

# EASTERN CHILD DEVELOPMENT



## CENTER

### FAMILY HANDBOOK

Your child's future starts here!

6 weeks to 12 years old

Open 6:30 AM to 8 PM M-F

Saturday 8AM - 8 PM

5100 Eastern Ave SE

(Just North of Gibson and East of San Mateo)

505-232-2883





## Welcome To Our Family!

We would like to thank you for choosing Eastern Child Development Center for your childcare needs. We will make every effort to enrich the life of every child in our care. Our staff is experienced, well trained, and committed to keeping up with the latest philosophies in Early Childhood Development. We also require each staff member to be certified in CPR and first aid.

### Mission Statement

Our mission at Eastern Child Development Center is to provide high quality child care, incorporating the best research and knowledge of child development and health. Also, to support parents by providing their children with a loving, nurturing environment; by being accessible to discuss their children's needs; and by offering these services at reasonable prices. The center's goals are for the children served by the center to develop to their full potential, to exhibit healthy social, emotional, and physical growth; for the parents to feel confident that their children are being cared for in the best possible manner, to promote the natural bonding and friendship among young siblings, to prepare children emotionally, socially, and scholastically for life, to find the center personnel open and easy to communicate with, and to be satisfied with the cost and quality of care their children receive.

The Center's objectives are as follows:

- To carefully screen potential employees and to train employees thoroughly in good child development and health and safety practices.
- To staff the center so that each child's individual needs will be met.
- To develop a policy of frequent parent conferences, newsletters, and other means of communication.
- To instruct teachers to always welcome parent questions and comments cheerfully - to give serious attention to each comment, and to try to address each comment promptly.
- To develop a budget that reflects prudent expenditures and accurate forecasts of income and to place a priority on careful financial management.
- Ensure that services and supports are provided by the people who reflect the diversity of the community, are well educated, and are well compensated.
- Establish an integrated, multidisciplinary system of the professional development, training, and technical assistance that supports the design, implementation, and evaluation of practices that are respectful of and responsive to each child and family.

The Center's goals are:

- To see that every child is fed a well balanced diet - and then some. They will be fed when they are hungry. We will never force a child to eat when they say they are not hungry as this can develop into life long bad eating habits.
- Children must feel unique and be allowed to express their feelings openly whether it be anger, sadness, joy, or any other emotions.
- When they are hurt, they will receive hugs and sympathy and we will never tell them they aren't hurt.
- Each child is a very special human being. A Miracle. The most important child in the world to their parents and family, and they will be treated as such here.

Our Motto: "Building your child's future starts here!"

We are growing with your children from a new center to their home away from home. They are teaching us new things every day! *Thank you!*

## **Philosophy Statement**

We believe that every child can accomplish any thing that any other human has ever accomplished. Every child is a blank slate, and we aspire to fill that slate with the knowledge and social skills that will help them to achieve their goals in life. Our children will learn social, emotional, and cognitive skills through play and group activities. They will have many choices during the day to do activities that best fit their needs and interests on an individual basis. Our care givers use the shadowing approach to guidance by trying to guide the child's choices rather than force choices upon the child. Our preschool rooms are divided into centers such as library, home living, art center, block center, and circle time. We have an area for dramatic play and a science area. The different areas within the classrooms promote a variety of interests for children to choose from throughout the day. The centers promote social and emotional development, cognitive learning skills, and gross and fine motor skills development.

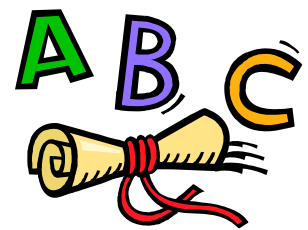
At ECDC we educate the whole child. That means that we will consider every child a unique individual; socially, emotionally, culturally, physically, and intellectually. Each teacher is responsible for individualizing their planning in order to promote the unique growth of each child.

## **Curriculum Statement**

Our curriculum philosophy aligns with the 17 Guiding Principles of the FOCUS criteria, and:

- Fosters a knowledge and appreciation of a variety of cultures through the respectful introduction of art, music, foods, clothing, literature, and customs.
- Reflects the pluralistic nature of New Mexican society.
- Involves children in learning experiences within the community
- Bases daily activities on the continuous observation, guidance, and assessment of individual children and their interactions with others.
- Encourages children to actively engage in a variety of developmentally appropriate experiences which will :
  - Foster each child's positive self-concept
  - Respect cultural diversity of themselves and others
  - Enhance social skills

- Nurture communication and language development
- Stimulate creative expression
- Extend each child's capacity for thinking, reasoning, questioning, and experimenting.
- Provide sound health, safety, and nutritional practices.
- Develop physical competence and coordination.
- Foster each child's development of self-control.
- Foster in children a respect for the natural environment and encourage environmentally sound principals.
- Recognizes the importance of sensory experiences in early development
- Uses care giving as an opportunity to deepen relationships with infants and supports their development through sensitivity to the child while performing routine tasks
- Recognizes and attends to the individual rhythms of each child
- Attends to the affective needs of those present
- Provides a predictable daily routine to instill a sense of security, which flexibly allows for individual preferences and independent choices. Each day will incorporate a balance of:
  1. indoor and outdoor play
  2. Quiet and active times
  3. Large group and small group, as well as individual, activities
  4. Activities using both large and small muscles
  5. Child initiated activities as well as adult initiated activities.
- Activities provide learning opportunities through:
  1. The many types of play
  2. Familiar day-to-day routines
  3. Opportunities for social interaction with peers and adults
  4. Opportunities which are challenging both physically and intellectually.
  5. Transitions times.
- Ensures that the daily plan is designed to encourage positive behaviors
- Respects the child's first language and encourages it as much as possible.
- Displays children's creations.
- Provides opportunities for spontaneous play each day.
- Encourages children to assert their rights in socially acceptable ways
- Nurtures children's understanding and respect of the rights of others.
- Develops and facilitates policies of guiding children's behavior.
- Recognizes that **play** is the primary mode of learning.



### About our Curriculum

We follow the New Mexico Early Learning Guidelines when developing our curriculum, and offer a wide variety of activities. The children will participate in art, science, cooking, music, library etc. on a daily basis.

**Infants:** An infant's day would include music, reading, bubbles, tummy time, and more to ensure physical and intellectual development.

**Toddlers:** The toddler curriculum is designed to teach your child a wide variety of items. However, curriculum has an emphasis on language and physical development. Their day would include art, music, shapes, circle time, etc.

**Preschool:** This program is designed to allow your child to explore and learn through themes, arts & crafts, cooking, science, numbers, letters, shapes, cutting skills and all other areas of life skills readiness. A solid foundation is formed for your child's continued success!

**School Age:** The school age children are encouraged to explore their social growth and development. Peer interaction through social activities; field trips and special events will help to encourage strong social skills. This age group also participates in cooking, science, arts & crafts, and many other engaging activities.

## Hours of Operation

6:30am to 8pm Monday through Friday, and Saturday 8am to 8PM. Parents are welcome to visit our facility at anytime during business hours.

## Closings

New Year's Day or closest weekday

- ✓ Memorial Day
- ✓ July 4<sup>th</sup> & 5<sup>th</sup> - Independence Day, or closest weekday
- ✓ Labor Day
- ✓ Thanksgiving Day through Sunday
- ✓ Christmas Eve and Christmas Day, or closest weekday
- ✓ New Year's Eve - open until 6pm only

It is our policy to charge regular tuition for holiday weeks.

For **school holidays and in service days**, it is our policy to remain open for regular business hours. For **snow days** it is our policy to follow Albuquerque Public Schools regarding closings **and** delays! Be sure to watch the local news when there is severe weather

## Licensing

Our centers meet or exceed New Mexico State Licensing guidelines, and strive to achieve the highest possible level of certification.

## Contact Phone Numbers

Chief Executive Officer: Ilene Marchant - 505-573-0918 email: mimplene@aol.com  
Chief Financial Officer: Teena Dehne - 505-459-3294 email: easterncdc@gmail.com

Director: Rachelle Card - 206-2863

Administrator: Starr Ward - 203-1403

**FYI:**

Should your needs change, our family is growing all the time! Please check out our website at <http://www.tlcdevelopmentcenters.org> for locations, and lots of other valuable information!



## Our Meals



*Well balanced meals are provided for your child!*

At each of our centers, we provide healthy and well balanced meals that also taste good! We participate in the USDA Child and Adult Care food Program, and all of our meals meet or exceed the USDA requirements. As a participant of the CACFP program, we offer meals without physical segregation of, or other discriminatory action against, any child or adult participant on the basis of race, color, national origin, gender, age, or disability. Meals are offered to your child at no extra cost to you. ***Please be sure you have an Income Eligibility Application on file at the center for participation in this program.***

Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET center at (202) 720-26600 (Voice and TDD). To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 14th and Independence Avenue, SW, Washington, D.C. 20250-9410 or call (202) 720-5964 (voice and TDD). USDA is an equal opportunity provider and employer.

## Food from Home

No food, especially candy, may be brought from home unless you have asked to do so for a party or special occasion. Please do not ever bring any fast food into the center for your child to eat. Should your child arrive at the center outside of normal meal times, simply inform their teacher that they have not yet eaten. We will ensure that they get a nutritious meal.

Formula, infant cereal, and jarred fruits, vegetables, and meats are provided by the center. If you prefer, you may bring these items for your child, but please be sure to clearly label them with your child's name.

Should your child have special dietary needs, please inform us. We will make every effort to accommodate your child. If we are unable to, please bring your child's meals daily. Be sure to clearly label all containers with your child's name and give instructions to the teacher and the director.

## Mealtimes

We provide breakfast between 9:00 & 9:30; lunch between 12:00 & 12:30, a snack at 3:00, and dinner between 5:30 & 6:00. Infants are fed on demand. For school age children, we provide an 'after-school snack' upon their arrival at the center (if it is not during regular snack time).

## Daily Schedule

6:30 a.m. to 8:30 am-	Arrival / warm greeting / child directed activities
8:30 am-	Clean up / rest rooms / wash hands
9:00 am-	Breakfast - family style
9:30am-	Pledge of allegiance
9:35am-	Circle time - learning basic education (#'s, shapes, colors, ABC's, etc.)
10:00am-	Child Directed Group activity or outside play - depending on classroom schedule
10:45am-	Clean up / rest room / wash hands
11:00am-	Story time - See weekly curriculum
11:15am-	Outside play or child directed group activity - depending on classroom schedule
12:00pm-	Wash up / Lunch
12:45pm-	Nap / quiet time
2:30pm-	Restrooms / Wash up
3:00pm-	Snack
3:15pm-	Child Directed Group activity - see weekly curriculum
4:00pm-	Library - See weekly curriculum
4:15pm-	Self Selection
4:45pm-	Clean up wash -up
5:00pm-	Outside play
5:45pm-	Wash up
6:00pm-	Dinner
6:45pm-	Outside play or child directed group activity depending on season
7:30pm-	Clean up / rest rooms / wash up / Self Selection

### Nap-Time

After lunch a rest period is required for older children. Babies or young toddlers who need more than this rest period, will be allowed to nap as needed. Quiet time is typically from 12:30 to 3:00. If children do not nap, they will be allowed to participate in quiet activities such as reading drawing puzzles etc.

### Outdoor Playtime

Children will play outdoors as the weather permits, in temperatures above 50 degrees and below 100 degrees. It is important for the children to have fresh air, new worlds to explore, and a wider field of play. *If a child is too ill to go outside, he/she is too ill to be at the Center.*

### Drop-off and Pick-up Times

- ❖ Our responsibility for your child begins when you have signed in and placed your child in the care of Eastern Child Development Center staff members. ***Under no circumstances should a child be sent into the center alone and expected to find his/her classroom.***
- ❖ Eastern Child Development Center staff will only release your child to persons on your authorized pickup list, unless notified by the parent beforehand. In the event of custodial disputes, we must have legal documentation for your child's file.



## Children Left After Closing

If your child has not been picked up by closing time, the on duty supervisor will attempt to contact you. If no contact is made within 15 minutes, the supervisor will attempt to contact all emergency contacts on your child's enrollment form. If no one is reached who is authorized to pick up your child within 45 minutes after closing, we will contact Child Protective Services and the Police.

If **for any reason** you will not be picking up your child by closing time, **notify us in advance**. We **may** be able to make special arrangements to accommodate your needs. Otherwise, the above procedures will be followed, and a charge of \$5 for the first 10 minutes - and \$1 for each additional - minute will be billed to your account

## Parent Involvement

Most parents are very busy and we can understand how your free time is cherished. However, any time that you can spend in the center with your child is invaluable. Please take time to talk to your child's teacher and we appreciate any volunteer hours you can give. Please sign up in the office for hours or feel free to just drop in any time. If you could assist as a speaker for career day we would be happy to hear from you. Any time you are requested for a parent teacher conference, please give this your prompt attention.

Your child will be happy to have the experience of the special people in his/her life working together and getting along with each other. This will allow your child to develop a sense of security and will allow us to develop a closer relationship. Parent-Teacher conferences are one tool we will use to bridge this bond quicker and most efficiently. You will also have the chance to observe and ensure that the program is suited to the needs of your child and let us know if adjustments are necessary.

## Separation Anxiety

Many children are able to enter a childcare facility with little transition can be difficult for some children. Our staff will help both the child and parent overcome the anxiety of experience that children will quickly calm down and begin to once the parent has left.



or no complications. However, this do everything they possibly can to separation. It has been our explore their new environment

Here are some helpful tips for separation and for saying goodbye:

- Let your child know what to expect. Explain what will happen while you are gone: "You're going to school and will get to play with blocks and listen to stories."
- Let your child know when you are coming back. Use a time frame that she will understand such as after a routine activity: "I'll be back when your nap is over."
- Let him take a favorite blanket or toy. Something familiar can help ease unsure feelings.
- Tell your child you are leaving - don't just disappear. This will help your child develop the security she needs, and it will make goodbyes easier in the long run.
- Keep your goodbyes short. Give your child a quick hug and kiss, then leave. Long goodbyes can make things more difficult.
- Follow a routine. If you leave your child every day, saying goodbye in the same way each time helps him know what to expect and feel more secure.

## Changes

Families frequently have changes - new homes, new jobs, and new telephone numbers. **Please keep us informed.** Accurate information is critical for efficient, professional handling of emergencies. You are required to inform us if you are at any other location than what is listed on your Enrollment Form and to provide a telephone number for that place. An 'Updated Information Form' is available on our website at [www.tlcdevelopmentcenters.org](http://www.tlcdevelopmentcenters.org). Click on 'Forms' from the home page.

## Communication

Communication is **very important**. When we accept a new family into our center, we like to be sure that we can share openly any concerns or questions that may arise. It is important that there is a similar childcare philosophy between us.

We welcome questions, feedback, or discussions of any kind that affect the outcome for the child. Sensitive issues will be discussed outside of the classroom either on the phone or by conference.

We do our best to complete a daily note for small infants; however, there may be days that we are unable. Some typical things that you may find on this note would be feedings, BM's, schedule, temperament, and things to remember.

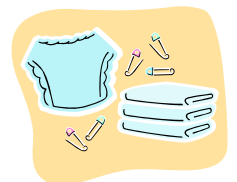
**\*\*All parents should check our parent boards regularly for important information\*\***

## Dress Code/ Items From Home

Please bring your children dressed appropriately for the weather as we have many outdoor activities planned throughout the year. Shoes and socks or sandals are always a must. Please also bring a change of clothes that they may keep in their cubby for emergencies. Label everything but your child. Remember that our children are allowed to experience early childhood at the center and that experience is often very messy. Do not dress your children in their Sunday best or an irreplaceable favorite out-fit.

## Items Needed

- Infants/toddlers:
  - ✓ Please bring diapers and wipes - clearly labeled with your child's name.
  - ✓ If the Center has to provide your child with diapers or wipes, your account will be billed \$1.50 for each diaper and \$0.15 for each wipe your child uses.
  - ✓ Formula, infant cereal, jarred fruits, vegetables, and meats are provided by the Center. You may supply your own if you wish.
    - ✓ Bottles and/or 'Tippy cups' must be **clearly and permanently labeled** with your child's name.
    - ✓ Blankets, pacifiers, and special toys from home must also be **clearly and permanently labeled** with your child's name.
  - Toilet training: Please bring a **minimum of two complete changes of clothing**.
    - ✓ Please bring an ample supply of pull-ups or training pants
    - ✓ If the Center has to provide pull-ups for your child, your account will be billed \$2.50 each.
    - ✓ When your child has 'an accident', the soiled clothes will be placed in a plastic bag for you to pick up - as is. The Center is not responsible for laundering your child's clothing.
    - ✓ Please be sure your child has clean clothes available at all times, and be sure to take soiled clothing home each day.



- Older Children:
  - ✓ Water fun days are frequent during the spring and summer months. Please bring a towel, swim suit, and floaties if applicable. Sunscreen permission slips must be signed each day.

## Toilet Training

We will be glad to assist you *when your child is ready* to enter the toilet training phase. We will not train your child for you! This is an important period for your child and is generally most successful when we work together. You must provide at least **two** complete changes of clothing, including socks, and an adequate supply of training pants or pull-ups for your child. Clothing for this stage should be easy to get on and off. Again, it is **NOT the Center's responsibility to launder your child's clothing**. When your child has an 'accident', the clothing will be returned to you in a plastic bag - as is. Upon returning to the center, it is expected that your child has two complete - clean - changes of clothing.



## Toys from Home

**NO TOYS SHOULD BE BROUGHT FROM HOME!** Children are usually less than happy to share their own toys and they usually end up broken. This causes too much distress for the toy's owner. The Center will **not be held responsible** for any toys, cameras, cell phones, video games, etc. that are lost, stolen, or damaged in any way at the Center.

If you have toys at home that you would like to donate, they would be welcomed and greatly appreciated.



## Birthdays & Holidays

We celebrate all Holidays with a theme party and activity. If you do not wish your child to participate you may want to make arrangements for him/ her not to attend the day of the party.

We will not intentionally leave any child out of a celebration of any kind.

If you would like to bring a special snack on your child's birthday please be sure to let the teacher know in advance, and bring enough for the entire class☺.

## Enrollment Procedures

Before any child may participate in this program the parent must complete and return the forms listed below. We must have these forms fully completed and in our possession before we can accept the responsibility of caring for your child. **NO EXCEPTIONS!** The forms are as follows:

1. Enrollment Agreement - which includes:
  - Emergency Contact Information
  - Authorized pick-up information
  - Physician's name and number
  - Tuition Agreement



- ***Your child's schedule***

2. Medication Authorization
3. Immunization records -these **MUST BE UP TO DATE!**
4. Emergency Information
5. Parent's Handbook Acknowledgment form
6. ASQ Parent's Questionnaire (specific to your child's age)
7. Income Eligibility Application - for participation in the Child & Adult Care Food Program

**\*It is very important that you complete these forms *thoroughly* to help us meet your child's needs.**



Children, Youth and Families of NM require that each child have up to date immunizations. **Records must be turned in to the center *each time* your child receives an immunization.**

### **Equal Opportunity Provider**

Eastern Child Development Center provides care for every child without discrimination to race, color, religion or public assistance status. Children 6wks to 12 years are eligible to enroll in our facility. All necessary paper work must be completed (every line must be filled out.) and returned with the registration prior to your child's first day. If you cannot list two emergency contacts list 911 or child protective services as we must have a number to call in an emergency.

### **Expulsion Policy**

Eastern Child Development Center staff will make every effort to provide your child with a positive, nurturing environment. We believe that through collaboration, many challenging behaviors can be overcome. Consistency and stability is paramount for children ages birth to five. To prevent expulsion of these children, we will enlist resources through BabyNet (1-800-552-8195) or Child Find (505-298-6752 X3370). Your cooperation will be required if specialized assistance is needed for your child. It is required that you collaborate with center staff and any specialist brought in to work with your child. An Individualized Family Service Plan will be developed and your child's progress will be evaluated after 30 days. If progress has not been made toward correction of challenging behaviors, we reserve the right to extend the Family Service Plan; enlist additional assistance; or request that you find a more suitable environment for your child.

If Eastern Child Development Center staff feels that the needs of your child are not being met, we reserve the right to disenroll your child. In most circumstances we will give you notice. Under extreme circumstances, as in a child being a danger to him-self or others we may request that you pick up your child immediately and seek care elsewhere.

## Trial Period

There is a two-week trial period for each child, beginning the day your child actually begins care. This is to ensure harmony throughout the center. It is important that we all have a working relationship with total cooperation from children and parents. Either party may terminate this agreement within this trial period, with 24 hours notice, with or without cause and no notice will be required. No pre-paid fees will be refunded upon cancellation by the parent during the trial period.

## Withdrawal

Parents may terminate this service by giving two week's notice **in writing**. Earlier notice, if known, would be greatly appreciated. You are responsible for two weeks' tuition if you do not give the required notice. Absences of more than one week without notification or payment of tuition will result in an automatic withdrawal. You will still be responsible for the two weeks of tuition.

## Tuition, Fees, Deposits, Refunds

Your specific rates will be outlined in your Tuition Agreement.



- Monthly tuition or co-payments are **due on the 5<sup>th</sup> of each month**. A late fee of \$10 per day will be added to any payment not received before 6pm on the 5th. **NO EXCEPTIONS!**
- Our center requires that tuition be paid in advance. Tuition is due on Fridays for the following week's service.
- Weekly or Bi-weekly tuition, including any late fees that may accrue, must be paid at the beginning of each week or Bi-week. If not, we reserve the right to refuse services due to non-payment.
- A registration fee of \$50.00 per child or \$75.00 per family will be due at the time of enrollment.
- A supply fee of \$50 per child or \$75 per family will be due January 1<sup>st</sup> and August 1<sup>st</sup> of each year.
- If your child intentionally damages center property through destructive behavior or roughness, you will be liable for the damages.
- No refunds will be given for any reason.
- A fee of \$25 will be charged on all returned checks. If more than one check is returned, service will be continued on a cash only basis.
- If your child is going to be on an extended absence due to a vacation, illness, etc, you are required to pay 50% of your child's normal tuition to reserve your child's placement in our program.
- For transported children: There is a monthly charge of \$25 per school for transporting your children. If you have two children at the same school, your monthly fee is \$25. If you have two children at different schools, your monthly fee is \$50.

- The monthly transportation fee will be assessed regardless of the frequency of your child's transportation needs or the proximity of your child's school. **No exceptions.**
- There will be a \$5.00 'Child Find Fee' charged to your account in the event that we cannot locate your child at their school because of schedule changes we were not notified of.
- Your child's schedule should be completed in your enrollment packet - or on your CYFD contract. If you exceed your allowed hours in any given week, you will be charged \$4 per hour per child in excess of your contracted hours. This especially applies to CYFD contracts. If you feel you need more hours, that must be discussed with your CYFD case worker.
- If you have not picked your child up by closing time, there will be a charge of \$5 for the first 10 minutes and \$1 for each additional minute. If you, or any emergency contact is not reachable within 45 minutes of closing, Child Protective Services and the Police may be called (See "Children Left After Closing").

In emergencies please call the Center and keep us informed. We may be able to make special arrangements.

## Notification of Absence

If your child is going to be absent for a period of time exceeding two days, please inform the office.

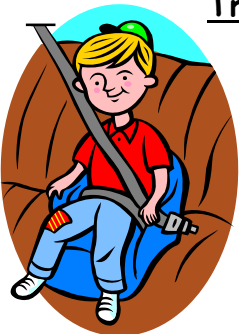
### Extended Absence

In cases of your potential absence due to maternity or extended leave from your job, we will require 50% of your regular weekly tuition for the entire time of your absence to hold your child's position.

## Field Trip Policies

It is our policy to include field trip permission forms on the registration papers. Our field trips are not always planned and can occur simply because the weather is perfect for flying a kite, or a parent gets a discount on movie tickets, or just because the children are restless and need to get out for a while. Therefore, if you do **NOT** want your child to go on an outing on any particular day for any reason please let us know. Morning field trips will return at 12:00 noon. Afternoon field trips will return at 5:45 PM.

### Transportation



We take all possible precautions when transporting the children. We do ask that you leave your child's car seat when transporting them is necessary. During any outings we take a cell phone and emergency contact numbers. For children attending schools, we offer transportation to and from select schools. Monthly charges will apply for this service. Your child's transportation services will be suspended if these charges are not paid. It is important to notify the Center if your child is not going to be picked up from school on any given day. If you do not notify us, and your child is not at school for a scheduled pick-up, you will be charged \$5 for each occurrence.

## Summer Activities

Our summer program will please any child! There will be weekly field trips, special events, guest speakers, swimming, etc. The summer program is designed to keep the children interested while learning, socializing, and having fun! ***Our program is best suited for ages 6 and under.*** Children who are 7 years of age and older may wish to enroll in a community center summer program. Transportation to and from such a program may be arranged if our schedule permits.

## Health Requirements

Before your child can attend, we must have your child's **current** immunization record on file. It is important to keep in mind that in compliance with state laws, your child's immunizations must be current according to the schedule available from the Center for Disease Control. **Each time your child receives an immunization, you must bring his/her record in to be updated in our system.**

## Illness

A child may experience more illnesses when first entering a facility because of the exposure to other children. We do everything in our power to maintain sanitary conditions to help prevent the spread of illnesses. Should your child become ill during the day we will notify you for immediate pick up. **It is our policy that children remain out of the center when ill.**

We reserve the right to temporarily deny any child admittance, or to request early departure, should symptoms become apparent during the course of the day. Reasons of obvious illness include but are not limited to:

1. a temperature of 100.4° or greater accompanied by behavior changes or other signs of illness; symptoms and signs of possible severe illness
2. Severe coughing
3. Runny nose with thick, yellow mucus
4. Sore throat
5. Difficulty breathing, wheezing
6. Tears, redness, swelling, and a discharge of pus from the eyes
7. Rash or other discolorations of the skin
8. Nausea and vomiting
9. Diarrhea
10. Loss of appetite



If your child is sent home due to illness, he/she must meet the criteria listed below before returning to the center:

- ✓ Fever - fever free (without Tylenol) for at least 24 hours or doctor's note stating that treatment is being given or is not required.

- ✓ Upper Respiratory Infection - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.
- ✓ Diarrhea - no diarrhea for 24 hours or doctor's note stating that treatment is being given or is not required.
- ✓ Vomiting - no vomiting for 24 hours or doctor's note stating that treatment is being given or is not required.
- ✓ Inflamed Eye - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.
- ✓ Skin Infection (of unknown origin) - must be seen by a doctor and return with a doctor's note stating that treatment is being given or is not required.

Please consider the other children and staff when your child is ill. An ill child needs the comforting and love of his or her parents. If you are called to pick up your child due to illness, you will have one hour to arrive. Failure to do so may result in termination.

We will notify you if your child is exposed to any illness or infectious disease.

## **Medication**

Medications will be administered to children as specified on our medication authorization form. The medication **MUST** be in a prescription bottle with exact dosage clearly marked on the label. If it is a nonprescription medication it must be in its original container and clearly marked with the child's name.

**Parents must sign children up for medication on a daily basis.** The director or assistant director will be the only staff members allowed to distribute medication. All personnel and guardians must initial the time and amount of dosage daily. Medications will be administered at 12:00 noon and 4:00 pm.

## **Injuries**



We make every effort to ensure the safety of your child while in our care. Unfortunately, minor accidents may occur. Parents are responsible for medical bills, which may arise from a minor accident.

We will notify you immediately of any illness or accident, which requires first aid treatment.

In case of a serious accident or injury, we will make every attempt to contact you immediately. If we cannot reach either parent, we will call the emergency contacts listed on the enrollment form to make the medical decisions for your child. If we feel the injury is life threatening, we will call "911" or take your child to the nearest hospital.



## Emergency Procedures

In the event we have to evacuate the building the children will be taken to McDonald's located at 5001 Gibson Blvd SE. The phone number there is 505-256-0450. We will notify parents if this becomes necessary. Our policy is to ensure the safety of the children at all times.



## Local Emergencies

In the event of a gas leak or similar situation, where we are required to evacuate the area, we will go to the McDonald's on Gibson.

## Staff instructions for our Disaster Plan - Revised 8/29/2017

Children with special needs or chronic illness will be assigned a specific staff member. Staff instructions are to take child by the hand and guide them to our safe area. They are to keep the child calm and reassured until it is safe to return to the classroom, or their parent arrives for them.

In the event of a natural disaster, the following steps should be taken:

First and foremost, discuss with your family where to go and what to do to keep them safe so that you will have peace of mind while you are tending to the children that are in your care at the center. Do this BEFORE disaster strikes. Stay calm. Turn on the NOAA radio that is in the office for updates on the situation. The radio can be charged with the hand crank if the batteries are dead. In the event that we are instructed to evacuate the building, take the emergency contact list, the emergency pack for infants and toddlers that includes formula, diapers and wipes, and load the children calmly into the vans and staff cars. Then proceed to the evacuation site. Depending on the severity of the situation, one staff should go through the building and lock the doors and turn off lights. Do not leave the premises unless all staff and children are accounted for. If we are instructed to remain on site (lockdown), keep all children in the infant and school age rooms away from doors and windows until help arrives. If the situation could affect the water supply, IMMEDIATELY drain the hot water heater into containers.

In the event of a terrorist attack, there is a panic button on the alarm in the hallway. If you cannot get to that button, dial 911. If the person is in the room, dial 911 and leave the connection open. Try to make conversation that will help the 911 dispatcher know our location. Teach your children to sit on the floor with their knees up and hands over their heads. They need to make as small a target as possible. Our code word is Christmas. If anyone says that word to you - even in a whisper - take your children to the nearest exit and leave the building. If you can, alert the other classes. Take the children to the designated safe zone. Always take your emergency contact list with you if possible. Call 911 when you get to a safe location.

In the event of extended facility closure, TLC Development Centers will collaborate with other local providers to ensure continuity of care for each of our children. Parents will of course have the final decision as to where their child re-locates to until our facility is able to re-open.

## Confidentiality

It is our policy not discuss your child or your family situation in the presence of your child another child or another parent. If a teacher asks to have a private discussion with you please do not bring your child to the meeting.

## Child Abuse / Neglect

We are required by law to report any and all signs of suspected child abuse or neglect to child protective services. We will not hesitate to do so.

Information For Reporting Child Abuse and Neglect

New Mexico Children, Youth & Families Department  
You can help protect New Mexico's Children!

Report all suspected child abuse to Children, Youth & Families Department by calling the Statewide Central Intake (SCI) Hotline at:  
1-800-797-3260 (Nationwide)  
or  
841-6100 (In Albuquerque)  
It's the Law!

## Guidance & Discipline

The program's goals are to promote independence, autonomy, self-esteem, and caring toward others and the physical environment.



We prefer to use the "time-in" approach to discipline. This is re-directing the child's inappropriate behavior toward an acceptable form. For example, if the child is throwing blocks, we would show them a ball, and an appropriate manner and place for throwing it.

When "time-in" is ineffective, we use "time-out" - a quiet, relaxed, neutral break; a cooling-off period for the child to regain self control. Time-out is only used when a child is losing control and refuses redirection - for example, acting aggressively, throwing a tantrum, complete defiance.



Simple redirection is the only form of discipline used for infants.

**No one** is allowed to spank, hit, bite, shake, yell at, grab, threaten, ridicule, lift or pull by arms/legs or cause any physical or emotional harm to any child while on the Center property. This includes staff, other children, and parents. Children cannot be deprived of any service- transportation, field trips, food, etc.

The following methods should be used on a daily basis:

For Infants and Toddlers:

1. Meet babies' needs for love and care and build a trusting relationship.
2. Prepare the play space thoughtfully and make child proof.
3. Accept children's feelings, and provide outlets for them. Example: talking about their feelings, using the quiet space for them to relax and breathe - then rejoin the group when ready.
4. Refocus toddlers' attention before inappropriate behavior occurs.
5. State directions clearly and simply.
6. Be calm and consistent.
7. Allow children time to adjust to transitions.

For preschool children:

All of the above PLUS:

1. Arrange classrooms that are comfortable, interesting and encourage children's self-direction.
2. Help children to express their emotions verbally, and through the art of play.
3. Allow children to resolve their own conflicts when possible.
4. Model and teach children strategies for solving interpersonal conflicts - such as negotiation, compromise, empathy.
5. Help children learn to anticipate logical consequences of their behaviors.
6. Involve children in cooperative projects.
7. Assist children in setting clear, consistent, fair limits for behavior in the classroom.

For School age children:

All of the above PLUS:

1. Involve school age children in planning activities.
2. Involve school age children in setting their own guidelines.
3. Allow school age children to suggest consequences when rules are 'broken'.

***It is not acceptable for adults to administer negative discipline:***

1. Inflicting physical pain - suspected child abuse will be reported to the child protection agency;
2. Name-calling, shouting, threatening, ridiculing, etc;
3. Depriving a child of any service - field trips, food, daily attendance;
4. Isolation;
5. Sending a child to the office;
6. Imposing cumulative or delayed consequences

## **Miscellaneous Information**

### **Pictures**

We will take candid pictures of the children at various times during the day and/or on field trips to use for "me projects" and to place on our web site. No names will be included on this site. If you do not want your child's picture taken for any reason, please notify us.

### **Verification of Legal Custody**

We must have, on file, a copy of the court order recognizing the parent who has custody of the child. Otherwise, we have no choice except to release the child to his/her parent.

### **Visitors**

Parents are encouraged to visit and participate in this program. Any other visitor must have prior approval by the appropriate parent and will be accompanied by the director at all times while on Center property. No smoking is allowed on these premises. No one who is a danger to the children will be allowed on these premises.

### **Volunteers**

All volunteers must be orientated in and must agree to follow these policies and procedures. Regular volunteers will be required to pass a criminal history check.