

PARENT'S HANDBOOK

CATERPILLAR LEARNING CHILDCARE WELCOME TO ALL PARENTS

Thank you for choosing Caterpillar Child Care for your child. We are excited to have you as a part of our family. At Caterpillar Learning Child Care every child is important. Our program is academically rich and designed to promote your child's growth and development in a loving environment.

A transition in to any new environment can be challenging and cause anxiety for any child or adult. Our staff are trained to be alert and aware of your child's reaction to their new environment and will be sensitive to their feelings. After enrolling your child at Caterpillar Learning Child Care, you and your child may visit and be introduced to our family and staff.

his/her new teacher. This will give you an opportunity to get to know the family and staff involved in the care of your child prior to their first day.

Separation anxiety is common and your child may resist being left at Caterpillar Learning Child Care in the beginning. However, after several days, drop-off becomes easier. We suggest that after you do the necessary signing in . Simply give your child a hug and assure them that you will return for them that afternoon to pick them up – Then leave. Prolonging your departure could cause more anxiety for your child. We encourage parents to call anytime during the day to see how their child is adjusting. If needed, Miss Alma will be happy to provide additional suggestions for a smooth and enjoyable transition into the school environment for both you and your child area.

This handbook will help you understand our care goals and policies. Our guidelines are all designed to make sure that each child receives the best education possible. Please look over the information given, so that you are familiar with our operation and guidelines. Also included with this packet is the paperwork for your child's file, health statement, registration form, emergency medical consent form, permission to transport, food program forms, consent to release information . Please complete these forms in their entirety and return them promptly. Your child may not start with out paper work in file.

Please let us know of any area in which we can be of particular assistance to you. We are looking forward to getting to know you and your child and providing a rich, fun, safe and loving learning environment where all our children develop to their fullest potential.

Sincerely,

Alma Sanchez
Facility Director

Dear Parents,

We have put together a list of items you will need to bring for your child's first day. If you have any question, please feel free to talk to miss alma.

Infants

- Pre-mixed bottles for each day, labeled with your child's name and the date prepare
- An extra pre-mixed formula to keep here (if you choose not to use our formula)
- Baby food or cereal
- Bibs
- Diapers and wipes
- At least three extra full outfits
- A small blanket for rest or nap

Toddlers

- Diapers and wipes
- At least two extra full outfits
- A small blanket for rest or nap
A sippy cup

Pre-K(ages 3-5)

- Pull-up's and wipes (if not yet potty trained)
- At least two extra full outfits
- A small blanket for rest or nap

Always label everything with your child's name.

**Caterpillar Learning
Child Care
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MISSION STATEMENT

To provide care for children in a loving, comfortable, happy and secure environment.
To assist with, or supplement parental teaching, through a program which will provide the child with opportunities for growth in areas of:

- Physical Development
- Acquiring good health habits
- Communicating his/her ideas to both adults and other children
- Appreciation of stories, music and art
- An exploration of their physical environment
- Getting along well with other children
- An understanding of the social order

Our aim is to provide a safe, pleasant place with warm, loving care where a child feels secure and happy and can learn to work and play with others. We want to help the children express themselves and learn social and mental skills that will prepare them for the future.

OUR PHILOSOPHY

The program is designed to meet the developmental needs of young children. It provides experiences that enrich and enhance each child's cognitive, language, social, emotional, physical, and creative development. Within our daily schedule, each child has opportunity to create, explore the environment learn problem solving and personal interaction skills, and learn concepts through first-hand experiences. Children develop a positive self-concept through a balance of self- and teacher-facilitated activities. Opportunities for solitary play as well as group activities are provided. Staff serve as positive role models and provide care that is supportive nurture in warm and responsive to each child's individual needs. The adult' responsibilities in a developmental program is to assist the child in growing to his or her fullest potential by recognizing each stage of development and fashioning a curriculum that will nurture and facilitate growth during that stage.

We respect parents as the primary and most important provider of care and nurturing and we believe parents and teachers are partners in children's care and education.

STATEMENT OF SERVICES:

Caterpillar Learning Child Care is a year-round program that offers care for children ages 6 weeks to 12 years. Our daily activities and program consists of a flexible schedule that has been created to provide diversity and challenge for children in all age groups. Our activities include school readiness skills, arts and crafts, games, music, outdoor play and story time. We offer a Full Time contract, which is for children present at the center over 5 hours per day, and we offer a Part Time contract, which is for children present at the center for less than 5 hours per day.

HOURS AND DAYS:

Caterpillar Learning Child Care is open Monday through Friday from 23 hours. Caterpillar Learning Child Care observes the following holiday's: New Year's Day, Memorial Day, July 4th, Labor Day, Thanks giving Day and the day after Thanksgiving, Christmas Eve Day and Christmas Day. If holiday falls on Saturday, the holiday is observed on the previous Friday. If holiday falls on Sunday, the holiday is observed on the following Monday. All holidays will be charged at the regular rate. No fee adjustment is made for designated holidays.

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FULL DAY: A Full Day is up to 12 hours of care per day. A Full Day provides a learning program, breakfast (for children who arrive prior to 9:00), snack (afternoon), lunch and a rest period for children less than 5 yrs of age.

HALF DAY: A Half Day program is up to 5 hours of child care per day. This program provides a learning program, breakfast or lunch, and one nutritional snack. After 5 hours of childcare the full day rate automatically applies.

BEFORE & AFTER SCHOOL: The Before/After School program applies to 1st thru 5th grade students and is limited to 4 hours per day. It includes transporting to and from school. After 4 hours, applicable (half-day/full-day) rate applies changes can be made on transportation services if necessarily.

STATE LICENSING

We understand the importance of keeping strict compliance with the state licensing regulations in order to ensure a quality environment for your children. Caterpillar Learning Child Care complies with the applicable state licensing regulations and policies. These requirements cover staff qualifications, facility, playground, health and safety guidelines and child/staff ratios.

ADMISSION REQUIREMENTS:

Only the child(ren)'s parent or legal guardian may enroll a child(ren) (Proof of custody may be required). All forms provided to you upon enrollment must be completed before your child may attend Caterpillar Learning Child Care. All requested personal information is kept confidential. Parents are required to update all emergency data as needed, including address, home, cellular, and work numbers and individuals authorized to pick up your child. Current immunization information must be submitted to the center upon enrollment and all immunizations must be current. Caterpillar Learning Child Care must be informed of any custody situation in advance and will request that the proper paperwork be in the child(ren)'s file. Parents will be required to comply with all state regulations and home rules as set forth in this Parent's Handbook.

ENROLLMENT:

Parents wishing to enroll their children in the Caterpillar Learning Child Care are encouraged to come and tour the center our home day care meet the director (Tours are scheduled at the parent's convenience; however, due to rest time and other challenges in our schedule we encourage tours to be scheduled between 9:00 a.m - 11:30 a.m. Monday through Friday). We are here to answer any questions parents might have concerning our policies and procedures and make parents aware of the child(ren)'s average day. After the tour, if parents are interested in enrolling, the parent would be provided with a copy of the parent's handbook and any forms necessary to enroll their child(ren) in the child care. All children shall be considered continuously enrolled from the time of enrollment

until they are formally withdrawn. Registration forms and written proof of immunizations must be completed and returned prior to the child's first day of placement. It is the responsibility of the parent to keep Caterpillar Learning Child Care informed of immunizations the child receives throughout enrollment. If the child cannot receive any or all immunizations, parents must furnish us with a statement from a physician stating the reason. Parents should inform Caterpillar Learning Child Care of any special problems past or present, which may assist in caring for the child.

WITHDRAWAL: A 2-week notice is required for withdrawal. Tuition must be paid during this 2 week withdrawal period whether or not the child attends. If tuition is delinquent and the child is not allowed to return, the parent and/or guardian will still be charged the delinquent balance in addition to 2 the week tuition, as is required to withdraw.

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If account balances are not cleared within 10 days of the child's last day of attendance the account will be submitted to collections. Once the account goes to collections, the parent and/or guardian will be responsible for any collection and legal fees that accrue in the time that it takes to collect the debt.

REGISTRATION FEE: Registration fee \$50.00 per family, per year (Non-Refundable). The registration fee pays for the instructional supplies your child requires throughout the year. A registration fee of \$75 will be charged automatically each year on the child's enrollment date. No pro-rations will be given on this fee.

PAPERWORK FORMS and ANNUAL RENEWAL:

We are required by the state to have current and updated information on each child in our center. This is for your safety. As mentioned above, we require all forms to be filled out on each child prior to their initial attendance at Caterpillar Learning Child Care . If Caterpillar Learning Child Care is penalized or fined for incomplete information on one of our admissions forms or for failure to update/renew this information due to a parent's neglect, that fine will be passed onto the parent responsible including an additional \$50 administration fee.

DROP-OFF:

Parents must accompany their child(ren) into home every morning and sign their child(ren) immediately after dropping their child(ren) . Children will not be permitted in the building without signing. The children are not allowed to come into Caterpillar Learning Child Care alone or to sign themselves in unless prior written permission has been given by the parent and approved by the Director. We require that all children have direct contact with a person upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior which may adversely affect the child or the group. If any of these things are determined, the child must go home immediately.

PICK-UP:

All children must be picked up and signed out by an adult and/or person approved by the parent and Daycare facility. All children must be signed out before being picked up from miss alma. Anyone, including all parents, who are allowed to pick the child up, *musibe* listed on the emergency contact form or be approved in writing by a parent. The center reserves the right to not allow any individual onto Caterpillar Learning Child Care property for drop-off or pick-up if they have created a problem. Anyone not recognized by sight will be asked for a picture ID. In the event anyone out of the ordinary is to pick-up the child, please alert the miss alma prior to that time. This is in addition to them being on the emergency contact form or approval as stated above. It is the parent's responsibility to notify the miss alma and make changes on this form whenever necessary.

Please do not allow your child to run outside ahead of you when you are leaving the Sanchez family child care, It can be dangerous.

PARKING POLICY:

We strongly urge you to turn your car off and lock it when you come into drop-off or pick-up your child(ren). Caterpillar Learning Child Care is not responsible for items lost or stolen from cars or from the parking lot or facility.

EMERGENCY CONTACTS:

All persons authorized to pick a child up from the center must be listed on the emergency contact portion of the registration form. To avoid confusion, it is the responsibility of the parent signing the child into our home day care to properly fill out all forms. In a custody situation the parent signing the child into our center takes full responsibility to ensure that this is in accordance with their specific court agreement, which must be attached to the enrollment forms if any limitation of rights is suggested by the emergency contact portion of there registration form. If a parent who is not listed, or who believes the information given to us was inaccurate, contests the authorization details, they must first offer proof that they are indeed the legal parent or guardian and have legal rights to pick the child up. We then will require lawyers for both sides to be contacted and both

be requested to give us documentation as to the individuals approved for pick-up. The center reserves the right to not allow any individual onto our property for drop-offer pick-up if they have created a problem.

EMERGENCY MEDICAL CONSENT FORM:

This form will give us your consent to call an ambulance or your child's doctor or dentist if he/she needs emergency care. Please list your child's doctor, dentist and the hospital you would prefer. Also, please list phone numbers, addresses, and additional emergency numbers of contacts. It is strongly suggested that all emergency contacts be listed on your registration form. If your child has any allergies or is on any medications, please include this information on the form as well. Immunization cards need to be presented on or before the first day the child attends the center. A photo copy of these will be kept on file. When your child receives additional immunizations, you are required to bring your immunization card back in for us to take a current photo copy of it so that we can up-date your file. Whenever any information changes - it is your responsibility to notify us and up-date or re-do this form.

EMERGENCY SITUATIONS

If an emergency situation develops such as severe weather, fire, physical problems to the building, or a power failure, the children's safety is our first concern. Fire drills are conducted monthly and severe weather drills are conducted quarterly. In the event of an emergency situation, the children are not as alarmed due to their awareness of these procedures. The home is equipped with a fire alarm system and fire extinguishers in each room. All our teachers are trained in first aid and C.P.R. If there is a power failure at the center and it is determined that it is necessary to close the center, parents will be notified to make arrangements for early pick up for their child. If an emergency situation develops and it is determined that the building or premises is unsafe, the children will be transported to Bradach Elementary School until relatives can be notified.

INFORMATION CHANGE

Parents are to notify the center of any change in home or work phone numbers and addresses. This is for you and your child's safety so that we may reach you in an emergency. The center requires that someone listed on the emergency contact form of each child be available within thirty (30) minutes notice to come and pick up a sick child or a child that Caterpillar Learning Child Care has determined needs to go home. It is required that all changes of phone numbers, places of employment, residence changes or changes in pick-up information be turned into the office immediately. Please give the Director written notice of the change as soon as possible.

IMMUNIZATION REQUIREMENTS:

All children enrolled must have their immunization records up-to-date or provide an exemption affidavit. The child's immunization record must be provided by the parent and all information must be current. Parent's wishing to take religious exemption must contact the office to find out the proper procedure for providing an affidavit of such religious opposition. If Caterpillar Learning Child Care is penalized or fined for non-compliance of immunization cards due to parent's neglect, that fine will be passed onto the parent responsible including an additional \$50 administration fee.

MEDICATION:

This childcare does not give any medication.

ALLERGIES:

Caterpillar Learning Child Care must be aware of any food or other known allergies that affect your child. If your child has any known food allergies, you will need to fill out a "Medical Statement." This allows us to alert all of our staff to be on guard of their allergy. The "Medical Statement" must be turned as soon as this allergy has been identified. Caterpillar Learning Child Care needs to be aware of any Non-Food allergies that can affect your child. If your child has any Non-food allergies please fill out a "Medical Statement" which must be turned as soon as this allergy has been identified.

ILLNESS AND CONTINUED HEALTH:

In order to provide a safe and healthy environment we rely on our parents to monitor their children with these guidelines in mind. Outdoor play is essential to your child's development. We feel that if your child is too sick to play outdoors then they are too sick for group care. A child that is ill or has a temperature of 100.4 degrees or above should be kept at home. All children shall have direct contact with a staff member upon arrival for early detection of apparent illness, communicable disease, or unusual condition or behavior. A child that is too ill to remain in the center shall be supervised and cared for until the child can be cared for elsewhere. The child will be sent home if he/she is running a temperature of over 100.4 degrees, if he/she is vomiting or has diarrhea, or if it is suspected that he/she has a contagious disease. Children must be free of diarrhea, vomiting, fever or any other signs of illness for 24 hours before returning to the center. In the event you are called to come pick up an ill child,

you must pick your child up within 30 minutes. If a child needs to be sent home and their parents are unreachable, we will call the emergency contacts listed on the registration form. The center reserves the right to request the child to see a physician or have a physician's note prior to returning.

TOBAC COUSE AND OTHER PROHIBITED SUBSTANCES:

Smoking is not permitted on the premises, by staff or parents. Our policy is to employ a work force free from alcohol abuse or the use of illegal drugs.

ACCIDENT REPORTS:

Safety is a top priority of Caterpillar Learning Child Care . There are times when child gets hurt we will have a binder where you will sign that you were informed about your child's accident/incident between your child and another child. If the accident/incident requires "more than a hug and a kiss", our teachers will complete a report for you detailing what happened and the nature of the injuries. If any first aid is administered, the treatment will be described to you. A copy of this accident report (boo boo bunny), signed by the teacher in charge at the time of the accident, will be provided to you and a copy filed with the Director's office. We ask that you sign the copy provided to you and return it to the Director's office to confirm that you were notified of your child's injury. This system is aimed at ensuring communication at all levels and can be a very good way to be certain little things are not forgotten in a hasty departure. If your child happens to be injured by another child, we ask you to please respect the child's privacy by not asking us to reveal the name of the child. It not only puts our staff in an awkward situation but could cause a confrontation between our families.

We will handle any and all behavior problems in a professional and appropriate way.

DISCIPLINE:

At Caterpillar Learning Child Care the staff are trained in using positive reinforcement as a means of discipline. Our goal is to find solutions and to provide the very best environment for your child. We have a detailed Discipline policy including an early intervention system which we call our Behavior Intervention Policy.

Discipline and guidance are consistent and based on an understanding of individuals needs and development which promote self-discipline and acceptable behavior.

TOILET TRAINING

Toilet training is best accomplished with the cooperation of teachers, parents and children. Children learn toileting skills through consistent positive encouragement from adults at home and at the center.

Toilet Training usually begins around 2 years of age. When a child shows an interest in toilet training, staff and parents should work together to support the child in learning the skills necessary to be successful at using the potty.

Each child will begin at a different time and progress at a different rate. Miss Alma is available as a resource to answer any questions about your child's toilet training progress. Several complete changes of clothes should be kept at the center during this process.

TOYS:

Caterpillar Learning Child Care has a wide variety of toys, games and other resources to offer children during center time. Personal toys are not permitted in the center, as they can cause disputes and can be broken or lost. The exception to this is show-and-tell which should be labeled with the child's name. Children may occasionally bring a book, record, or a G-Rated tape to be shared at group time. **Caterpillar Learning Child Care is not responsible for stolen, lost or broken toys or clothing.**

Do not bring toy guns, war toys or other toys oldest's /talon.

CLOTHING:

We encourage the children to dress for play and comfort as the seasons change. Dress your children in comfortable clothing suitable for both indoor and outdoor play. Children should be able to manage their own clothing with minimum assistance. Closed toe shoes are required (no sandals). All possessions must be clearly labeled with your child's name. We are not responsible for lost items.

Because our program is based on play and exploration your child WILL get dirty!! Children will have opportunities for outdoor play twice a day weather permitting. Children will go outside if the temperature is above 32 degrees or below 105 degrees with the wind chill and heat index taken into consideration. It is required that you bring one set of extra clothes for your child in case of a spill or accident. We have some extra clothes available, but we may not have the item your child needs in his/her size. If your child comes home in center clothes, please wash the clothes and return them within two days. **It is strongly suggested that all clothing brought or worn to the center have the child's name on it day care.**

CURRICULUM:

The goals of our curriculum are multi-faceted. Our goals encourage children to be enthusiastic, self-confident and independent learners. Our curriculum respects individual learning styles and ever-changing interests. Through our curriculum we promote growth in all areas of development including:

Social: to help children learn from adults and one another by observation, imitation and interaction.

Emotional: to provide a safe and secure environment where children can develop pride, self-confidence, independence, self-control and a positive attitude toward life.

Cognitive: to promote curiosity and to help children acquire learning skills, such as the abilities to solve problems, ask questions, express their ideas, observations and feelings.

Physical: to help children develop and enhance their small and large muscle skills and feel confident and comfortable with their own bodies.

Language:to help children create a foundation for reading, writing, speaking and listening.

Our curriculum goals are achieved through theme-based activities and conversations with adults and children.

The manner in which the environment is organized and the process of the daily schedule augment our goals. Opportunities exist within the classroom for the child to engage in one-on-one activities with the teacher, small group/large group activities, solitary and independent play. Whole group activities are for short periods of time and are suited to the age and ability of the children. Supervised free play and small groups predominate as a means of encouraging educational interaction.

Our "child-friendly"early child care home is arranged into distinct interest learning areas. These areas allow the children to make clear choices as they proceed through their day. We make a wide variety of learning materials available to the children and change them frequently in order to assure that the children are continually challenged and stimulated in their learning and thinking. The opportunity to learn about other cultures.

Outdoor environments present areas for riding wheeled toys, climbing equipment, grassy areas for running, quiet spots for day-dreaming and conversations. With safety a major concern, we have fenced in the entire playground area.

DAILY SCHEDULE:

Although your child's schedule varies some what day to day, a typical flow of a day's activities is below.

Activity Time:Activities specific to the weekly theme are presented along with basic activities such as puzzles, table manipulative,dramatic play, blocks, etc.

Group Time: Group times are child-centered participative sessions. The planned group activities include reading, music, movement, finger plays, discussion, dramatization, games and storytelling.

Outdoor time: The playground is an extension of the classroom. Children can participate in an activity of their own choosing. Inclement weather, special events, or celebrations will occasionally affect the scheduling of outdoor time.

Snacks and Meal Time: Staff sits with children while they are eating, encouraging and participating in quiet conversation.

Rest Time: Children are given the opportunity to nap or rest each day.

Home work tune for all after school children followed by snack then creative play

Specific activities vary based on age, groups.

ACCREDITATION:

Caterpillar Learning Child Care endeavors to have a challenging and appropriate atmosphere for children of all ages. Children not yet in school are generally divided into groups by age since this usually keeps them with children in their own developmental level.

STUDENT TO TEACHER RATIOS:

Student to teacher ratios are based upon guidelines set by San Bernardino County Standard.

SUMMER CAMP

A summer camp program is offered during the summer months for children ages 6-12. The camp is built around weekly themes. Activities include various art projects, music, water fun, sports, stories, cooking, theater and field trips.

OUR STAFF:

We strive to provide nurturing, quality care in a highly interactive learning environment. Our friendly qualified staff are an integral part of providing this environment. Our current staff has had:

- o A detailed interview and screening process.
- o Approval by the state of California through a background analysis that cross references state and federal criminal records as well as child abuse reporting records to insure that each employee has a background that is clear.
- o State CPR and first aid requirements fulfilled

We believe firmly in training and continued education for all our employees and staff. Each has qualified themselves to work with your children by attending specific training classes and often college level courses to learn about early education and the needs of children. We emphasize training and encourage all of our employees to exceed the state minimum number of clock hours of training required to be qualified to continue to work in an early education setting.

STAFF AND CLIENT RELATIONSHIPS:

Caterpillar Learning Child Care considers it inappropriate for parents and clients to solicit our staff to work for them either in their business or homes. We are not legally or financially liable for our employees or any of their actions when they are off the clock or no longer employed by Caterpillar Learning Child Care. All employees have signed a statement saying that they will not engage in "care for hire" or any employment by or for any past or current client family of Caterpillar Learning Child Care while currently employed by Caterpillar Learning Child Care or for eighteen (18) months after their last day of employment. An employee who violates this policy has violated their employment agreement and is subject to possible termination. It is inappropriate for a client or parent to solicit any employee for any type of work. Clients who violate this policy may be subject to termination of services.

WRITTEN COMMUNICATION:

The success of our program is based on establishing a partnership between our parents and our staff. Open and frequent communication will help your child have a positive early learning experience. We will endeavor to keep you informed concerning your child's day and overall development through several written means.

- o Parent Board - updated with current information about Caterpillar Learning Child Care and Pictures
- o Daily written communication in the form of "Daily Report" forms, "boo boo bunnies" forms, and classroom memos placed in the child's "cubby" from time to time.
- o Giving miss Alma a call anytime needed
- o Parent/Teacher meetings twice each year
- o Parents always have the option of requesting specific parent/teacher interaction to aid in the child's development.

VERBAL COMMUNICATION:

We will endeavor to be communicative during drop-off and pick-up times. However, this is not a good time for extended conversations since the staff members/teachers have responsibilities for all of the children in the group. Furthermore the person caring for your child at the pick-up time may not be the individual who has spent the majority of the day with your child. Many children spend 10 hours a day at the center and most of our employees only work 6-8 hours. Since children learn best in the morning, we schedule the teachers who are responsible for the majority of the class room development for the earlier hours and the majority of the day. We suggest that you go to your child's "lead" or "primary" teacher to obtain detailed information on your child's general growth and development. You can call to see how your child's day is going or to speak to your child's teacher for more detailed conversation. The best time to call and speak to your child's teacher is during nap time (during the hours of 12:00 p.m. - 2:00 p.m.). There is always a member of management available for you to talk to in person or on the phone. You may also use the Suggestion box to leave information for Management, or you can e-mail us through our web site center at caterpillaralma@yahoo.com

PARENTAL INVOLVEMENT:

Parents are welcome to visit our center as often as they like. We welcome constructive criticism and suggestions which may enhance our service. We hope you feel comfortable enough with us to talk freely about anything that may concern your child and our center. Any situation affecting your child will be brought to your attention.

We encourage all parents and/or guardians to be involved in the activities. We believe that parental participation is key to any successful child care program. We strive to fill the gap created during early separation and educational opportunities and when parents are not available. We welcome parental visits. We have an open door policy that allows parents access to the center during operating hours. Please find below a sample list of some of the opportunities for involvement in our center. Parents are in no way limited to the involvement listed below. Any parent wishing to be involved in another area is strongly encouraged to contact the Caterpillar Learning Child Care with their suggestion.

1. Programs and Special activities, such as Holiday Parties
2. Party Day Volunteer Muffins
3. with Moms
4. Doughnuts with Dads
5. Classroom Volunteer
6. For special occasions such as birthdays, special treats for snacks (please notify Miss Alma a day or two in advance) Help
7. with Fund Raisers
8. Field trips

We also expect parental involvement in discipline and behavior intervention.

POLICY FOR PARENTSWHOCANNOT PARTICIPATE IN SPECIAL EVENTS:

In the event that a parent feels like they would like to be more involved in the center but cannot due to their work schedule, or due to other conflicts, we will help them find a project or area which they can do on their own time. A member of the leadership staff will meet with the parent to find their area of interest. We will offer suggestions to them based on their interests and time. For example, if the parent likes to sew, we may offer to have them make doll clothes or repair mat sheets, make costumes for play time or donate lightly used toys.

CHILDREN'S BIRTHDAYS

Birthdays are special days for children. If you wish to celebrate your child's birthday, please make early arrangements with your child's teacher. Hard or chewy candy and balloons are not permitted because they pose a choking risk. (See "Bringing Food From Home" on the following page for more specifics concerning food snacks brought for parties or to celebrate a child's birthday)

VISITING THE CHILD CARE HOME:

You are welcome to visit your child at the center at any time. We do ask that you check in with the office or sign-in desk before going to your child's room. It is the responsibility of each employee to make sure any visitor for a child or employee has checked in with the office. If you are coming to eat lunch with your child, please let us know in advance. Persons not listed on the "emergency contact" form, will not be allowed to visit your child. In a custody situation, please note that the same procedure will be followed as listed in the Pick-Up section. Parents are encouraged to pre-arrange opportunities to share lunch with their child or visit the class. Extended family members such as grandparents and aunts are also welcome to visit in certain pre-arranged situations. The custody challenges of our current society demand that we follow strict guidelines in this regard. Feel free to contact a member of the management team if you wish to set up a "visit" from an extended family member.

NOTIFY THE CENTER:

If your child is going to be absent

If you are going to be late

Anything unusual or disturbing has happened to your child

You have changed your address, phone number, work phone, etc.

2 week written notice is required if you are changing your child's enrollment schedule

2 week written and paid notice is required if you plan to withdraw your child permanently

CLASSIFICATIONS:

Due to strict licensing guidelines and safety issues we require that all individuals on our property be categorized as one of the following:

1. A scheduled employee during the regular course of their work day
2. A Child who is in our care (all paperwork has been filled-out)
3. Parents or others during the course of regular drop-off or pick-up (This to be approximately fifteen (15) minutes)
4. Delivery personnel - From a regular or expected company delivering items to the center (should be in eye sight of an employee at all times and arriving at an expected time)
5. Visitor's - Must be approved by Miss Alma and should be accompanied by an employee at all times.
6. An Intruder - Action will be taken by the staff to notify the proper authorities

INTRUDERS:

The safety of the children is our first concern. Although we have an open door policy and welcome parents to visit their children, we also have a commitment to the parents of the other children in the program. Since we cannot attest to the background of anyone that has not gone through our screening process we also cannot allow parents to spend extended periods of time in our facility without requiring them to fulfill certain screening and training requirements. These are set by state law and our policies. Any individual who does not submit to our safety policies concerning "Visitors" must be considered an intruder and steps will be taken according to the "Intruder" portion of our "Emergency Plans."

MEALS AND SNACKS:

Our meal and snack service consists of a breakfast, a hot lunch and a PM snack. All food served will be nutritious and healthy. Each child will be encouraged to eat what is prepared and to try new items as introduced. Please alert our staff of any food allergies or food restrictions as we want to accommodate and respect individual preferences.

FOOD FOR INFANTS AND CRAWLERS:

Parents may choose to utilize formula, milk or baby food provided by Caterpillar Learning Child Care or they may choose to provide their own. All bottles are required to have a sticker with the child's name and the date the bottle was made including breast milk (Please clearly identify all breast milk). Please be certain to inform staff in the classroom the type of formula your child is using, and any other facts regarding diet. Do not bring open baby food jars – Licensing requirements restrict us from serving prepared baby food from previously opened jars. Any unused baby food will be sent home or thrown away each evening.

BRINGING FOOD FROM HOME:

To ensure that the children are eating safe food, the following guidelines will be met.

1) Perishable food brought from home should be contained so as to avoid contamination. 2) Food brought from home should be labeled and dated and must be placed in a container to maintain appropriate temperatures to avoid spoilage and to ensure the children's safety. 3) Prepackaged snacks may be brought from home for birthdays and parties that do not meet nutritional guidelines. (Please notify the child's teacher prior to bringing special treats.)

PORTRAIT AND PICTURES:

we may take pictures of the children playing or for use in the classroom.

WEEKLY TUITION FEES:

Parents are responsible for their child's tuition at Caterpillar Learning Child Care . Tuition is not based upon attendance but rather on a set weekly fee that is due regardless of the attendance habits of the child enrolled. Tuition is set by the contract that is signed upon enrolling the child in the program. The contracts may be adjusted from time to time as needed with a two week notice of intent to change services. Schedule changes will be at the discretion of management based on space availability. The weekly set fees remain the same; no invoices are given to parents as reminders of tuition fees. Families may incur additional fees such as in the case of School aged children who are in need of additional services due to an irregularity in the school schedule or parent late pickup, etc. The additional fees will be added to the regular weekly tuition rates.

PAYMENT POLICIES AND PROCEDURES:

Tuition is paid weekly on the first day of your child's scheduled week, **NO EXCEPTIONS**. If tuition is not paid on the first day of the week, the child will not be allowed to return until payment is made. All days reserved at Caterpillar Learning Child Care are paid whether your child attends or does not attend.

The withdraw policy states that (A 2-week notice is required for withdrawal. Tuition must be paid during the 2 week withdrawal period whether or not the child attends.) If tuition is delinquent and the child is not allowed to return, the parent and/or guardian will still be charged the delinquent balance in addition to 2 the week tuition, as is required to withdraw.

If account balances are not cleared within 10 days of the child's last day of attendance, the account will be submitted to collections. Once the account goes to collections, the parent and/or guardian will be responsible for any collection and legal fees that accrue in the time that it takes to collect the debt.

Caterpillar Learning Child Care accepts the following methods of payment: cash, debit, money order, cashier's check or credit card (there is a \$5.00 convenience fee applied to all credit transactions).

STATE CHILD SUBSIDY CLIENTS:

Caterpillar Learning Child Care is authorized to receive payments from Subsidizer assistance program. Subsidy clients may have a daily co-payment that is set by the childcare contract. Caterpillar Learning Child Care requires that all co-payment sare paid on the first day of the child's scheduled week. All PAYMENTPOLICIES AND PROCEDURES for self billed clients will apply to subsidy clients. It is the responsibility of each parent to insure that they have no balance when the previous months fees and co-payments are posted on their account. Failure to make co-payment amounts will be reported subsidy clients must sign in out daily.

REFUNDS:

We do not issue refunds. In the event you have over-paid, the credit will be applied to your next week's tuition. In the event you have a balance after your child's last day, all applicable fees including the two weeks notice required will be subtracted from any balance prior to a final refund being issued. Checks for this are cut monthly and will be mailed according to our monthly bill payment schedule.

RECEIPT AND STATEMENTS:

Receipts are available upon request. Annual statements for tax and accounting purposes are available up on request.

LATE PICK-UP FEE:

There will be a \$5.00 fee added (per child) for the first minute and \$1.00 per minute for every additional minute if pick-up takes place after closing. This fee is non-negotiable and is the responsibility of all parents. Parents, or those picking the child up, are required to call ahead if they feel they are going to be more than 5 minutes late. An attempt will be made to contact individuals on the emergency contact list after children have been left 15 minutes past closing. Children left at the center longer than 60 minutes past closing will be considered abandoned and Child Protective Services will be informed.

VACATIONS, ABSENCES HOLIDAY'S:

Vacations and Absences will be charged at the scheduled number of days the child is enrolled per week. All days reserved are paid whether the child attends or does not attend. Children are eligible for one week of vacation the first year following 6 months of continuous enrollment. A week is defined as the scheduled number of days the child is enrolled. After one year of continuous enrollment and the annual registration fee is paid, the child is allowed an additional vacation week (2 vacation weeks per enrollment year). Vacation days may not be carried over to the next enrollment year. A 2-week written notice is required prior to the vacation week being taken.

Caterpillar Learning Child Care observes New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Eve Day and Christmas Day. If holiday falls on Saturday, the holiday is observed on the previous Friday. If holiday falls on Sunday, the holiday is observed on the following Monday. All holidays will be charged at the regular rate. No fee adjustment is made for designated holidays.

QUIET TIME:

It is our philosophy that children under 5 years of age need adequate quiet time and or rest, as a part of their daily routine. Since all the children are constantly engaged in stimulating activity, we require that everyone rest on mats after lunch. Realizing each child's rest needs are different, we try to offer alternative ways of resting by providing soft music, stories, etc. for those who choose not to sleep. Infants' individual schedules will determine when they nap.

CHILD ABUSE REPORTING:

The State of Nevada requires that Caterpillar Learning Child Care and all members of child care institutions be on the lookout for, and report to the State and appropriate authorities any and all suspected cases of abuse to a child.

At Caterpillar Learning Child Care our center and staff are mandatory reporters of Child Abuse. All incidents or suspected incidents will be turned over directly to the Child Protective Services for investigation. We are not allowed to do our own investigation and are required by law to report anything of a suspicious nature. It is advised that clients make the staff aware of any lingering bruising or other visible injury to minimize suspicion of possible child abuse or endangerment.

TRANSPORTATION:

Parents are responsible for their child's transportation to the center and for arranging their own car pools. Caterpillar Learning Child Care will provide transportation for school aged children to and from school at the locations. Caterpillar Learning Child Care will provide transportation for field trips as the opportunities arise. Parents will be notified about field trips in advance and in writing. The center complies with all State laws that pertain to motor vehicles as well as transporting children who are enrolled in licensed child care center. Parents will need to fill out the "Permission to Transport" form.

ADDITIONS AND CHANGES:

Caterpillar Learning Child Care reserves the right to edit or adapt the policies in this handbook as the needs arise. The center will make all changes and additions available at the time these changes are made. Clients and customers will be notified of these changes through the normal written communication system of the center at the time they are made effective.

Tuition Rates and Additional Information

Hours of operation: Monday thru Friday 6:00 a.m. to 6:30 pm

Tuition Rates

6 weeks to 12 months

5 Full Days (6 to 12 hour day)	\$185.00	5 Half Days (5 hours or less per day)	\$145.00
4 Full Days (6 to 12 hour day)	\$170.00	4 Half Days (5 hours or less per day)	\$130.00
3 Full Days (6 to 12 hour day)	\$150.00	3 Half Days (5 hours or less per day)	\$120.00
2 Full Days (6 to 12 hour day)	\$135.00	2 Half Days (5 hours or less per day)	\$85.00
1 Full Day (6 to 12 hour day)	\$85.00	1 Half Day (5 hours or less per day)	\$50.00

12 months to 18 months

5 Full Days (6 to 12 hour day)	\$170.00	5 Half Days (5 hours or less per day)	\$135.00
4 Full Days (6 to 12 hour day)	\$155.00	4 Half Days (5 hours or less per day)	\$130.00
3 Full Days (6 to 12 hour day)	\$140.00	3 Half Days (5 hours or less per day)	\$110.00
2 Full Days (6 to 12 hour day)	\$120.00	2 Half Days (5 hours or less per day)	\$90.00
1 Full Day (6 to 12 hour day)	\$75.00	1 Half Day (5 hours or less per day)	\$50.00

18 months to 35 months

5 Full Days (6 to 12 hour day)	\$165.00	5 Half Days (5 hours or less per day)	\$130.00
4 Full Days (6 to 12 hour day)	\$150.00	4 Half Days (5 hours or less per day)	\$115.00
3 Full Days (6 to 12 hour day)	\$135.00	3 Half Days (5 hours or less per day)	\$105.00
2 Full Days (6 to 12 hour day)	\$115.00	2 Half Days (5 hours or less per day)	\$85.00
1 Full Day (6 to 12 hour day)	\$70.00	1 Half Day (5 hours or less per day)	\$45.00

3 years to 5 years

5 Full Days (6 to 12 hour day)	\$155.00	5 Half Days (5 hours or less per day)	\$125.00
4 Full Days (6 to 12 hour day)	\$140.00	4 Half Days (5 hours or less per day)	\$110.00
3 Full Days (6 to 12 hour day)	\$125.00	3 Half Days (5 hours or less per day)	\$95.00
2 Full Days (6 to 12 hour day)	\$105.00	2 Half Days (5 hours or less per day)	\$75.00
1 Full Day (6 to 12 hour day)	\$65.00	1 Half Day (5 hours or less per day)	\$45.00

6 years to 12 years

5 Full Days (6 to 12 hour day)	\$145.00	5 Half Days (5 hours or less per day)	\$120.00
4 Full Days (6 to 12 hour day)	\$135.00	4 Half Days (5 hours or less per day)	\$105.00
3 Full Days (6 to 12 hour day)	\$120.00	3 Half Days (5 hours or less per day)	\$90.00
2 Full Days (6 to 12 hour day)	\$100.00	2 Half Days (5 hours or less per day)	\$70.00
1 Full Day (6 to 12 hour day)	\$55.00	1 Half Day (5 hours or less per day)	\$40.00

School Age (Includes Bussing) 4 hours per day or less

5 Full Days	\$90.00	Track Break rates same as 6 year to 12 year rate.
4 Full Days	\$80.00	Over 5 hours per day is full day 6 year to 12 year rate.
3 Full Days	\$70.00	Kindergarten children rate full day 3 year to 5 year rate.
2 Full Days	\$60.00	
1 Full Day	\$40.00	

Other Fees

Registration Fee \$75.00 per family, per year. (Non-Refundable).

PARENT'S HANDBOOK

If you have any questions regarding policies, any changes in scheduling, concerns, etc., please address them to Alma Sanchez Caterpillar Learning Child Care reserves the right to refuse service to anyone at anytime.

Please sign and date this childcare agreement acknowledging hat you understand all the policies and procedures at Caterpillar Learning Child Care. If you have any questions, please ask the front desk staff before signing We ask for your understanding and cooperation in carrying out our program. We earnestly feel that these policies and procedures enable us to fulfill our purposes and philosophies, and greatly enrich the lives of the children enrolled here at Caterpillar Learning Child Care and we thank you for your patronage.

PARENT'S SIGNATURE

DATE

PARENT'S SIGNATURE

DATE

(PRINT CHILD'S NAME)