

Dear Parent,

Your child has been enrolled in a licensed child care center. It has been licensed by the State of Colorado. Hearts in Hand Child Development Center has been licensed since September of 1994. Our license number is 97437. Our Federal Tax Identification Number is 84-1277908. You can find copies of recent health inspections, fire inspections, and licensing reports in the office. Parents are welcome to view reports at any time.

By state law child care centers are required to report any suspected child abuse or neglect. These reports are made to Larimer County social Services. All staff are required to know signs of abuse and are required to sign a statement agreeing to report any suspected abuse or neglect.

Any questions or complaints about the center can be made to:

Colorado Office of Early Childhood

1575 Sherman Street

Denver, Colorado 80203-1714

Phone- (303) 866-5958

Larimer County Social Services

970-498-6990

Colorado Child Abuse Hotline

1-844-CO4KIDS

Hearts In Hand Child Development Center is operated by Guiding Hearts Inc., a private corporation which is owned by current staff and parents.

Andrea Diaz

Sara DeRouchey

Angie Lange

Director/ Owner

Assistant Director

Assistant Director

# Welcome to Hearts in Hand Child Development Center!

The center staff is looking forward to getting to know you and your family. This manual is to help you answer the many questions that you may have about the center, to aid in the adjustment of your child and to assist you in understanding the important role you play at the center. This handbook is designed for your initial orientation to Hearts in Hand and to serve as a handy reference throughout the enrollment of your child.

## **Statement of Our Philosophy**

Children learn by playing, by exploring their environment and by interacting with people. An atmosphere that is clean, safe, loving and stimulating is the ground for which these experiences can best be achieved. Children, unique and individual in their own personal development, are valued. The staff at the center respect each child's racial and cultural heritage and works in cooperation with the family to enhance these qualities.

The staff here at Hearts in Hand is committed to showing respect to each child through a warm, encouraging and caring attitude. With low ratios, the staff can devote much of their time to providing a stimulating and enriched environment for the children to engage in many learning experiences.

The infant room follows the child's own daily schedule. As the child gets older we do have a consistent, but flexible schedule for the children that allows for quiet independent time, group time and activity times. Individualized activities include positive socialization with children and adults, active exploration, play and movement.

The long-term goal is to give children a quality experience so as they leave the center they take with them a sense of trust and respect for others and a firm foundation for future learning.

## **Educational Goals and Curriculum Beliefs**

Goal 1– To provide a developmentally appropriate curriculum for all children.

Goal 2– To provide curriculum which recognizes diversity.

Goal 3– To meet the individual needs of each child.

Goal 4– To support the parents as the child’s first and foremost teacher.

Goal 5– To promote a sense of self-esteem in all children.

Goal 6– To create classroom environments that are safe and stimulating.

Goal 7– To stimulate the child’s development socially, emotionally, physically and intellectually.

Goal 8– To recognize the importance of meeting a child’s physical and nutritional needs in order for learning to take place.

Goal 9– To train staff and parents in current practices.

### **CURRICULUM BELIEFS:**

Children learn

...best when their basic needs have been met.

...best when they are active participants.

...best when instruction is meaningful.

...at different rates and styles.

...through experiences, successes and failures in an encouraging environment which honors diversity.

...to play and play to learn.

Children are lifelong learners.

## **Our Services**

### **Hours and Days of Operation**

The hours of operation are from 6:30 a.m. to 6:00 p.m., Monday through Friday. The center will be open year round excluding the following holidays: New Years' Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas Day. The center may close additional days around the holidays as well and one day for staff in-service. Calendars will be sent home yearly outlining closures for the year. Parents are required to sign an enrollment agreement for days and hours they are wishing to enroll.

Some spaces will be reserved for rotating schedules and drop in care. If you are interested in these services please pick up additional information.

Snow Days: On days when Poudre R-1 schools close due to weather, we will also be closed. If Poudre R-1 is on a delayed start snow schedule, the center will open at 8:00 a.m. If Poudre R-1 has early release due to weather we will close at 4:00 p.m.

Listen to local radio/TV stations for info and updates. The director will also send out email alerts to families who have provided the center with an email address on the status of the center. If the center closes due to weather, a credit will be issued for the closure days.

### **Parent Participation**

You and your family are a valued part of our program. Please feel free to visit the center at any time. We have an open door policy to allow you to experience your child's day at any time. Teachers will communicate with you on a daily basis through conversations and through our mobile App Brightwheel. Teachers are also interested in family concerns and home events. Frequent, casual conversations are encouraged. You can log in daily to get real time information about your child's day. (What they did, how they ate, toileting times/information, etc.) You can set up your account at [www.mybrightwheel.com](http://www.mybrightwheel.com). The information is private and you can only view your child's information. This app will also allow parents and teachers to instant message when needed.

You can request a meeting with your child's teacher at any time. Parent/Teacher conferences are held twice a year. Conferences focus on home and center life, specific child development areas, concerns and a plan to meet your child's developmental needs.

The center hosts many family events throughout the year. You will be kept up to date on these activities through your child's teacher, and our monthly newsletter. The center offers Parent Education Evenings for parents wanting information on topics related to raising children. Childcare is provided at these events. We also offer Parent/Child nights for parents and their children to come and do activities together. We provide materials and there is no cost for these evenings.

\*Be sure to watch the newsletter for meeting and activity announcements!

## **Volunteer Policy**

The center encourages volunteers to participate at the center. It serves to enrich the program and the lives of the children, staff and volunteers themselves. Volunteers will never be given their own group of children or direct responsibilities for the care of children. They are there mainly for one on one contact with the children in a well-supervised group. All volunteers will be under the direct supervision of the director or lead teacher.

Volunteers will receive a volunteer packet and initial orientation to the center. All volunteers are required to complete a central registry check and fingerprint check prior to working in the classroom.

## **Visitors Policy**

Visitors are welcome into the center at any time. By state law, all visitors must sign into the visitors' log, stating their name and reason for visit. This log is found at the front reception desk.

## **Admission and Registration**

Any child between the ages of six weeks and ten years is eligible for enrollment at Hearts in Hand. In accordance with the ADA, Hearts in Hand does not discriminate against children with disabilities. Every effort will be made to include all children of all abilities in our programs. Admission is completed after a pre-admission interview and orientation with the director. When all admission forms are returned and the registration fee of \$100 and \$500 pre-paid, non-refundable tuition is paid a starting date will be agreed upon. Registration forms include:

- A registration card containing basic information about the child, emergency medical information and authorization for the child.
- Doctor's medical statement
- Immunization and medication forms

**If you are choosing to exclude your child from one or more immunizations you must register with the State of Colorado and provide the center with an exemption form.**

- Enrollment agreement/tuition policy form signed
- Family Questionnaire
- Sunscreen Permission Form

## Tuition policies and procedures

\*Monthly tuition is due on or before the 1st of the month. Checks may be postdated to the 1st only. Families can split monthly tuition into 1, 2 or 4 payments. Balance must be paid by the end of each month.

\*A late fee of \$25.00 will be assessed if balance is not paid by the end of the month.

\*Returned check fee is \$50 (cash or money order required after 2 NSF checks)

\*Credit cards, cash and checks are accepted. Parents may also set up automatic payments through our Brightwheel system. Credit card payment will be assessed a 3% fee.

\*After 60 days any account past due will be sent a collection reminder. If tuition is not paid the account will be sent to collections. Collection fees will be added to your account. Collection fees can be as much as 50% of balance due.

\*\$100 registration fee is non-refundable.

\*\$500 pre-paid, non-refundable tuition is required to secure and hold a spot.

\*Vacation/Sick day credits must be requested in writing by note or email and will be credited to account. Please see tuition policy form for vacation information. Reimbursement rate for vacation sick days will be a set amount based on age of child. Please see tuition form for details.

\*Failure to pay tuition in a timely manner may result in termination in services.

\*Tuition is based on enrollment not on attendance.

\*Parents must fill out a vacation request form (located on the front desk) for credit to be issued to their account.

\*Rotating or drop-in families are required to pay for the days they schedule unless they give a 48 hour prior cancellation notice. Rotating/drop in tuition will be at a premium rate.

\*Added days to fixed schedules will be assessed at a premium rate.

\*Please see tuition/rate form for specific tuition amounts.

\*Tuition may be adjusted on a yearly basis to incorporate increases in staffing cost, building costs and food costs. Parents will be required to sign a new enrollment agreement and tuition/rate agreement each calendar year.

## **Daily Arrival and Pick-up**

A parent or authorized person must sign in the time of arrival and departure for your child. This is a state regulation and must be done accurately. The center is not responsible for a child that is not signed in and out properly.

Your child is to be brought to the proper room by you or a person authorized by you. Please wait with your child until the teacher has acknowledged them. Your child will only be released to people you have authorized on the registration card. (They will need to bring identification with them in order for us to release your child to them.) Please let staff know if someone different will be picking your child up.

All families will be issued a code for entrance into the center. Anyone who does not have a code must ring the doorbell to be let in and show proper identification

Please take caution with your code. Remember that limiting access to codes will help to ensure the safety and security of the children and staff.

## **Termination of Services**

Termination of services may be made for the following reasons:

- Failure of the child to adjust to the center to the extent that it causes an undue amount of stress, anxiety or hardship to the child or staff.
- Failure of parents to meet the tuition fee schedule according to the signed enrollment contract.
- Failure by the parent or guardian to abide by the policies and procedures of Hearts in Hand Child Development Center.
- If a child poses undue stress or harm towards another child or staff member.
- Failure by the parent to address teacher or center concerns in a prompt and respectful manner.

## **Dis-enrolling a child:**

If a parent chooses to disenroll a child a termination of services form should be filled out and turned in to the office. A 30 day notice is required and parents will be responsible for full tuition regardless of attendance in the last 30 days.

Refunds will not be issued for parents choosing to leave the center of their own accord. A refund of prepaid tuition may be requested for families leaving the center at the request of the center. Requests for refunds must be in writing and may take up to 2 weeks to process.

## **Steps to suspension, expulsion or when the center may request for a child to be withdrawn from the center:**

1. If a child is having problems in the classroom a meeting will be set up with parents and classroom teachers to discuss the problem and brainstorm ideas. A timeline will be established to work on goals and a follow up meeting will be scheduled. Parents are required to attend. Times will be arranged for the director or supervising staff to observe child in classroom.
2. If it is determined at the follow up meeting that no progress is being made the teacher may request a professional assessment or consultation from a community resource. If a consult or assessment is requested parents can choose to comply or also have the option to disenroll. At this time a meeting will be set up with the director. The director will provide the family with resources and help arrange a consult at the center or at a community facility.
3. Once an assessment is completed a plan will be set in place to work on behavior issues under the guidance of the community agency. A time line will be set in place to evaluate progress and success. Every effort will be made to work with child and family.
4. If it is determined that the center is not the best environment for the child a 30 day notice will be given to parents and assistance will be given to help determine a more suitable environment for the child based on needs and assessments.
5. If the child is posing a direct threat to other children or staff (exhibiting violent behaviors and causing physical harm) the timeline may be moved up to ensure the safety of the children and staff in the classroom.
6. If a parent does not comply with requests for meetings, assessments or does not follow through with specific goals or requests their enrollment may be terminated immediately without notice.
7. All requests will be given in writing.

## **Grievance Procedures**

### **Problems with staff:**

If you have a problem with a staff member please address that staff member directly. If you feel you have attempted to address that staff member and it has been unsuccessful, please see the room Supervisor.

The room supervisor can mediate a meeting or address concerns to staff.

If the room supervisor is unsuccessful please contact the director or assistant director and they will advise you on your next course of action.

### **Problems with room supervisors:**

If you have a problem with a room supervisor please address them directly. If you are unable to work out the problem please contact the director or assistant director.

### **Problems with the director or assistant director:**

If you have a problem with the assistant director please address them directly. If the issue cannot be resolved please contact the director. If you have a problem with the director please address them directly. If the issue cannot be resolved you may contact the assistant director.

## Health and Safety

You are responsible for maintaining current and accurate information in your child's file. Please inform the center immediately of any changes or additions. Medical forms must be renewed yearly (we suggest on your child's birthday). Immunization cards must be updated as needed. Please let staff know when your child has had new immunizations.

We ask all families to follow our illness policy. We know it is difficult to miss work with an ill child. Please extend the courtesy of keeping sick children home to the other families and staff members at the center. Keeping sick children home will keep illnesses from spreading through the center.

The following is a list with guidelines of exclusion due to illness. Deciding whether to keep your child home, or to send them to school can be difficult. Clearly there are instances when a child should remain at home in order to recuperate and to maintain the wellness of the group.

Illness	Exclusion is necessary
Diarrhea (single occurrence)	NO Alone with no other symptoms
Diarrhea w/ illness or multiple occurrences	YES- until symptom free for 24 hours (fever, vomiting, restricted diet, or diagnosed viral infection)
Vomiting	YES- until symptom free for 24 hours
Chicken Pox	YES Children may return after the 6th day of the rash
Conjunctivitis (pink eye)	YES- until 24 hours after treatment has begun, with a note from the doctor, or when symptoms have subsided
Coxsackie Virus (Hand Foot and Mouth)	NO (provided they are able to eat and drink normally)

Fifth's Disease	NO- Child is no longer contagious once rash appears. Please notify staff, as this virus can be dangerous to pregnant moms.
Hepatitis A	YES- until one week after the onset of jaundice and when able to fully participate in activities
Herpes	YES- if the area is oozing and cannot be covered
Impetigo	YES- until the day after treatment begins
Ringworm	YES- until the day after treatment begins
Scabies	YES- until the day after treatment begins
Vaccine preventable Disease	YES- until judged not contagious by Health care provider (must have note to return)
Mild Cold Symptoms	NO (as long as the child is able to fully participate in activities)
Mild Cough	NO
Severe Cold Symptoms	YES
Fever (101 or higher) hours	YES- until symptom free without medication for 24 hours
Unidentified Rash	YES- must have a note from the doctor to return
Head Lice	YES- until 24 hours after treatment and nit free

If your child becomes ill or develops one of these symptoms at the center we will notify you to come and pick them up immediately. If your child seems miserable and unable to participate, we will also call you to come pick them up. If your child has a communicable disease, please notify the center immediately so we can notify the other families and the county health department if necessary.

You child may return after an illness when:

- Symptoms have ceased COMPLETELY for 24 hours
- The child has been on medication for 24 hours
- Child has been fever free for 24 hours without fever reducing medication
- You have a verifiable doctor's note stating the child is not contagious.

\*Please note: Even with a doctor's note, it will up be up to the staff member in charge of your child to determine whether or not the child will be allowed to stay. The center reserves the right to refuse a child to stay if they feel the child is too ill to participate at a normal level. -

If your child is staying home, please call and notify your child's teacher so they can plan their day.

In the case of a medical emergency, the center will call 911 and apply first aid or CPR if necessary. The center will use the emergency transportation that the paramedics provide and we will contact you immediately. The person you list on the registration card will be contacted if you can't be reached. Any expenses incurred for emergency procedures shall be the responsibility of the parents/ guardian.

## **Immunizations**

The center recommends that current immunizations be maintained, however, exceptions for religious and personal beliefs will be made from time to time. This should not pose a threat to your child, as most children are current on their immunizations. If you choose not to immunize your child, your child may be excluded during any outbreaks. The State of Colorado requires us to maintain our immunization rates.

## **Medication Administration**

If your child has to take medication, the center will administer it with your written consent and an accompanying Medication Permission form from the doctor. The medications shall be kept in the original container bearing the name of the medicine, prescription number, date filled/ expired, name of physician and dosage to be given. Trained, designated staff shall give all medication and a written record will be kept of the dosage given.

Medication must be kept in the office in the locked box or in the refrigerator. No medications should be left in classrooms or cubbies/backpacks/diaper bags.

State regulations require that the giving or application of prescription and non-prescription medications and special medical procedures shall be provided only by written order or prescription from a physician and a child's parent/ guardian to the center with the knowledge and written consent of the parent/ guardian.

The center also needs a parent/ guardians' permission and a physician's consent to administer non-prescription medications. Such medicines include but are not limited to pain relievers, teething agents, cold medications etc. Medication permission forms are available and must be updated as dosage requirements change. Diaper creams, sunscreen and topical ointments may be applied with parent permission only.

**THERE WILL BE NO EXCEPTIONS!**

## **Reporting Child Abuse**

At the time of admission you will be given a letter from the Colorado Department of Social Services, which explains how to report child abuse or sexual assault. The center staff are also trained and instructed in such matters. Common signs to look for:

- Physical Abuse: frequent cuts, bruises, fractures and other injuries, child overly fearful of discipline, child talks about it in dramatic play centers
- Sexual Abuse: nightmares and or disturbed sleep habits, regression to more infantile behavior, extreme knowledge of sexual matters, inappropriate and/or explicit sex play, sudden and/or new fears of adults

State law dictates that the director of the center and any other staff member has to report any suspected child abuse immediately.

## Lost Child Policy

Children are counted every half hour during the day as well as during any transition from room to room, inside to outside, outside to inside and before leaving the building for any reason. If a child is missing from the group, the teachers in each room will combine their children into one room, notify all other teachers and the director, and all available staff will begin looking for the child. This will continue until the child is found. Parents will be notified immediately. Fort Collins Police and Larimer County Human Services will also be notified. Children are required to be supervised at all times.

## Accidents or Injuries at School

Minor injuries and accidents will be reported to parents as an incident report via the Brightwheel App. Parents who are connected will receive a notification on their app. Information regarding injury will be conveyed.

If there is a head injury or more serious accident parents will be notified via phone call. It will be determined whether medical attention is required. Parents may be asked to come assess or pick up their child.

Emergencies- In the event of an emergency 911 will be called and the child will be transported to the hospital. A staff member will accompany the child until a parent or emergency contact can be located. Parents will be notified immediately. If we are unable to reach parents emergency contacts will be notified. Please make sure your emergency contacts are able and willing to give permission for medical attention and have pertinent medical information regarding your child.

## Safety at School

In order to provide a safe environment on our school grounds, no weapons of any kind will be permitted by children, staff or parents. This includes but is not limited to knives, guns, slingshots, swords and other sharp or potentially dangerous objects. We also do not allow the children to participate in any pretend play activities that simulate the use of weapons. This policy extends to include special events, such as Halloween, that involves children dressing up. ALL weapons, whether real or pretend, MUST be left at home. **EXCEPTION: On duty police officers are allowed to carry their service weapon into the building.**

## **TV and Video Viewing**

Videos will occasionally be shown in classrooms (3 and older) for fun or educational purposes. Staff will preview all videos and parents will be given notice when a video will be shown. General TV watching is not permitted. If parents have concerns about the video they may choose to exclude their child. All children will be given alternate activity choices. Written permission is required from parents for all video viewing.

## **Special Activities**

Teachers may plan special events, activities or parties related to a theme or holiday. Information will be sent home to parents anytime a special event is planned. Parents are welcome to participate. If you do not want your child to participate please let teachers know and an alternate activity can be planned.

## **Children's belongings and money**

Children should store all personal belongings in their cubby. All items should be labeled with your child's name. Children should not bring money to school unless for a specific activity. When money is brought for a specific activity it should be checked in with the child's teacher. The center or its staff is not responsible for items brought to school left in cubbies. Personal items should be left at home whenever possible. Items found unlabeled will be stored in the lost and found box located in the main entrance area by the parent mailboxes. Lost and found items unclaimed after 3 months will be donated to a charity.

## **Diapering and toilet training**

All parents are required to supply diapers and wipes until children are potty trained. Diapers will be changed every two hours or more often as needed. Diaper records will be kept for all children 2 and under. Parents will be given record of changes via Brightwheel and a record will be kept at the center.

No child under the age of 2 will be potty trained at the center. Potty training typically takes place in the toddler room between the ages of 24-36 months. Special exceptions can be made for children not yet potty trained at 36 months. Children who are not potty trained will continue to pay toddler rates until completely potty trained even if they have moved to Preschool,

Parents are required to sign a potty training contract during the period of potty training. Parents are required to coordinate potty training with staff. Staff will work in cooperation with parents to ensure a successful experience.

A child is considered fully potty trained when they are able to tell staff when they need to go, dress and undress, and are wearing underwear exclusively.

## **Naptime Protocol**

Parents will be given information on classroom schedules for nap. Parents will be given their child's nap information daily on daily sheets.

New Colorado Infant Safe Sleep Regulations:

1. All infants must be placed to sleep in their cribs on their backs unless there is a signed Alternate Sleep Position form from the infant's pediatrician indicating that an alternate sleep position is medically indicated.
2. Swaddling is not permitted unless there is a signed swaddling permission form from the infant's pediatrician indicating that swaddling is medically indicated.
3. Pacifiers will be offered for all infants for every sleep time unless the parents has signed a waiver that a pacifier is not to be given. Infants will be provided a clean, dry pacifier. (Pacifier use may reduce the risk of SUID and SIDS).
4. Infants may only sleep in approved cribs. Infants who fall asleep on the floor, swing, car seat or other area will be immediately moved to their crib. Cribs will be checked for safety monthly.
5. No toys or mobiles are allowed in the sleep area. No cloth items, bumper pads or stuffed toys are allowed.
6. Necklaces and bibs will be removed prior to sleeping.
7. Infants will be checked every 10 minutes by sight and sound.
8. Music will be played softly in the sleep area.
9. No blankets are permitted. A sleep sack with free arm and leg movements may be provided for warmth. The sleep area will be kept warm.
10. No smoking is permitted on Hearts in Hand grounds.

Wobblers and Toddlers will sleep once a day, midday on mats. Staff will help them fall asleep by rubbing backs and lying next to kids as needed. All wobblers and toddlers are given the opportunity to sleep. After 30 minutes they will be taken off their mats if not sleeping and given an alternate activity.

Wobblers and Toddlers can sleep as long as they need. As they wake up they will be moved to a different place so kids who are awake can get up and kids who are sleeping can sleep. As kids are waking up they will be given quiet activities.

For Preschool and Pre-K

After lunch kids will be given 15 minutes of transition time (use the potty, get a drink) Teacher will read a story or do a book on tape.

Once kids have had transition time the next 30 minutes kids should be quiet and laying on their mat/bed.

Teachers will be sitting next to kids who are having difficulty settling down. All kids are expected to rest quietly for 30 minutes.

After 30 minutes kids who have not fallen asleep will be given quiet activities. Kids may do quiet activities on their mats.

After 30 minutes kids will be allowed to get up and do structured activities at the table or in a quiet area.

At the end of rest time lights will be turned on and kids will get ready for next activity.

We understand that sleep patterns can vary at this age. Kids are encouraged but not expected to sleep.

For Kindergarten

Kids will have a quiet time of 30 minutes to rest. Quiet music will be played and kids are encouraged to rest. Kids are not expected to sleep.

## **Our Program**

### **Transitions**

The rooms in our center are divided on age and developmental levels. The infant room is licensed from 6 weeks up to age 12 months. The wobbler rooms are licensed for children 12-30 months. The toddler rooms are licensed for children 24-42 months. The preschool rooms are licensed for 2 ½ year-old children to kindergarten. This gives us quite a bit of room to place your child where it would be most beneficial to them. Staff and parents will decide together the appropriate time to move a child into a different room.

### **The Infant Room**

Each infant receives individualized attention throughout the day. Infants are always held and talked to while being fed. They are allowed to set their own eating and sleeping patterns. However, we do have a general schedule we try to stick to. The nursery is comfortable and provides a home-like atmosphere for your infant. The staff is trained to be responsive to the needs of each infant and to provide age-appropriate developmental activities and toys.

### **The Wobbler Rooms**

Our wobblers also receive individual attention during the day. The wobblers are divided into two groups based on age and developmental readiness. The wobblers are involved in more planned activities and group times. They have one scheduled naptime per day and are allowed to sleep as long as necessary.

### **The Toddler Rooms**

The toddlers are involved in a daily routine which includes free play in learning centers, structured activities, group times, outside play and rest time. Potty training is usually accomplished in this room. Potty training is contracted with the family and the staff and is individual for each child.

### **The Preschool and Pre-Kindergarten rooms**

The preschool rooms are divided into two different groups: 3-4's, and Pre-kindergartners. Our preschoolers have a set schedule each day with a time for group activities, free and structured play, quiet one-on-one interaction with caregivers, outside play and nap/ rest time. A variety of options are available to the children at any given time, and activities are geared towards the learning and the individual development of each child. Please check with staff for specific lesson plans and curriculum. All preschoolers must be potty trained. Special exceptions may be made for special needs children or children with special circumstances.

We also offer a morning preschool and pre-kindergarten class that meets from 8:30-12:00. This class is designed to provide a preschool experience for children in preparation for Kindergarten.

## **Private Kindergarten**

Hearts in Hand offers an alternative to public kindergarten. Our private kindergarten is designed to take the place of public kindergarten and offers a small group atmosphere with a challenging academic curriculum. Children may attend half day mornings or afternoons or for full days.

For specific information on Kindergarten please refer to the Kindergarten manual.

## **School Age programs and Summer Camp**

During public school closure days we offer day camp. The school age staff will determine day camp activities. Day camp is open to children ages 5-10. Children must be currently enrolled to be eligible for care.

During the summer, summer camp is provided for children age 5-10, with groups of 10-12 children. Please see a summer camp manual and schedule for details. Summer camp children are required to provide lunch daily.

## **Discipline**

At no time will a child ever be disciplined harshly or physically. The center believes in redirection as our primary form of discipline. Rather than scolding a child for behavior that we do not approve of, we will try to replace it with acceptable behavior. Discipline will be dealt with in direct cooperation of the child's parents and family. Our goals in discipline are to use positive statements to direct behavior, teach self-discipline by setting limits, explaining the reasons for the limits and encouraging the children to express their feelings in as many positive ways as possible. In using these methods with children, we believe that guiding self-discipline will give children a sense of self-worth that will provide a good foundation for their future.

Infants- Infants are not disciplined. Infants may be redirected as needed to ensure cooperative play and safety.

Wobblers and Toddlers. Wobblers and Toddlers are redirected and given choices. They may be removed from the group for a period of no longer than 1 minute when needed to calm their bodies. Time-out is not used for this age group. Positive reinforcement and expectation language will be used at all times.

Preschool, Pre-K and K- Children are given choices and natural consequences. A time away from the group may be used if the child is disruptive to the learning process. This time may be no longer than 1 minute per year of age. Rewards and incentives may also be used. Staff will work with parents if an individual behavior plan is needed. Positive reinforcement and expectation language is used at all times.

## **Hearts in Hand Emergency Procedures**

### **Natural Gas emergency or Fire:**

**FIRE:** If the fire alarm goes off exit the building through your primary or secondary exit. All rooms will meet on the grassy area in the front of the building. Teachers will bring sign in sheets to verify attendance and emergency numbers. Fire department is automatically dispatched when alarm is pulled. Fire department will clear building for reentry. If building is not able to be returned to parents will be notified via phone to pick up children. Drills will be practiced regularly.

If a gas leak is suspected children will exit the building via fire route and wait on grassy area until building deemed to be safe by public service (our building does not have any natural gas so a gas leak would be in surrounding buildings). We would be advised by public service as to best protocol. Parents will be notified via emergency email. If evacuation is long or weather is inclement parents will be called to pick up children. In the event we need to move offsite we would evacuate to our close site location #1.

### **Bomb Threat:**

In the event of a bomb threat children would be evacuated to off-site location #1 until the building was deemed safe for reentry by local police. Parents would be notified to pick up children at the evacuation location. In the event of a bomb threat the center would be closed until the threat source was determined.

### **Tornado:**

In the event of a tornado watch staff will be monitoring weather and radio closely. In the event we are under a tornado warning children will be kept inside and directed to their tornado area in the building. Hearts in Hand has severe weather radios that can be monitored. Drills will be practiced during the spring and summer. Parents will be notified via emergency email if the center is under a warning.

**Severe Thunderstorm:** In the event of a severe thunderstorm watch or warning staff will be monitoring weather and radio closely. If there is lightning/hail/high winds in the area children will be kept inside. Children will be kept away from windows.

**Loss of water or electricity:**

If the outage is short no modifications are needed. If the outage will be prolonged parents may be notified via emergency email or phone to pick up children. Due to sanitation needs the loss of water cannot be for more than a few hours. In the event of loss of electricity in the winter due to heating concerns parents may be notified if the temperature drops to an unsafe level.

**Lock down:**

Should there be a dangerous situation in the neighborhood or surrounding area we are notified by reverse 911 and the center will go into lock down. During lock down windows will be locked and blinds closed. All doors will be locked. Children will be kept inside classrooms with doors locked. Parents will be notified via email about the lockdown and notified again when it has ended. We ask that no children are picked up or dropped off during a lock down. The front door will be monitored by staff. No one will be permitted to enter or exit the building.

In the event a dangerous situation occurs inside the building staff have emergency procedures in place to secure children in locked areas and call 911. Children will remain in locked areas until the situation is resolved by police. After the situation is resolved children will be evacuated and parents contacted via phone. Due to the nature of this we do not typically practice lock down procedures with the children. Staff will practice this procedure without the children.

**Wildlife:**

If there is dangerous wildlife in the area children will be kept indoor until deemed safe by wildlife officials. If wildlife is detected Colorado Department of Wildlife will be informed immediately and children taken inside to a safe location.

**Snow and Blizzard Conditions:**

Hearts in Hand will be closed if Poudre School District is closed due to weather. If conditions deteriorate during the day parents will be notified to pick up children early. Please see snow policy for closure, late start and early release.

**Flood:**

If a flood warning is in effect parents will be notified to pick up children. If necessary children will be evacuated to one of the offsite locations. If it is possible to remain in the building we will do so.

**Pandemic Flu or Other Communicable Diseases:**

In the event of a local outbreak. Hearts in Hand will follow protocol determined by Larimer County Health. This may include exclusion of sick children and adults or closure of the center for a recommended amount of time. For vaccine preventable diseases only children who have not received the vaccine would be excluded.

**Transporting children with disabilities:**

If a child has special needs regarding transportation a plan will be creating on enrollment to determine what special criteria may be needed to transport during an emergency. The white bus is wheelchair accessible and can be used to transport children with mobility issues. Parents and staff will devise a plan for medications, special equipment and special transport needs on enrollment. Classroom staff will be advised and trained on any special transport plans involving children with disabilities.

**Parent Notifications and Reunification:**

Parents will be notified via emergency email and/or by phone when necessary. Information will be given as to nature of emergency, procedures and location of evacuation. Staff will remain with children until a parent is able to safely pick up. Cell phone numbers will be given in the event of evacuation so parents can reach staff on site and in charge.

**Evacuation Locations:**

#1- Near site walking location: Drake Road Christian Church 608 E Drake Rd. Fort Collins CO 80525

#2 Off Site Location: Timberline Church 2908 S Timberline Rd Fort Collins CO 80525

#3 Off Site Location: Diaz Residence 2607 Newgate Ct Fort Collins CO 80525 25

## **Daily Procedures**

### **What to do on Arrival**

- Sign in on the computer at the front desk (State Regulation)
- Sign in on the classroom sign in sheet and/or through Brightwheel app
- Give daily supply of filled bottles to staff person to place in the refrigerator (Infants only)
- Fill out the Medication Log if needed and give medications to the center director/ receptionist for storage (DO NOT put these into your child's cubby or bag!)
- Let teacher know of any special instructions for the day
- Assist your child with the transition of your departure

### **What to do on Departure**

- Sign out on the computer (State Regulation)
- Pick up paperwork from teachers
- Check your child's supplies
- Check your parent mailbox for information
- Collect your child's artwork, bottles, clothes, medication and any other belongings
- \*\*Children will only be released to those authorized on the enrollment card and the parents. Picture ID will be required for pick up to persons the staff are unfamiliar with.

## **What to Bring for Your Child**

- Blanket or sleep toy if your child is attached to one. We have plenty at the center if your child does not have a special one. Infants are not permitted to have any cloth items or toys in their cribs. A sleep sack may be provided for warmth.
  - Crib sheet that fits the crib/ nap mat your child will be using
  - All bottles, formula, breast milk as needed on a daily basis. We request that you bring in formula already made up, as it will save time when your child is hungry, and assures for proper mixing. Breast milk may be brought in either fresh or frozen. Please label all your bottles and lids clearly with your child's name. Breast milk should include a red tape label to indicate breastmilk.
  - Pacifiers if used
  - Diapers or Pull-ups- You are welcome to bring in a bag that we will store for you and let you know when it is running low. If your child uses cloth diapers, we request that you provide a separate, hard sided covered pail and bags to transport the soiled diapers daily.
  - A complete change of clothing to leave at the center. (Remember that the type of clothing your child will need will vary by the season.)
- \*Please remember to label all of your child's belongings!

## **Children's Cubbies**

Children will be assigned cubby boxes to store personal belongings and nap supplies. Please check your child's cubby daily. Please make sure all items in your child's cubby are labeled. Do not leave food or medications in the cubby area.

## **Parent Mailboxes/Email Communications**

Each parent has a mailbox in the reception area located by the main office. You should check this mailbox daily for information from the office, statements, newsletters and bulletins and information from your child's teacher. All parents should provide an email for center communications. Newsletters, menus and info will be sent via email unless otherwise requested. Paper copies can be provided on request. Please be sure to connect via Brightwheel to have access to important information, alerts and daily communications from your teachers. Parents should update Brightwheel as information changes (phone numbers, address etc.)

## **Birthdays**

Birthday parties may be planned with the staff. They will help you to arrange a celebration that works well for young children. We encourage you to bring treats for your child's class that is mindful of the sugar content. We prefer to serve healthier snacks. Snacks will be served with one of our regularly scheduled meals.

## **Meals and Snacks**

Hearts in Hand serves two snacks daily: one in the morning, and one in the afternoon. A nutritional lunch is also served M, T and TH. On Wednesdays and Fridays, you will need to send your child with a nutritional sack lunch. We have a nutritionist on staff that plans and cooks our meals. Menus are planned to meet the USDA food requirements for young children. All menus will be posted and a copy will be sent home in each newsletter. Meal times are not something that is flexible in our schedule. If your need to bring your child at a time when they will miss a meal, you will need to provide this for them BEFORE you arrive.

If your child is allergic to anything on the menu, please notify the staff immediately. All attempts will be made to serve an alternate meal that meets your child's health needs. Parents may be asked to provide an alternate meal or snack.

We believe in encouraging children to feed themselves when they are capable and to serve themselves and clean up after themselves as they develop.

## **Failure to pick up a child and late fees**

If a parent has not come to pick up a child by 6:00 p.m. when the center closes staff will attempt to contact both parents using all numbers supplied on the enrollment card. Late fees will be assessed at the rate of \$15.00 per 15 min. per child for all late pick up. Excessive lateness may result in termination from the center.

If staff is unable to reach parents the emergency contact will be notified. If no contact has been made after 1 hour of closing staff will contact the Fort Collins Police Department and report an abandoned child. Larimer County Human Services will also be contacted. Staff will stay with the child until the proper authorities have determined the next course of action.

## **Field Trips/Transportation**

All field trips will be planned with parent involvement. Either the staff in the center's van or bus. Parents may transport their children only. Children will be properly restrained at all times. If your child is not yet eight years old AND weighing over 80 pounds, they are required to ride in a car seat. If your child requires one, you are responsible for providing the center with one for that day. Release forms must be signed for all field trips. Parents will be notified prior to all field trips. State ratios must be maintained during all trips including in the vehicles.

If a child arrives late and the class has left on the field trip, the parent may leave the child in the office or wait with the child until the class returns. Children should not be taken to other classrooms or left in the classroom alone.

Child to staff ratios will be maintained on the bus/van and in at the field trip. Attendance will be taken when getting on and off the bus and at various times during the field trip. Lead teachers will have a list of children attending.

Children must be seated at all times and wearing a seatbelt if available. Quiet voices will be used during transportation. One staff member will supervise children on the bus/van while another staff drives. If only one staff member is present the staff member may pull over if needed to redirect children who are not making good choices during the trip.

Children with special needs will have a plan for transportation agreed upon by staff and parents prior to any trip. Staff may request parents transport a child with special needs to trips. The white bus has wheelchair accessible seating and can be used to transport children with mobility issues.

Staff members will carry a cell phone for emergency use. If any emergency occurs during a trip the director and parents will be notified immediately. Written permission must be given by parents for all trips outside the center.

## **Outdoor Play**

We do spend a great deal of time outside every day unless the weather doesn't permit this. We will not go outdoors in the event of excessive heat or cold or if the playground is extremely wet. We go on well-supervised walks around the neighborhood. Written permission is required from parents for all trips outside of center grounds whether walking or riding. It is important that you bring outdoor attire for your child every day. You are more than welcome to leave an extra pair of shoes, a jacket, and hat/mittens at the center if you wish. If there are any special instructions regarding your child going outside, please let your teachers know as soon as possible. We provide

"Rocky Mountain" sunscreen for all children. If you want your child to wear it, inform your child's teacher and sign a permission form. If your child requires a special sunscreen please indicate that on the permission form and provide it.

Bug spray can also be applied with permission but it is not provided by the center. If you would like bug spray to be applied to your child please provide it and sign the permission form.

Staff will adhere to recommended policy regarding heat and cold. Children will not go outside in cases of extreme heat or cold. Please see attached chart. Charts are also posted in each classroom and in the office.