 21, 2020	June 26, 2020
November 1, 2019	March 6, 2020	July 10, 2020
November 15, 2019	March 20, 2020	July 24, 2020
November 29, 2019	April 3, 2020	August 7, 2020
December 13, 2019	April 17, 2020	August 21, 2020
December 27, 2019	May 1, 2020	

Other Fees: The following additional fees apply:

Field Trips/Special Activities: Field trips and onsite special events are planned quarterly during the school year and monthly in the summer. An annual activity fee to cover transportation, entrance fees, and onsite special presentations will be requested in September. The per/trip/activity fee is \$15.

Insufficient Funds/Returned Check: If a check or auto payment is returned for insufficient funds, a \$25 fee will be applied.

Late Tuition Payments: If for some reason a tuition payment is made late, a \$20 late fee will be applied if the tuition is not made within the two-week tuition period.

Late Pick Up: Families picking up their child(ren) from the Center later than 5:35pm will be charged a \$20 late pick up fee, and any late pick-ups after 5:55pm will be charged an additional \$1 per minute. Please phone the Center or your child's teacher if you are going to arrive more than 5 minutes late. If a child is not picked up by 5:35 and no notification call is received, staff will call the parents/guardians or the emergency contact person (Please also see section on procedures for when no one calls or comes to pick up a child on page 21).

Vacation, Illness, Holidays, and Center Closures: Families are responsible to pay tuition regardless of illness, absence, Center closure, and/or holidays. Tuition will not be adjusted for absences due to illness, Center closure, holidays, or weather conditions. Part-time families may not request attendance on alternate days to replace days absent for holidays.

Center closures for dangerous weather conditions will generally follow the local school district closings. In situations when snow or inclement weather forces the closure of the Center, notice will be given via email on Educa no later than 6:00am. There may be situations when school districts close due to extreme cold where we will opt to keep the Center open because our children generally arrive in cars and do not wait outside in the cold. However, in situations of very dangerous temperatures we may also opt for closure as well. Predicting the weather is not an exact science so we ask for your patience and understanding with Center closure calls. Our utmost concern is for the safety of all our families and staff members.

After one year of enrollment, families of children enrolled full-time are eligible for one week of vacation without tuition by notifying the Director via email at least two weeks in advance. The child cannot be in attendance during the unpaid week. The week cannot be split into individual days and must be taken in entirety. Families will become eligible for their tuition free week on or after their enrollment anniversary date – NO EXCEPTIONS - and the week must be used within the following year and cannot be carried over to subsequent years. Furthermore, tuition-free vacation weeks may not be requested during weeks when there is a Center holiday.

2019-2020 Holidays: The first day of the 2019-2020 school year is **SEPTEMBER 3, 2019**. Bilingual Child Care & Education Center, Inc. recognizes and will be closed on the following 15 holidays and 2 cleaning/staff development days:

- | | |
|--|--|
| 1) Cleaning/Staff Development: Oct. 18 | 6) Cleaning/Staff Development: Feb. 17 |
| 2) Thanksgiving: Nov. 28 & 29 | 7) Spring Break: April 9 & 10 |
| 3) Winter Break: Dec. 24, 25, 26, 27, 30 | 8) Memorial Day: May 25 |
| 4) New Year's Eve & Day: Dec. 31, Jan. 1 | 9) Independence Day: July 3 |
| 5) Martin Luther King Jr's Birthday: Jan. 20 | 10) Labor Day: Sept. 2 |

Withdrawing from Enrollment: Enrollment is continuous until such a time a parent chooses to withdraw their child and provides a written notice. We require **written notice 4 weeks in advance of the final date of attendance**. We will begin counting the four weeks on the first Monday following the date of notice. Notice must be made no later than Sunday to count the upcoming week. The final two weeks will be covered by the tuition deposit provided at time of enrollment. An Enrollment Withdrawal Form is available in the enrollment packet and on the website www.bilingualchildcare.com. Withdrawal may also be made via email to the Director and must identify it in the subject line as NOTICE OF WITHDRAWAL. We do not prorate weeks.

Per our tuition payment policy, families may not withdraw and re-enroll to avoid paying tuition for an extended vacation. This is considered a breach of contract and families will not be allowed to re-enroll until the next school year under a new contract.

We cannot guarantee a spot back in the fall for families who wish to withdraw from enrollment or reduce schedules during the summer months. If you withdraw, you will have to join the wait list in order to re-enroll. We give priority on our wait list to current families and staff with children or new babies wishing to enroll or children wishing to increase their schedule to full time. Spots are awarded chronologically and per availability. If you are offered a spot for your preferred date, we will not be able to hold it if you change your mind about your start date. You will have to remain on the wait list for the next available spot.

Bilingual Child Care & Education Center, Inc. reserves the right to suspend or discontinue service to a family at will. Examples of grounds for disenrollment may include but are not limited to:

- behavioral issues;
- educational or medical needs for which the school does not have the expertise or resources to manage;
- financial obligations are not met on a timely basis;
- disrespect/disregard of any staff member;

When possible, the Center will provide a two-week notice to parents, but reserves the right to issue an immediate or shorter notice of disenrollment as deemed necessary. In such a situation, the tuition deposit will not be refunded.

Rate Changes: Families will be notified of tuition rate adjustments in the spring (March/April) to take effect in August.

Behavior Guidance Policies

Bilingual Child Care & Education Center, Inc. utilizes a positive behavior guidance approach to help children build self-esteem, confidence, creativity, independence, self-discipline, safe behaviors, and good manners in their interactions with other children and adults. The Center employs numerous strategies and tools to achieve this goal:

- The Center provides a developmentally appropriate environment that keeps children positively engaged.
- Teachers develop positive and respectful relationship with children as caring adults.
- Children learn the daily schedule, expectations, and simple classroom rules to follow. Classroom rules include 1) raise your hand (*levanta la mano*); 2) share with your friends (*todos compartimos*); 3) use words (*usa palabras*); 4) always walk (*siempre caminamos*); 5) speak quietly (*hablar en voz baja*).
- Teachers give notice to prepare children for transition times.
- Redirection is often used to as a first method of distraction with behavioral challenges.
- The Center employs various strategies to develop a calm classroom environment that protects the safety of children and staff.
- Each classroom has a calm down area where children are empowered to gain composure and control of their feelings and emotions, and a consistent behavior management process is followed.
- Teachers encourage independence, self-confidence, and pride and reduce conflict by offering choices, providing positive reinforcement, and teaching children acceptable alternatives to problem behavior.
- The Center's curriculum, The Creative Curriculum, includes an array of social emotional learning activities that are incorporated into activity times throughout the day to teach skills such as sharing, listening, responsibility, and many others.
- The Center teaches a manners curriculum that includes learning to say good morning and goodnight/goodbye (buenos días, buenas tardes, hasta mañana), please and thank you (por favor y gracias), excuse me/I'm sorry (discúlpame/perdóname), along with table manners.
- The Center incorporates the use of several social emotional books about friendship, respect, and others.

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- Teachers model positive behaviors and incorporate individualized teaching about positive behaviors, empathy, kindness, sharing etc., both proactively and during teachable moments.
- Children are provided natural/directly related and immediate consequences to unacceptable behaviors such as losing privileges, having to clean up messes, saying you are sorry, etc.
- Teachers encourage good communication and collaboration between home and school to address behavioral challenges in partnership through directed strategies.

Separation: Children may be separated from the group temporarily if other less intrusive methods for guiding behavior have been ineffective, and the child's behavior threatens the well-being of other children or staff. A child who requires separation from the group will remain in an unenclosed part of the classroom where the child can be continuously seen and heard by a program staff person. The child's return to the group will be contingent on the child's stopping or bringing under control the behavior that precipitated the separation. The child will be returned to the group as soon as the behavior that precipitated the separation abates or stops. Children between the ages of 6 weeks and 16 months must not be separated from the group as a means of behavior guidance.

All separations from the group will be recorded on a daily log that includes the child's name, the staff person's name, the time and date, and information indicating what less intrusive methods were used to guide the child's behavior. It will also describe how the child's behavior continued to threaten the well-being of the child or other children. If a child is separated from the group three or more times in a day, the parent will be notified and notification will be indicated on the daily log. If a child is separated five or more times in a week or eight or more times in two weeks, the procedures for Persistent Unacceptable Behavior will be followed.

Corporal punishment will never be used as a discipline technique. It is seen as a discipline method that has an immediate short-term effect based on control and fear. We would rather establish a relationship of trust and encourage the child's understanding of his/her behavior. Corporal punishment includes but is not limited to rough handling, shoving, hair or ear pulling, shaking, slapping, kicking, biting, pinching, hitting, and spanking.

Early childhood development staff members are also prohibited from using verbal or emotional abuse that includes, but is not limited to, name calling, shouting, ostracism, shaming, making derogatory remarks about a child or the child's family, or using language which threatens, humiliates, or frightens a child.

Children will not be punished for lapses in toilet habits. Food, light, warmth, clothing, or medical care will not be withheld as punishment for unacceptable behavior. No physical or mechanical restraint (such as tying) will be used other than to physically hold a child when restraint is necessary to protect a child or others from harm.

Persistent Unacceptable Behavior: The Center is committed to providing a safe and productive environment for all children and will respond if children are chronically behaving in ways that threaten the safety of other children or if the behavior requires a level of attention from the teacher that detracts from the educational experience of the other children. Chronic behaviors that warrant a response from the Center include biting, scratching, hitting, kicking, pushing, throwing objects, use of toys or objects as weapons, wrestling, disrespect of adults/teachers, use of inappropriate words, and others.

The Center defines chronic as **five episodes in a week or eight or more within two consecutive weeks.** Each incident will be recorded in a behavior log and parents will receive a written report. After the second consecutive week that multiple incidents are recorded and communicated to parents, parents will be invited to participate in a behavioral meeting with the teacher to discuss the challenges along with strategies to overcome the challenging behavior. Teachers will observe and make notes on behaviors to look for patterns and triggers and to assess strategies that are successful in responding to behaviors. Teachers will work with parents to develop a behavioral plan with specific partnered strategies. Working together, teachers and families will implement strategies to develop more positive behaviors. Referrals for additional external services may be provided. The progress of the behavioral plan will be evaluated after 30 days.

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In some situations, the Center may recommend an alternate care environment that may be a better match for the challenges of the child. The Center will work with a child and family to the extent possible to correct challenging behaviors and with the goal of maintaining the child in the care of the Center. We believe all children can overcome behavioral challenges and participate positively, but also accept that not every center is a good match for every family/child. We support every family to discover and seek the environment that is the best match for their child.

Referrals for outside/community services: To the extent possible, the Center is committed to working with children with disabilities, behavior challenges, or other special needs, their families, and other community service providers. When appropriate, the Center may make referrals to the public school's early childhood services for evaluation of a variety of mental health, behavioral, or physical issues (speech, developmental, etc.). Families may or may not choose to proceed in seeking outside evaluations/services per the recommendation of the Center and any cost associated with outside services are the responsibility of the family. Upon request, the Center will work with families and outside service providers to coordinate observations and other services onsite at the Center. When appropriate, the Center will coordinate trainings and make provisions to accommodate special needs if it is determined that in doing so it would not cause undue hardship for the Center or minimize the quality of care and education provided to all children.

Health, Emergency, and Accident Policies

Health care summary and immunization records:

- Before a child is admitted to the Center, a current physical examination of the child will be obtained and signed by the child's source of medical care to include documentation of any known allergy.
- For children already admitted to the Center, an updated physical examination must be submitted by the child's source of medical care at least annually but also when they turn 12, 16, 24 and 33 months old.
- **Immunizations Required for Day Care:** The DTP, polio, MMR, chickenpox, pneumococcal, Hib, Hep A, and Hep B shots are required for participation in childcare. **Only children with a medical reason for not receiving a shot or whose parents are conscientiously opposed to immunization on the narrow grounds of a provable sincerely held religious belief, may be granted an exemption to these requirements.** The rotavirus and flu shots are not yet required but are highly recommended for all infants and young children. For any child enrolled in the Center, parents must provide documentation of current immunizations before care begins, according to Minnesota Statutes, section 123.70, or a signed notarized statement of parental objection to immunizations stating full and complete information **in support of a claim of a provable sincerely held religious belief**, or a medical exemption supported by a written and signed physician statement stating the reasoning to support a medical exemption for the child, consistent with generally accepted medical practice (See Immunization Form).
- Children's health files are kept current by updating as needed, but at least annually. The content of the file is confidential, but is immediately available to administrators and teaching staff, others who have consent from a parent or legal guardian for access to records, the child's parents or legal guardian, and regulatory authorities upon request. The Center completes an anonymous immunization report to the Minnesota Department of Health annually.
- When a child is overdue for any routine health services, parents, legal guardians, or both must provide evidence of an appointment for those services before the child's entry into the program and as a condition of remaining enrolled in the program, except for any immunization for which a child is medically exempt or when parents are using exemption based upon a provable sincerely held religious belief.
- Parents who are claiming a religious or medical exemption to immunizations will be notified if a vaccine-preventable disease to which children are susceptible occurs in the program. Under such circumstances a child without immunizations to any vaccine preventable illness may be excluded from the program and the advice of a medical professional will be sought to determine when they are eligible to return. Similarly, an unvaccinated child who would otherwise have an exemption but has a disease for which the child was not vaccinated may be excluded from the program.

Care of a child who becomes sick at the Center and parent notification practices:

- If the staff determines that a child is ill, the parents (or emergency contact listed) will be contacted and a staff member will then isolate the child until the parent or emergency contact arrives. A sick child will be isolated in a quiet place in the classroom or with administrative staff until someone arrives to pick them up.
- In the event that a child's source of medical or dental care diagnoses a child as having a contagious reportable disease such as lice, scabies, impetigo, ringworm, or chicken pox, **the parent or guardian is required by State law and our Center's policies to inform the Center within 24 hours** exclusive of weekends and holidays.
- The Center will notify all parents of illnesses reported to the Center the same day or within 24 hours via email.
- Health authorities will be notified within 24 hours of receiving the parent's report of any suspected case of a reportable disease.
- In the event of a life-threatening or major medical emergency to a child, one staff member will remain with the injured or ill child and another staff member will call 911. The parent will be notified as soon as medical care has been requested. If they cannot be contacted, persons listed on the emergency contacts form will be contacted. Transportation to a care facility will be arranged through a rescue team or the child's parent.
- All accidents, injuries, or incidents involving a child enrolled at Bilingual Child Care & Education Center, Inc. will be recorded, including persons involved, date and place, type of injury, action taken, and to whom the incident was reported.
- An analysis of the accident, injuries, and incident procedures will be reviewed annually and modified as needed. Policies will be modified based on findings.

The Storage and Administration of Medicine: All medications will be stored within each classroom out of the reach of children in a medications bin along with documentation. Medication requiring refrigeration will be stored in the kitchen. **Prescription medications** will only be given with written authorization from the child's licensed health care provider (prescription label) and parent/guardian (the Center's medication administration form). Please let your child's teacher know about medication your child is taking at home. Staff will help you look for side effects from the medication and let you know if any are seen. Medication Administration forms are available in hard copy to keep on hand at home as well as on the Center's website.

Please complete the Medication Administration Permission Form if your child needs a medication while in our care. We suggest keeping a blank copy of this form at home so it can be completed before coming to the Center. This will allow you time to speak with your child's teacher about the medication. Administrators and teaching staff who administer medication are trained on the practice of the five right practices of medication administration: (1) verifying that the right child receives the (2) right medication (3) in the right dose (4) at the right time (5) by the right method with documentation of each right each time the medication is given.

Prescription medication will only be given as prescribed by a licensed health care provider (physician, physician assistant, dentist, or certified nurse practitioner). Medications are labeled with the child's first and last names, the date either the prescription was filled or the recommendation was obtained from the child's licensed health care provider, the expiration date of the medication or the period of use of the medication, the manufacturer's instructions or the original prescription label that details the name and strength of the medication, and instructions on how to administer and store it.

Over the counter medications will only be administered with written parental permission and instructions. These products must be used according to the manufacturer's instructions. If the dosage or instructions differ from the manufacturer's instructions, written permission from a licensed health care provider will be needed. Containers must be labeled with the child's full first and last name and date. Outdated medications will not be given. Diaper rash products and sunscreens are an exception, and need written approval only, which is included in the Center's enrollment authorizations. All medications must have a legible label on the container. Your medication container will be returned to you when it is completed. The Center will not administer homeopathic medications.

Exclusion of Ill Child: The Department of Human Services requires that we exclude a child with an illness or condition that the Commissioner of Health determines to be contagious and a licensed health care provider determines has not had sufficient treatment to reduce the health risk to others.

We will follow the exclusion guidelines listed below which are taken from INFECTIOUS DISEASES IN CHILD CARE SETTINGS AND SCHOOLS: INFORMATION FOR DIRECTORS, CAREGIVERS, AND PARENTS OR GUARDIANS, prepared by Hennepin County Community Health Department, Epidemiology and Environmental Health. (We also exclude teaching and kitchen staff based on these guidelines and others from the Minnesota Department of Health Food Code.) We must exclude a child with any of the following conditions:

Chicken Pox	Until all the blisters have dried into scabs and no new blisters or sores have started within the last 24 hours; usually by day 6 after the rash began.
Eye drainage	Until 24 hours after treatment begins when purulent (pus) drainage and/or eye pain is present, or a medical exam indicates that a child may return.
Diarrhea	Until diarrhea stops or a medical exam indicates that it is not due to a communicable disease. Diarrhea is defined as an increased number of stools compared with a person's normal pattern, along with decreased stool form and/or watery, bloody, or mucus-contained stools.
Mouth sores with Drooling	Until a medical exam indicates the child may return or until sores have healed.
Fever	Auxiliary (armpit) temperature: 100 degrees F or higher. Oral temperature: 101 degrees F or higher, when accompanied by behavior changes, or other signs or symptoms of illness. Measure temperatures before giving medications to reduce fever. Child must be free of fever for 24 hours without fever reducing medications before they may return to the Center.
Impetigo	Until treated with antibiotics for 24 hours and sores are drying or improving.
Lice (head)	Until at least one treatment is complete, 1 full day, and no live lice or eggs are present.
Rash	Until a medical exam indicates these symptoms are not those of a communicable disease that requires exclusion (i.e. chicken pox, measles, roseola, rubella, shingles, strep throat).
Respiratory Infections	Until a child is without fever and is well enough to participate in normal activities. No exclusion for other mild respiratory infections without fever as long as a child can participate comfortably.
Ringworm (skin & scalp)	Until 24 hours after treatment has been started.
Scabies	Until 24 hours after treatment has been started.
Signs/symptoms of possible severe illness	Usually tired, uncontrolled coughing, irritability, persistent crying, difficulty breathing, wheezing or other unusual signs for the child; should be evaluated by the child's health care provider to rule out illness.
Streptococcal Sore Throat	Until 24 hours after antibiotic treatment begins and child is without fever for 24 hours.
Vomiting	Until vomiting stops. Vomiting is defined as two or more episodes in the previous 24 hours.
Other	A child may also be excluded from care if they are unable to participate in child care program activities with reasonable comfort, including outdoor play or if they require more care than staff can provide without compromising the health and safety of other children in care.

Allergy Prevention and Response: Upon a child's enrollment, the Center will collect documentation of any known allergy from the parent and medical provider that will be maintained in the child's record. This should include an Allergy Action Plan (also called an individual child care program plan ICCP) that will include a description of the

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allergy, specific triggers, avoidance techniques, symptoms of an allergic reaction, procedures for responding to the reaction to include medication, dosages, and the doctor's contact information. In order to ensure the child's allergy is properly managed while in the care of the center, the Center will:

- Keep documentation that staff responsible for the child have reviewed the plan,
- Provide basic training to all staff in allergy prevention and response,
- Update the child's record annually or following any changes to the plan and keep documentation that staff have been informed of the changes,
- Maintain a copy of the plan and associated medications accessible to the direct staff at all times (When on field trips or neighborhood walks, the plan and medications will be carried along in the first aid bag.),
- A list of all food allergies will be kept current and posted in the kitchen, cafeteria, and in each classroom,
- In the event of an exposure or allergic reaction that requires medical attention, the Center will contact the child's parent as soon as possible. If epinephrine is administered to a child at the Center, emergency medical services will be contacted.

Special Needs: Parents/guardians have the responsibility to inform the Center when their child has any special medical conditions, needs, or allergies so that we can provide appropriate care and support.

If your child has a special need and is (one or more of the following):

- Eligible for case management through the state and has an Individual Service Plan (ISP),
- Receiving services through the local school district and has an Individual Educational Plan (IEP),
- Determined by a licensed physician, psychiatrist, or consulting psychologist to have a condition related to a physical, social, or emotional development,

You will be asked to share the ISP and/or IEP with us. In addition, state licensing regulations require us to develop an Individualized Child Care Plan (ICCP) with you that will assist us in meeting your child's needs.

This plan must be signed by your child's licensed health care provider as listed in your registration materials and be reviewed annually to assure that necessary modifications are made to the plan of care.

If special needs require our staff be trained to perform a new skill, we will ask that you arrange for this training. If a child has an Individual Child Care Plan that includes the management of a medical condition, an adult trained in the care of the procedure must be onsite whenever the child is present (See also **Referrals for outside/community services**, page 15).

Nap Policies:

- **Confinement limitation:** A child who has completed a nap or rested quietly for 30 minutes will not be required to remain on a cot or in a crib.
- **Parents requesting children not nap:** If children are tired and fall asleep at nap time, staff will not forcibly wake them up or prevent them from napping to accommodate parent requests that children not nap. We believe children need sleep and rest is a healthy and important part of their development.
- **Placement of Equipment:** Cots and cribs will be placed clear of aisles and in a place where there is unimpeded access for adults and children on at least one side of the equipment. Cribs and cots will be placed directly on the floor and not stacked when in use. Naps and rest are provided in a quiet area that is physically separated from children engaged in an activity that will disrupt sleeping children. Children will sleep head to toe as an effort to reduce potential passing of any airborne illnesses.
- **Bedding:** Separate, age appropriate bedding will be provided for each child in care and will be washed weekly and when soiled or wet.
- **Crib Standard:** A crib is provided to each child up to 16 months of age, although cots may be used for children ages 12-15 months. The cribs are safe, sturdy, and conform to Code of Federal regulations and Minnesota Statute sections 245A.146 which requires routine crib inspections. Monthly crib checks are performed using the DHS crib check form. The mattresses are firm with a fitted crib sheet that fits tightly on the mattress and overlaps the mattress so that it cannot be dislodged by pulling on the corner of the

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sheet. The Center will not place anything in the crib with the infant except for the infant's pacifier, as defined in Code of Federal Regulations, Title 16, part 1511.

- **Infant Sleeping Position:** When placing infants to sleep, the Center follows Minnesota Statute section 245A.1435. Staff will place infants younger than 12 months on their backs to sleep, without the use of an infant sleep positioner, unless ordered by a physician. The physician directive must be on a form approved by the commissioner and must include a statement that the parent or legal guardian has read the information provided by the Minnesota Sudden Infant Death Center related to the risk of SUID and the importance of placing an infant or child on its back to sleep to reduce the risk of SUID. An infant who independently rolls onto its stomach after being placed on its back may be allowed to remain sleeping on its stomach if the infant is at least 6 months of age or the license holder has a signed statement from the parent indicating that the infant regularly rolls over at home.

If an infant arrives to the program asleep or falls asleep in equipment not designed specifically for infant sleep, the infant will be moved and placed in appropriate infant sleep equipment. When an infant falls asleep while being held, the caregiver must consider the supervision needs of other children in care when determining how long to hold the infant before placing the infant in a crib to sleep. The sleeping infant must not be in a position where the airway may be blocked or with anything covering the infant's face.

The Center will place all infants 6 weeks - 12 months to sleep on their backs without any kind of blanket, comforter, pillow, sleep positioner, or toy. Infants 12-15 months may sleep in any position and use blankets. Placing a swaddled infant down to sleep in a licensed setting is not recommended for an infant of any age and is prohibited for any infant who has begun to roll over independently.

First Aid Policies and Procedures:

- Procedures for first aid are found in written form in a booklet inside the first aid kit. The Center requires all teachers, assistant teachers, and aides to be trained within 90 days of employment in Pediatric First Aid, Infant and Child CPR, and Abusive Head Trauma prevention (AHT - formerly Shaken Baby Syndrome). First Aid and CPR are repeated every two years and AHT annually. The Center follows the Sudden Unexpected Infant Death (SUID) risk reduction practices recommended by the Academy of Pediatrics and the Back to Sleep Program. All staff working with infants are trained in SUID risk reduction.
- All teachers are trained in safety rules to avoid injuries, burns, and traffic accidents.
- The classrooms have a first aid kit. The kits contain sterile bandages, band-aids, sterile compresses, scissors, an ice bag or cold pack, an underarm thermometer, and adhesive tape. It also includes a first aid manual. A first aid kit will be taken on field trips, on neighborhood walks, and to the gym/playground.
- The phone number for the local poison control center is posted in each classroom.

Safety Policies and Procedures:

- The **facility and equipment will be maintained** in accordance with City building inspection code and per State child care licensing guidelines.
- BCEC **prohibits smoking, firearms, and other significant hazards** that pose risks to children and adults.
- To avoid **injuries**, teachers/staff will maintain all hallways and rooms from objects carelessly littered which could cause tripping or falling. Children will be asked to walk and not run within the Center. Carpets and rugs will be maintained and free of edges that could cause tripping or falling. All hallways and rooms will be sufficiently lighted. No hazardous equipment will be used in the classroom or stored in any location in the Center that is accessible to children (halls, entrance, playground, gym). Hazardous equipment includes items such as adult scissors, hot glue guns, paper cutters/other sharp utensils/tools, and others. The office and kitchen are not areas accessible to children and as such, children are not allowed to enter these areas. Small children will not be allowed to carry sharp pencils or scissors. All large muscle equipment will be safe and used according to appropriate ages/developmental levels. All children will learn the rules of the classroom and how to safely use gym and playground equipment.

- To avoid **burns**, all heat sources will be kept away from children, no flammable cleaning products will be used, and there will be no smoking allowed on the premises. No hot food/beverages or devices used to warm food or beverages will be allowed inside the classroom or in any location at the Center that is accessible to the children.
- To avoid **suffocation**, all heating equipment will be inspected regularly, the rooms will be well ventilated, and no plastic bags will be allowed in the classrooms or any other location accessible to children.
- To avoid **traffic and pedestrian accidents**, children will be appropriately supervised on all occasions during which they take walks or are on field trips and they will be aware of the rule of holding hands, walking rather than running, and listening to instructions. Furthermore, children will not be taken on any walk via a route that does not have a safe sidewalk or path or that could present danger of a traffic or pedestrian accident.
- To avoid **poisoning**, no poisonous plants will be allowed on site and no poisonous cleaning or other products will be stored in a place accessible to children.
- To avoid **choking**, the room and halls will be kept free of small or sharp objects that children can choke on. Teachers/staff will ensure that snacks are appropriate for age/developmental level.
- Teachers will avoid lifting children regularly to **avoid back strain**.
- Caregivers/Teachers will take care to **avoid the dislocation of shoulders, elbows, or wrists** that would result from incorrectly picking up children or moving them using only one arm. Teachers will teach/encourage children to move independently and follow directions to prevent the necessity to pick children up. However, for toddlers and in other cases when it becomes necessary for teachers to lift a child, it will be done safely using appropriate support and using both hands.
- **Environmental exposure hazards** such as indoor/outdoor air pollution, noise, and stress are avoided by regularly inspecting all heating equipment and avoiding use of strong cleaning agents in the presence of children, staying indoors if summer outdoor pollution advisories are in force, and controlling noise and stress through a well-managed classroom environment.
- Each day teachers/staff will **conduct an inspection** of the hallways, bathrooms, classrooms and indoor and outdoor play areas to assess/eliminate potential hazards.

Supervision within the Center: All children are supervised by sight and sound at ALL times. Teachers will take a written attendance each day and if anyone other than parents/guardians are picking up they will be asked to sign the child out in the classroom with the teacher. Teachers will also wear a lanyard with a real time attendance record, so they know exactly how many children are within their supervision at all times. During after hour events and after the child has been picked up from the classroom, parents/guardians assume full responsibility for the supervision of their child.

Transitions: Children will not be allowed to walk unsupervised in the hallway or in the bathroom. During transition times to the cafeteria/gym, playground, or elsewhere, teachers will count group numbers before leaving, frequently during the time outside the classroom, before leaving a location to transfer to another, and upon return to ensure all children are accounted for.

Nap time: All children will be supervised by sight and sound during nap time according to the supervision policy listed above. Staff supervising infants who are asleep in the crib room will position themselves in the room to have a continual view of sleeping infants through the window and a video/sound baby monitor may provide additional assistance in providing constant sound and visual supervision.

Teachers will exert extra vigilance on the playground and in the gymnasium when children are playing on equipment. Children will learn the appropriate ways to use equipment and will not be permitted to engage in dangerous play or misuse of equipment.

All classroom doors shall remain closed while children are present to prevent children from leaving the rooms unnoticed. The doors to the mechanical, laundry, kitchen, storage, adult bathrooms, and the kitchen will be closed

at all times during the day to prevent children from entering areas where they should not be. Children will be taught to walk quietly and in an orderly fashion in line to reach their destination.

Neighborhood Walks (playground, library, etc.): Infants taken on walks will do so in a multi-seat carriage. Toddlers and preschool age children who participate in neighborhood walks will use the ring line. Neighborhood walks will be limited to a four-block radius of the Center.

Field Trip Supervision: On field trips, a student teacher/volunteer/staff ratio of no more than 1:5 will be maintained. Any parent or other volunteer chaperone who is helping to supervise children during field trips and who has not undergone a background check through the Center will not be allowed to separate from the group or be alone with the children at any time. Staff will accompany children to the bathroom. All regular volunteers and parents who wish to formally volunteer at the Center will undergo a background check through the state.

Procedures to follow in the event of a blizzard, tornado, or other natural disaster: The Center will conduct monthly tornado drills from April to September and maintain a log indicating the time and date. The site's designated emergency shelters are within closed spaces in the interior of the building as indicated on a map within each classroom. In the event of a tornado, blizzard, or other natural disaster; children will be moved to that location.

Building Evacuation: In the event of a building evacuation for fire or any other reason for which we are unable to return to the building immediately, the children will be taken to specified alternate locations (Roseville- Roseville Library; Mahtomedi- Health Partners). Parents will be notified by email, text, or by phone to pick their child up at the alternate emergency location.

Emergency Preparedness Plan: The Center maintains an Emergency Plan per Minnesota Statutes, section 245A.41, subdivision 3, for each location. The plan includes procedures for an evacuation, relocation, shelter-in-place, or lockdown. The Center's designated relocation sites are listed in the individualized plans for each site. The plan also includes procedures for parent notification in the event of an evacuation and relocation, accommodations for children with disabilities or medical condition including access to vital medications, procedures for continued operations following such an event, and communication with local emergency management officials and authorities.

Procedures for fire prevention and procedures for staff to follow in the event of a fire: The Center conducts monthly fire drills and maintains a log of the dates/times completed. Within each classroom, we post a map of the Center indicating primary and secondary fire exits/evacuation routes along with other building evacuation exits. We also post the telephone number of the fire department and the staff members responsible for the evacuation of the children in all areas of the Center. Each classroom has a direct/dedicated fire exit (in Roseville). Fire extinguishers are accessible throughout the building with posted instructions on how to operate them and close off a fire area. Staff receive training annually on fire extinguisher operation and procedures.

Procedures to follow when a child is missing: In the event that a child is missing while under the care of Bilingual Child Care & Education Center, Inc., the following procedures will be followed: 1) a search of the building will be conducted, 2) an administrative staff member will call 911, and 3) the parent, guardian, or emergency contact will be contacted as soon as emergency help is obtained.

Procedures for unauthorized pick up, an incapacitated person attempts to pick up a child, a person suspected of abuse attempts to pick up a child, or no one comes to pick up a child: If teachers/staff do not recognize a person who attempts to pick up a child, they will check the list of authorized people within the child's file and request identification. No child will be released to an unauthorized person.

No child will be released to an individual who is incapacitated, smells of alcohol or marijuana, is or suspected of abuse. In any of the above cases the individual attempting to pick up will be asked to phone for an alternate

approved person to pick up the child. If the individual does not cooperate with the request, teachers/staff will call 911 and the child will stay at the Center until the proper authorities arrive to address the situation.

If a child is not picked up by their designated pick up time or closing time, staff will call the parents/guardians or the emergency contact person. If neither can be reached, staff will remain at the Center with the child for 30 minutes and continue to attempt to reach parents/guardians or emergency contacts. If no one can be reached after 30 minutes, staff will call the police and follow their instructions. A note will be left at the door for the parent regarding the situation and a phone number to call. Under NO circumstances will the staff transport a child.

Sources of Emergency Medical Care (911 or designated medical source): In the event of a medical emergency, teachers/staff will call 911 to obtain emergency medical care.

Procedures for Recording Accidents, Injuries, and Incidents Involving a Child Enrolled in the Program: A record of accidents, injuries, and incidents will be maintained on file at the Center and will include the name and age of the person(s) involved; the date and place of the accident, injury, or incident; the type of injury; actions taken by teachers/staff; and to whom the accident, injury, or incident was reported.

The Director will report to the Department of Human Services within twenty-four (24) hours:

- 1) Any injury to a child while in care at the program that requires treatment by a health care provider or the use of emergency medical services.
- 2) The death of a child while in care at the program.

The Director or designee will report within forty-eight (48) hours the occurrence of a fire during the hours of operation if the fire requires the services of the Fire Department.

Procedures for Mandating an Annual Analysis of Accidents, Injuries, and Incidents, and Modifications of the Program Policies Based on the Analysis: An analysis of the accident, injuries, and incident records will be conducted annually by the Director to ascertain whether modifications to the Center's policies, practices, or training is needed. If decisions about the analysis pertain to the Director of the Center, an independent party or a head teacher will conduct the analysis and the Director will consult with the Minnesota Child Care Health Consultants for guidance on necessary adjustments to policies.

Hand Washing: Frequent and thorough handwashing is required by all staff, volunteers, and children to reduce the risk of transmission of infectious diseases. Staff and children will be taught hand-washing procedures and staff will monitor and assist young children and children who are unable to perform thorough hand washing on their own. Hand washing will occur upon arrival for the day; after diapering or using the toilet; after handling body fluids (e.g., blowing or wiping a nose, coughing on a hand, or touching any mucus, blood, or vomit); before and after meals and snacks, before and after preparing/serving food; after playing in water that is shared by two or more people; after handling any materials such as sand, dirt, or touching surfaces that might be contaminated by contact with animals; when moving between classrooms; before and after administering medication; after assisting a child with toileting; and after handling garbage or cleaning.

Proper hand-washing procedures followed by adults and children include using liquid soap and running water; rubbing hands vigorously for at least 10 seconds, including back of hands, wrists, between fingers, under and around any jewelry, and under fingernails; rinsing well; drying hands with a paper towel, a single-use towel, or a dryer; and avoiding touching the faucet with just-washed hands (e.g. by using a paper towel to turn off water). Gloves are required for staff and volunteers when handling blood or bodily fluids that might contain blood. Hands must still be washed after removing gloves. Wearing gloves is not a substitute for hand washing in any required hand-washing situation listed above. Hand washing sinks will only be used for washing hands and not for bathing children or for removing smeared fecal material.

Communal Water Play: During activities using water, precautions are taken to ensure that communal water play does not spread infectious disease. No child will drink the water. Children with sores on their hands are not permitted to participate in communal water play. Fresh potable water will be used and the water will be discarded immediately after use by one group.

Procedures for Food Prepared Onsite: Bilingual Child Care & Education Center, Inc. will follow all procedures outlined by the Minnesota Department of Health and County Regulatory authorities that issue the annual food license. With the guidance of teachers, children will on occasion participate in cooking projects for educational purposes and be allowed to eat what they have prepared.

Sanitation Procedures and Practices for Food Not Prepared by the License Holder: Sanitation procedures for preparing, handling, and serving food, and washing food, utensils, and equipment comply with the requirements for food and beverage establishments in chapter 4626. Bilingual Child Care & Education Center, Inc. will maintain hot and cold food temperatures at safe levels. The refrigeration will have a temperature of 40 degrees Fahrenheit or less. Raw, whole fruits and vegetables will be washed before cutting and serving. Utensils and equipment will be washed/sanitized before and after each use. Tables and highchair trays used for meals are washed with soap and water and sanitized before and after each use. Parents providing bag lunches from home should control for temperature using a thermos and/or ice pack.

The Center will accommodate a child's **special dietary needs** prescribed by the child's source of medical care or the parent and serve special foods provided by the parent that are not part of the menu plan. The Center will maintain the prescribed diet order and its duration specified in the child's record. All teachers/staff designated to provide care to the child will be informed of the diet order. When needed, program staff will maintain a daily record documenting the type and quantity of food a child consumes and provide families with that information.

Information about food allergies of the children in the Center will be available in the area where food is prepared or served to children, including within each classroom. All staff providing care to the child will be informed of the allergy.

The Center has a safe public water supply. Drinking water is available to children throughout the hours of operation and offered at frequent intervals. Drinking water for children is provided in single service drinking cups and from drinking fountains accessible to children.

Food Brought from Home: Sanitation procedures and practices for food will be in accordance with licensing and health department guidelines. If food is brought from home to share with other children (i.e. for special occasions) it must be commercially prepared and packaged. In efforts to limit service of sugary items, the Center hosts a monthly birthday celebration for all children celebrating their birthday that month by providing mini cupcakes at afternoon snack along with the regular nutritious snack.

Diapering Procedures and Practices Developed in Consultation with a Health Consultant:

- Diapering procedures are posted in the diapering area.
- Our Center will allow both commercially available disposable diapers, pull ups, and cloth diapers with an absorbent inner lining completely contained within an outer covering made of waterproof material. Cloth diapers and the outer covering are changed as a unit and will be sent home daily for laundering in a plastic bag or other bag provided with the diapers.
- Staff check/change children for signs that diapers or pull-ups are wet or soiled at least every 2 hours when children are awake and when children awaken. Diaper rash products will be applied with a clean glove.
- Diapers/pull-ups will only be changed in designated diapering areas in the classrooms or in the bathrooms.
- The diapering area is separate from the food storage, preparation, and eating area.
- The diapering area has a smooth non-absorbent diaper changing surface and floor covering.
- Soiled diapers are disposed of properly.

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- At all times, caregivers have a hand on the child when the child is being changed on an elevated surface.
- Staff and children wash hands with soap and water according to diapering procedure.
- Children are not allowed pacifiers, toys, baby bottles, food, or bibs in the diapering area. The diapering area is cleaned and disinfected after each diaper changed.

Equipment

- Staff assemble all equipment needed prior to initiating diaper procedure.
- Staff use disposable, nonabsorbent paper that is the length of the child under each child. Disposable gloves are also used.
- Liquid soap and single service paper towels are available within reach.
- Skin care items are within provider's reach but out of reach of the child.
- To prevent disease transmission, soiled clothing and cloth diapers are sent home with the parents in disposable plastic bags. Plastic bags are stored out of reach of children. Staff do not rinse out clothing or cloth diapers that are soiled with blood, urine, stool, or body fluids.
- Staff use a tightly covered container with a working foot-operated lid, lined with disposable plastic bags for diaper disposal. Children are not allowed to access the diaper garbage cans. The diaper garbage containers are emptied when full and at least daily and are cleaned and disinfected daily.
- Contaminated cleaning and disinfecting liquids are dumped into the toilet, not the sink.

Cleaning supplies

- 1) Disposable towels
- 2) Non-latex gloves
- 3) Cleaning solution – soap and water
- 4) Disinfecting solution – The Center uses a commercially mixed quat-disinfecting solution. The area to be disinfected is saturated with the solution, air dries, and is not rinsed.

Our program receives health consultation services from Minnesota Child Care Health Consultants, Inc., 2475 Keller Road, Long Lake, Minnesota 55356. The agency phone number is 612-500-1880. All Health Consultants are Registered Nurses and some have Certification in Public Health.

Handling and Disposal of Bodily Fluids: The Center will handle and dispose of bodily fluids appropriately. Any surface that comes in contact with potentially infectious bodily fluids, including blood and vomit, will be cleaned and disinfected per Minnesota Rules, part 9503.0005, subpart 11. Blood-contaminated material will be disposed of in a plastic bag secured with a double knot. Any sharp items used for a child with special needs will be disposed of in a Sharps Container. The container will be stored out of the reach of children in the office and in the staff room. Also accessible within the Center are disposable gloves, disposable bags, and eye protection.

Potty Training: We believe potty training is driven by physical and social/emotional developmental factors. We will work with children and families on potty training after they are at least 24 months old **and** when they begin to exhibit physical and social/emotional signs of readiness. We do not have any requirements that a child be potty trained in order to advance to another level room. Children who are not potty trained must wear diapers. We reserve the right to make this judgement call if children are not yet fully potty trained.

Policies for Reporting Suspected Maltreatment & Complaints about the Operation of the Program

Bilingual Child Care & Education Center, Inc. maintains a policy on reporting suspected maltreatment of minors in compliance with the Minnesota Statutes, section 245A.145 subdivision 1. All teachers/staff will receive training on the responsibilities of the Reporting of Maltreatment of Minors Act Minnesota Statutes Section 626.556 and the following policies of the Center: *(Training will be documented in individual personnel files, implementation will be monitored, and the formal policy will be readily accessible to all staff.)*

1. All teachers/staff working at Bilingual Child Care & Education Center, Inc. are legally required or mandated to report to a supervisor or anyone else at the licensed facility, if there is reason to believe a child is being or has been neglected or physically or sexually abused within the preceding three years. A report must be made immediately (within 24 hours) to an outside agency. If it is suspected that a child is in immediate danger, call 911.

All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Minnesota Department of Human Services, Licensing Division's Maltreatment Intake Line at (651) 431-6600.

Reports regarding incidents of suspected abuse or neglect of children occurring within a family or in the community should be made as follows:

Roseville: Ramsey County Social Services Division (Child Protection) at (651) 266-4500, or
Roseville Paul Police Department at (651) 792-7008.

Mahtomedi: Washington County Social Services Division (Child Protection) at (651) 430-6457, or
White Bear Lake Police Department at (651) 429-8511.

If a report does not involve possible abuse or neglect but does involve possible violations of Minnesota Statutes or Rules that govern the facility, call the Minnesota Department of Human Services, Licensing Division, at (651) 431-6500.

Teachers and staff will be aware of the definitions of maltreatment as defined in the Minnesota Statutes Section 626.556 attached to this policy.

A report to any of the above agencies will contain enough information to identify the child involved, any person responsible for the abuse or neglect (if known), and the nature and extent of the maltreatment and/or possible licensing violations. For reports concerning suspected abuse or neglect occurring within a licensed facility, the report will include any actions taken by the facility in response to the incident.

An oral report of suspected abuse or neglect made to one of the above agencies by a mandated reporter will be followed by a written report to the same agency within 72 hours, exclusive of weekends and holidays.

Failure to Report: The Center understands that a mandated reporter who has reason to believe a child is or has been neglected or physically or sexually abused and fails to report is guilty of a misdemeanor. In addition, a mandated reporter who fails to report maltreatment that is found to be serious or recurring maltreatment may be disqualified from employment in positions allowing direct contact with persons receiving services from programs licensed by the Department of Human Services and by the Minnesota Department of Health, and unlicensed personal care provider organizations.

Retaliation Prohibited: Bilingual Child Care & Education Center, Inc. will not retaliate against any mandated reporter for reports made in good faith. The staff person will be immune from discharge, retaliation or

disciplinary action for that reason alone, unless it is proven that the report was made with the intent to do harm. Staff are also prohibited from retaliation against a child or family in any way. The Reporting of Maltreatment of Minors Act contains specific provisions regarding civil actions that can be initiated by mandated reporters who believe that retaliation has occurred.

Employees who have been accused of abusing or neglecting a child enrolled in our program have the right to defend themselves against the allegations. The matter will remain confidential. Due process applies in child abuse situations. An employee who has been accused of child abuse or neglect may be reassigned or suspended with or without pay at the discretion of the Director.

2. **Internal Review:** Bilingual Child Care & Education Center, Inc. will conduct an internal review and take corrective action if necessary within 30 calendar days to protect the health and safety of children in care when the facility has reason to believe or knows that an internal or external report of alleged or suspected maltreatment has been made. The evaluation will include a review of policies and procedures followed, whether the policies were adequate, if there is a need for additional staff training, whether the reported event is similar to any past events with the children or the services involved, and whether there is a need for corrective action by the Center to protect the health and safety of the children in care.

Internal reviews will be conducted by Angelica Garcia or Julieta Brandt, Site Directors. If the Site Director is involved in the alleged or suspected maltreatment, the owner, Leah Retamozo, will conduct the internal review.

Based on the results of the internal review, the Center will develop, document, and implement a corrective action plan designed to correct current lapses and prevent future lapses in performance by individuals or by the Center, if any. The Center will identify the primary and secondary person or position who will ensure that, when required, internal reviews are completed. The secondary person shall be involved when there is reason to believe that the primary person was involved in the alleged or suspected maltreatment; and the Center will document that the internal review has been completed and provide documentation showing the review was completed to the commissioner upon the commissioner's request.

This policy will be provided to all parents upon enrollment in the Center and will be made available upon request. It is also available on our website www.bilingualchildcare.com.

Grievance Procedure for Parents

Bilingual Child Care & Education Center, Inc. maintains the following policy/procedure to address parent grievances. The Center encourages parents to first speak with the child's teacher if the concern relates to a classroom situation, occurrence, or other issue with the child. However, parents may also contact the Director to discuss their concerns. Policy, personnel, or procedural questions should be addressed to the respective Site Director, Angelica Garcia or Julieta Brandt. A parent may elect to present a grievance in either a written or verbal fashion.

For less serious grievances, the teacher or Director will take immediate steps to develop a suitable solution to the issue at hand and an informal follow up (phone or in person) will be made after one week and after one month to determine if the issue has been resolved to the parent's satisfaction.

For grievances of a more serious nature, a formal written response will be made to the parent within 48 hours from one of the Center's Directors that summarizes the complaint and a plan to correct the issue. The Director will present a formal letter after 30 days that summarizes the steps taken, communications exchanged, and whether the situation was resolved to the parent's satisfaction. If the situation has not been resolved, the process will begin again to find an alternative solution and will continue until the situation has been resolved to the parent's satisfaction.

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All grievances will be documented and copies of all relevant correspondence will be maintained in the child's file.

The Center will review the grievance log every six months to assess for patterns that create problems and to adjust policies and trainings to prevent future problems.

Drug and Alcohol Policy

Bilingual Child Care & Education Center, Inc. prohibits employees, subcontractors, or volunteers, when directly responsible for persons served by the program, from abusing prescription medication or being in any manner under the influence of a chemical that impairs the individual's ability to provide services or care. All employees, subcontractors, and volunteers will receive training on the drug and alcohol policy and documentation of training will be maintained in personnel files.

General Information and Preparing for your First Day

Orientation: The Center accepts year-round, continuous enrollment. However, the program curriculum is formally delivered during the September to May school year, followed by a recreational summer program June through August that continues to reinforce learning objectives. The Center offers a school year orientation on the last Wednesday of August when the children and parents can meet teachers, explore the classroom, and parents participate in a policy and question and answer presentation with the Director. Parents enrolling at other times during the year are invited for an individualized tour and classroom observation. Children are welcome to participate in the tour and parents may visit with their child prior to their first day of attendance. We encourage parents/guardians who are unable to attend the August orientation to bring their child to visit the Center and/or schedule extra time on the first day to help their child feel comfortable.

Daily check-in and check-out: Depending on time of arrival, parents are informed of where to drop off their child in the morning (mixed room, cafeteria, regular classroom). Teachers will maintain attendance records. Any authorized individuals (other than parents/guardians) picking up children at the end of the day will sign the child out in the classroom. It is helpful if parents/guardians take time to talk with the teachers/staff for a few minutes each day to update each other on the child's well-being.

Potty training: Please send your child in a dry diaper and dressed/ready for play. Parents must provide all diapers and wipes. Parents may use cloth diapers and must provide plastic bags or other waterproof containment for storage after use. Children should wear easy to remove clothing while they are potty training. Overalls, belts and other hard to remove items will make the process of training more difficult for your child. During potty training time please supply at least 2 sets of clothing, including socks. We do not launder wet or soiled items. They will be placed into a plastic bag in your child's box. The next day, please replace any clothing sent home.

Dress code: Please dress children in comfortable, casual clothing. We will be working with messy materials (such as painting) and other activities throughout the day. We do not want any of your child's "good" clothes to get ruined. Please provide a change of clothes (in case of accidents) to be stored in cubbies in a non-plastic bag (two sets of clothes for those who are not potty trained). Please do not send children in costumes, fancy dresses, or pajamas except on specified dress-up days. Please send children in comfortable play clothes that are appropriate for the weather. During the winter months, children should layer warm clothes and have snow pants, winter coats, hats, mittens, and snow boots. During messy spring months, rubber boots are also a great idea! All clothes and personal belongings should be labeled with your child's name.

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It is recommended that parents purchase a basic pair of rubber-soled, velcro-closing tennis shoes to wear and leave at the Center each day. This will ensure ease in changing, eliminate slips/falls from inappropriate shoes/untied laces, and ensure all children have shoes appropriate for running and playing.

Morning Drop-off time: It is recommended that parents consider designating the routine drop off time in the morning no later than 9:00am for best results in adjustment, to take full advantage of the day's learning opportunities, and to avoid disruption of morning activities.

Hooks/shelves: Each child is assigned a space on the shelf, hooks for coats/clothes/bags where extra clothing and outer clothing is kept. During late fall, winter, and early spring, it is essential that your child be appropriately dressed in a warm jacket/coat, snow pants, boots, scarf, hat, and gloves/mittens since the children play outside daily. If you are financially unable to obtain these items for your child or for yourself, please let the Director know so we can connect you and your family with appropriate resources.

Nap time: Children sleep in cribs and on cots during nap time. For children over 12 months, parents should send a small, cozy blanket/pillow for your child to use to help them fall asleep comfortably. Nap time blankets/pillows will be stored in the child's bag and must be taken home and laundered each week. Please do not send adult-sized pillow and blankets.

Communication: In addition to information communicated via the Educa parent communication app, important information will be posted on the main bulletin board in the lobby and in each classroom. Teachers and staff will also regularly use email as a preferred method of communication along with individual conversations. Parents will also receive access to live view cameras in their child's classroom and the gym.

Toys and personal items: We request that children leave personal toys at home as this often causes issues over sharing and they can get misplaced. If toys are brought, they will be put away and returned to the parent at the end of the day. Toy weapons (guns, knives, swords, squirt guns, etc.) are not permitted and will be turned away at the door. The Center is not responsible for any lost or broken personal items.

Good Behavior/Buen Comportamiento Guidelines: Parents can help children learn the expectations of the classroom by supporting the following 5 behavior guidelines that taught, posted, and used regularly in the classroom: 1) raise your hand (*levanta la mano*); 2) share with your friends (*todos compartimos*); 3) use words (*usa palabras*); 4) always walk (*siempre caminamos*); 5) speak quietly (*hablar en voz baja*).