



***Parent Handbook
2018-19***

*Mundo Pequeño Spanish Immersion
Childcare Center*

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Owner/Director: Guadalupe Castillo

On Site Supervisor: Diana Balmaceda

On Site Supervisor: Rafaela Gutierrez

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Important Dates 2018

Jan. 1	New Year's Day Observed CLOSED 
Feb. 14	valentine's day party 11:30 am 
Mar. 16	St. Patrick's Day Party 11:30 am 
Mar 28	Easter Egg Hunt 11:30am 
May 11	Muffins for Mom 
May 28	Memorial Day CLOSED 
May 31	Preschool Graduation 11:30am 
June 15	Donuts for Dad 
July 4	Independence Day CLOSED 
Aug. 28	2019 First Day of Preschool 
Sept. 03	Labor Day CLOSED 
Sept. 10,14	Conferences evening 
Oct. 31	Halloween Party 11:30 am 
Nov. 22,23	Thanksgiving Day CLOSED 
Dec. 19	Christmas Party 
Dec. 24,25	Christmas Observed CLOSED 
Dec.31	New Year's Day Observed CLOSED 



Bienvenidos-Welcome to Pequeño Spanish Immersion Childcare Center, a new daycare in Des Moines, We are so excited that you are interested in joining our family. Choosing a program for the care and education of your child is one of the most important decisions you will make as a parent, and one that can have a profound impact on your child's future! Mundo Pequeño Spanish Immersion Childcare Center is much more than an early learning center. We are a community of families and educators who come together to share our love of language, culture, learning, care and play with our children, our desire is that they get a strong start to prepare them for success in kindergarten and beyond!

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Our Mission:

Our mission at Mundo Pequeño, is to support families who wish to raise bilingual children by supporting the natural development of Spanish language skills and cultural awareness while preparing children for success in school in a positive, enriching and fun environment for children to grow and learn.

We strive to create an environment which promotes children's intellectual, social, physical growth through age-appropriate activities and curriculum. We believe each child has a world of opportunity when learning about other cultures and languages. Our center focuses on introducing your child to Spanish vocabulary.

Our Goals: Spanish Immersion, Engaging Experiences, and High-Quality Care

Safe, Quality Care: We are dedicated to providing a safe, engaging, and loving environment in support of your child's development and well-being.

Language Acquisition: We support families who want to give their child the gift of bilingualism by providing full immersion in the Spanish language with teachers who are native speakers.

Cultural immersion: Our days are enriched with music & dance, songs & poems, celebrations, and cultural traditions from throughout the Spanish speaking world! We create a community of bilingual families who feel at home at our Center.

Education & Development: We engage children in a variety of educational and developmental activities so that each day is a learning adventure!

Facility

Mundo Pequeño's unique design allows for a centrally located activity space for active play during inclement weather. The hallways surrounding the activity room also provide shelter during severe weather. A kitchen, and teacher's restroom are located just down the hall.

The classrooms are arranged so that all the children have easy access to developmentally appropriate activities and materials. Classrooms are equipped with a sink to facilitate easy clean up and to help with infection control.

Beliefs

Mundo Pequeño is based on the belief that parents are the experts on their children and it is our role to supplement their care while their parents are away. A strong collaboration must exist between the administration, teachers and family to provide the very best in early learning. We know children need love, nurturing, safety, and a stimulating environment to grow into happy young people.

Program

Mundo Pequeño Spanish Immersion Childcare Center uses Creative Curriculum to guide our planning of developmentally appropriate lessons that focus on bilingual school readiness and social/emotional development. Learning centers are made available to help teach children about themselves and their environment and group times are incorporated into the schedule each day.

The Center uses a professionally developed curriculum called The Creative Curriculum. All children participate in learning environments that promote growth and development in the areas of social emotional, physical, language, cognitive, literacy, mathematics, science and technology, social studies, the arts, and second language acquisition. The Creative Curriculum is based on 38 objectives in these 10 goal areas for development and learning for children 0-5 years old. The objectives are aligned with state early learning standards and teachers are trained to individualize learning experiences according to each child's needs.

It is a research-based curriculum to support educators at all levels of experience to plan and implement a developmentally appropriate, content rich, program for children with diverse

backgrounds and skill levels. The curriculum supports the center's Spanish immersion learning environment.

- Infant and Toddler classrooms use The Creative Curriculum's Infants, Toddlers, & Two's (ITT) Curriculum which delivers an experientially-based learning environment that focuses on learning through exploration and doing. As such, children at this age level participate primarily in activities that pique their curiosities and use all five senses to experience their activities and surroundings in order to progress in a developmentally appropriate manner according to the 38 objectives.
- The Preschool classrooms use The Creative Curriculum's Preschool Curriculum. The Preschool curriculum builds upon the development of the skills gained in the toddler room through the ITT Curriculum and adds more structure and complexity to learning appropriate for older children. At the Preschool level, The Creative Curriculum incorporates learning through extended "studies" that integrate learning in a variety of areas in relationship to the topic of study. The studies encourage an in-depth examination of the area of study over a period of 4-6 weeks. The studies encourage the children to help direct the focus of the study in an inquiry-based manner, encourage the children to explore the topic and ask questions about things that are of particular interest to them, and plan activities associated to the children's interests and questions. The studies integrate learning in the areas of pre-literacy, pre-math, science, social studies, art, music, and others by exploring these focuses through the perspective of the study topic. The teacher may also plan activities in math, science, art, etc. that do not directly correlate to the topic of study.

The Creative Curriculum Objectives for Development & Learning:

Social/Emotional

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

Physical

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

Language

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

Cognitive

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

Literacy

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

Mathematics

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

Science and Technology

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

Social Studies

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

The Arts

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

Second Language Acquisitions

(Spanish, English, Bilingual)

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

Personnel

Guadalupe (Lupita) Castillo is the owner and Director of Mundo Pequeño Bilingual Learning Center. Diana Balmaceda is the Preschool and Pre-K Supervisor. She oversees the curriculum and classroom management and assists Lupita with office/center management.

Rafaela (Rafa) Gutierrez is Serve Safe Certified and oversees the food service area. She is also the Infant & Toddler Supervisor where she oversees the curriculum and classroom management of the two classrooms.

Mundo Pequeño Spanish Immersion Childcare Center has at least one full time Lead Teacher in each classroom. Each Lead Teacher is required to have child care experience, CDA or have a degree in elementary education or early childhood. The Lead Teacher is responsible for planning and implementing the daily lesson plans following the Creative Curriculum. The week's lesson plans are posted on the bulletin board of each room. The Teacher Associates are under the direct supervision of the Lead Teachers. The Teacher Associates are responsible for assisting with the daily activities in the classroom and substituting for the Lead Teacher in his or her absence

Direct Care Employees

Mundo Pequeño Spanish Immersion Childcare Center utilizes the Department of Human Services' minimum requirements to guide our adult to child ratios. These requirements are as follows:

AGE	MINIMUM RATIO
6 weeks to 2 years	one adult to every four children
2 years	one adult to every six children
3 years	one adult to every eight children
4 years	one adult to every twelve children
5 years to 9 years	one adult to every fifteen children

Volunteers

We enjoy having volunteers join our classrooms for fieldtrips and activities at the center. If you would like to volunteer, please see a supervisor to complete the necessary paperwork as required by our licensing agency.

All volunteers must be at least 16 years of age and sign a statement indicating...

- Whether or not they have a conviction of any law in any state or any record of founded child abuse or dependent adult abuse in any state. All volunteers must pass both state and national criminal record & child and dependent adult abuse registry checks.
- Whether or not they have a communicable disease or other health concern that could pose a threat to the health, safety or well- being of the children.
- They have been informed of their responsibility as a mandatory reporter of child abuse.

Enrollment & Withdrawal

Parents will be given a packet of paperwork to be completed upon enrollment. The packet includes:

- Child Registration Card
- Infant Information Sheet
- Physical and Immunization forms

- Tuition Express Form
- Special needs children need an Individual Family Service Plan

The paperwork must be completed prior to establishing your child's first day at Mundo Pequeño. Periodically parents will be asked to update these forms. Failure to update the required forms when asked to do so could result in suspension of a child's enrollment at Mundo Pequeño. For a child to remain enrolled it is also expected that account balances be paid in full by Monday of every other week.

If a family needs assistance completing the necessary paperwork, understanding communication from the center, or finding services and resources in the community we will contact Child Care Resource and Referral, and/or the Department of Human Services to assist the family.

Mundo Pequeño prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation.

If you will be withdrawing from Mundo Pequeño, you must submit a 30-day written notice to the office or via email of your intended last day.

Absences

We become concerned when a child doesn't arrive at his scheduled time or is absent without advanced notice. Parents, please notify Mundo Pequeño Spanish Immersion Childcare Center as soon as possible if your child will be absent or late due to illness, doctor appointment, vacation or a change in your schedule.

Hours of Operation

Mundo Pequeño Spanish Immersion Childcare Center is open Monday through Friday 6:30am. To 6:00pm.

Holidays

Mundo Pequeño Spanish Immersion Childcare Center is closed on the following holidays:

New Year's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving

The day after Thanksgiving

Christmas Eve

Christmas Day

New Year Eve

Daily Schedule: Each classroom schedule differs slightly but all include the following components. You will be given a copy of your child's classroom schedule upon enrollment and they are available on our website

7:00-8:00	<ul style="list-style-type: none"> • Arrival • Wash hands • Bathroom & diapers (as needed) • Wash hands • Latin Music, Learning & Play Centers, Enjoying Stories
8:00-8:30	Breakfast
8:30-9:00	<ul style="list-style-type: none"> • Large group circle time: <ul style="list-style-type: none"> ○ ¡Buenos Dias! ○ Who's in Class Today? ○ Calendar/Today's Activities • Songs, Stories, Social/Emotional Learning • Hands on learning about centers, materials, and routines
9:15-11:00	<ul style="list-style-type: none"> • Morning Small Group Work • Bathroom break • Wash hands • Early Literacy, Math, and Fine Motor
11:00-11:30	AM Snack
11:30-12:45	<ul style="list-style-type: none"> • Dressing (shoes, coats, boots, mittens, hats) <p>Going Outdoors: Playground & Walks (Indoors for bad weather or On occasion)</p> <ul style="list-style-type: none"> • Undressing (shoes, coats, boots, mittens, hats)
12:45-1:00	Wash hand
1:00-1:45	<ul style="list-style-type: none"> • Lunch • Bathroom & diapers • Wash hand
1:45-3:45	<ul style="list-style-type: none"> • Enjoying Stories • Nap Time Routine • Nap time
3:45-4:00	<ul style="list-style-type: none"> • Bathroom & diapers • Wash hands • Afternoon Snack • Music, Movement, Centers, Free & Dramatic Play
5:00-5:30	Music & play centers Enjoying stories (5:10-5:25)

Late Pick Up

All children must be picked up by 6:30 pm. Families who pick up after 6:30 pm will be charged a late pick up fee of \$1.00 per minute per child. The Department of Human Services will be contacted for children not picked up by 7:00 pm.

Program Activities

Toilet Training/Learning

Mundo Pequeño Spanish Immersion Childcare Center assists with teaching children how and when to use the toilet. Toilet learning/training, when initiated, will follow a prescribed, sequential plan that is developed and coordinated with the parent's plan for implementation in the home environment and will be based on the child's developmental level rather than chronological age. To help children achieve bowel and bladder control, caregivers will enable children to take an active role in using the toilet when they are physically able to do so and when parents support their children's learning to use the toilet.

Caregivers will take into account the preferences and customs of each child's family. For a child who has not yet learned to use the toilet, Mundo Pequeño will defer toilet learning/training until the child's family is ready to support this learning and the child demonstrates:

- An understanding of the concept of cause and effect
- An ability to communicate
- The physical ability to remain dry for up to 2 hours.

Toilet Training Policy

1. Children need to come in clothes that can be pulled down and up easily. Bibs, belts, and onesies are not practical clothes for toilet training.
2. We will make an effort to ask your child every half hour if they need to use the restroom. If they respond yes, we will take them to the bathroom. We will take them to the bathroom every two hours unless they indicate a need before that time.
3. Parents need to supply the center with 5 complete outfits. This means 5 underwear, 5 pants, 5 pairs of socks, and an extra pair of shoes. (shoes similar to crocs work well)
4. While training we will still need wipes and diapers. We will put a diaper on your child for nap for several days in a row. Your child's teacher will let you know when the diaper is no longer necessary.
5. We prefer using padded training pants but if you are more comfortable using pull ups that is fine. We ask that you bring pull ups with Velcro sides. Rubber pants are not able to be used in the daycare.
6. Accidents are common therefore we do not believe in disciplining children when this occurs.
7. Due to licensing requirements we are unable to rinse soiled clothing. We will empty training pants into the toilet, but we must handle the clothing as little as possible.

Outdoor Play

Children will play outdoors when weather and air quality conditions do not pose a significant health risk. Outdoor play for infants may include riding in a stroller; however, infants will be offered opportunities for gross motor play outdoors, as well. Weather that poses a significant health risk includes wind chill at or below 15 degrees F and heat index at or above 90 degrees F, as identified by the National Weather Service. Air quality conditions that pose a significant health risk will be identified by announcements from local health authorities. Children will be protected from the sun by using shade and sunscreen with UVB-ray and UVA-ray protection of SPF-50 or higher, with parental permission. Before prolonged physical activity in warm weather, children will be well-hydrated and will be encouraged to drink water during the activity.

Open spaces in outdoor areas encourage children to develop gross motor skills and fine motor play in ways that are difficult to duplicate indoors. Nevertheless, some weather conditions make outdoor play hazardous. Caregivers must protect children from adverse weather and air quality.

The Iowa Department of Public Health (IDPH), Healthy Child Care Iowa has prepared a convenient color-coded guide for child care providers to use to determine which weather conditions are comfortable for outdoor play, which require caution, and which are dangerous. This guide is available on the website for the IDPH at

<http://www.idph.state.ia.us/fch/fam-serv/HCCI/products/weatherwatch.pdf>

When outdoor play is not permitted we will use the indoor building.

Scheduled Rest Periods and Sleep Arrangements

Mundo Pequeño Spanish Immersion Childcare Center provides an opportunity for, sleep and rest but it's not require. For children who are unable to sleep, Mundo Pequeño provides time and space for quiet play. Most preschool children in all-day care benefit from scheduled periods of rest. This rest may take the form of actual napping, a quiet time, or a change of pace between activities.

Unless the child has a note from a physician specifying otherwise, infants will be placed in a supine (back) position for sleeping to lower the risks of Sudden Infant Death Syndrome (SIDS). The supine (back) position presents the least risk of SIDS. Once infants develop the motor skills to move from their back to their side or stomach it is safe to put them to sleep on their backs and allow them to adapt to whatever position makes them comfortable.

Soft surfaces and gas-trapping objects such as pillows, quilts, sheepskins or soft bumpers will not be placed under or with an infant for sleeping. When infants can easily turn over from the supine to the prone position, they will be put down to sleep on their back but allowed to adopt whatever position they prefer for sleep. Repositioning sleeping infants onto their backs is not recommended once the child has learned to turn over easily from supine (back) to prone (front).

If a child has an illness or a disability that predisposes the child to airway obstruction in the back-sleeping position, parents should provide Mundo Pequeño Spanish Immersion Childcare Center with a physician's note specifying the need for prone sleeping and any other special arrangements required

for that child. Unless a physician specifies the need for a positioning device that restricts movement within the child's bed, such devices will not be used.

Except for a fitted sheet to cover the mattress and a pacifier, no other items will be in an occupied crib with an infant. Blankets will not be used. Infants will not be swaddled while in our care. Blanket sleepers or sleep sacks may be worn for warmth if sized to fit as garments that allow free movement of the legs and do not restrict chest movement. Nothing will be around the child's neck or attached to the child's clothing (i.e., no bibs, necklaces, garment ties, hoods, pacifier strings, or ribbons).

Classroom Groupings and Transitions

Mundo Pequeño's classrooms consist of children in similar developmental stages. We believe that each child is an individual who develops at an individual rate. The transition to another classroom does not always occur on a child's birthday, but rather when the child shows developmental readiness, or the team agrees it is in the child's best interest. Parents are encouraged to visit their child's new classroom during the activity times of a normal day and meet the new teachers and classmates. Some children take more time to feel comfortable with the new settings and slightly different routines. If a child is having a difficult time transitioning to the new class, the parents and teachers will work together to individualize the process.

Supervision

Methods of Supervision:

Caregivers directly supervise infants, toddlers and preschool children by sight and sound at all times, even when the children are in sleeping areas. School age children will be permitted to participate in activities off the premises with written approval by a parent. Caregivers will regularly count children on a scheduled basis, at every transition, and whenever leaving one area and arriving at another, to confirm the safe whereabouts of every child at all times. Developmentally appropriate adult to child ratios will be met during all hours of operation, including indoor and outdoor play and field trips, following precautions for specific areas and equipment. Active and positive supervision involves:

- Knowing each child's abilities.
- Establishing clear and simple safety rules.
- Being aware of potential safety hazards.
- Standing in a strategic position.
- Scanning play activities and circulating.
- Focusing on the positive rather than the negative to teach a child what is safe for the child and other children.

Instances have been reported where a child has hidden when the group was moving to another location, or where the child wandered off when a door was opened for another purpose. Regular counting of children will alert the employee to begin a search before the child gets too far or into trouble. Counting children routinely is without substitute in assuring that a child has not slipped into an unobserved location.

If a child is noticed to be missing, the caregiver will ask for the help of the administration to find the child. An administrator will page throughout the building and ask for everyone to search their classrooms and the administrators will check the playgrounds, offices, bathrooms, and dining areas. After a search of the building and grounds is complete, if the child is not found, the parents and police will be notified. The Director will notify the DHS Child care Licensing Consultant that a child is

missing. The caregivers assigned to the child will be placed on immediate suspension. The future of those person's employment at Mundo Pequeño Spanish Immersion Childcare Center will depend on the findings from the DHS investigation, the circumstances, and the safety level of the child when s/he was found. NOTE: Older preschool children and school-age children may use toilet facilities without direct visual observation.

Non-Center Activities

Often children need to leave the center for an activity at another location (e.g. swimming lessons, doctor appointments, and other activities). When this occurs a permission, form will need to be completed by the parent indicating who will be transporting/supervising the activity if it is not a parent or guardian, and the time frame that the child will be away from the center. Our center will not assume responsibility for the child once they leave our care. Upon return to our center a child must be signed in and taken to his or her classroom at which point we will resume responsibility for the child.

Under the Influence

When a parent or authorized person arrives at Mundo Pequeño to pick up a child and is obviously under the influence of drugs or alcohol, the employee must immediately notify the Director or On-Site Supervisor. The Director or On-Site Supervisor will tell the person that they do not seem to be in a condition to care for the child and an alternate person will be contacted. If the individual takes the child anyway the Director or On-Site Supervisor will remind the person that they could be arrested for child endangerment if they take the child. The police will be called to report that an intoxicated person has left our program with a child. We will give them a description of the vehicle, the license plate number, the direction they went and the address of the child's residence. Parent(s) will also be notified.

Transportation

Mundo Pequeño's vehicles are used to transport children to and from school. The students who ride the vehicles to Mundo Pequeño after school are the responsibility of Mundo Pequeño Spanish Immersion Childcare Center as soon as school releases the children for the day. The students will meet a Mundo Pequeño vehicle at a designated location. Mundo Pequeño Spanish Immersion Childcare Center does not offer transportation to and from summer school. The vehicles are also used to transport children on field trips into the community. Mandated staff to child ratios will be maintained whenever children are being transported.

Any driver who transports children for Mundo Pequeño Spanish Immersion Childcare Center will be at least 21 years of age and will have:

- A valid driver's license that authorizes the driver to operate the vehicle being driven;
- No record of substance abuse or conviction for crimes of violence or child abuse;
- No alcohol or other drugs associated with impaired ability to drive within 12 hours prior to transporting children. Drivers will ensure that any prescription drugs taken will not impair their ability to drive;
- No criminal record of crimes against or involving children, child neglect or abuse, or any crime of violence.

A child will be transported only if the child is fastened in an approved developmentally appropriate safety seat, seat belt, or harness appropriate to the child's age and/or weight, and the restraint is installed and used in accordance with the manufacturers' instructions for the car seat and the motor vehicle. Each child must have an individual seat belt and be positioned in the vehicle in accordance with the requirements for the safe use of air bags in the back seat. Children weighing over 40 pounds will have access to belt-positioning booster seats with lap and shoulder belts if requested by a parent. Children weighing less than 40 pounds will use car safety seats.

Children, as both passengers and pedestrians, will be instructed in safe transportation behavior with terms and concepts appropriate for their age and stage of development. The following safety rules apply to children using Mundo Pequeño's vehicles for transportation:

- Children should be at their designated pick up location within five minutes of dismissal.
- Children are to stay off the roadway at all times when waiting for the vehicle to arrive.
- When boarding or leaving the vehicle, children must wait for a signal from the driver that is safe to do so.
- Children should never walk in front of or behind the vehicle without an adult.
- Children are to line up to load and unload the vehicle in a mannerly fashion.
- Children should immediately find a seat on the vehicle and put on the seat belt or ask for help with the seat belt if needed. Failure of the child to keep their seat belt on while the vehicle is moving will result in the vehicle stopping until the child is safely secured again.
- Children must keep their arms and head inside the vehicle at all times and refrain from throwing objects within the vehicle or out the window. Children are not allowed to open the windows of the vehicle.
- Eating, drinking or gum chewing is not permitted on the vehicle.
- Children must conduct themselves in an acceptable manner at all times. Fighting, yelling, using vulgar language, acting rudely or abusively, damaging the vehicle or any other abusive behaviors are not permitted.
- Children are to wait until the vehicle comes to a complete stop before taking off their seat belts.
- If a student is behaving in such a way that it is an immediate threat to themselves or to other riders in the vehicle, the student may be suspended from using our transportation service.

Fieldtrips

Activities outside the center will require a separate permission slip for each activity. The slip will have all the necessary information including the means of transportation and will require a parent or guardian signature. All center transportation policies will be followed. Fieldtrips require an extra staff person or volunteer therefore; all volunteers will be required to complete a volunteer statement before attending the activity and show proof of identification. (E.g. driver's license or photo id) Attendance and emergency sheets must be with the group at all times.

Discipline

Teachers/caregivers support social and emotional learning by talking and listening to the child and playing with and responding to the child's needs. They lead, using positive guidance and redirection, planning ahead to prevent problems, encouraging appropriate behavior, using consistent clear rules, and whenever possible, involving in problem solving to foster the child's own ability to become self-

regulated. If the child understands words, logical (disciplinary) consequences are explained simply to the child before misbehavior occurs and at the time of any disciplinary action. Teachers/ caregivers encourage children to respect other people, be fair, respect property, and learn to be responsible for their actions.

Program staff members work with families and everyone else who cares for the child to use the following approaches for discipline:

- Encourage desired behavior by providing engaging materials based on children's interests, ensuring that the learning environment promotes active participation of each child.
- Help children learn what to expect in the child care environment and how to promote positive interactions and engagement with others.
- Provide a predictable daily schedule with routines, activities, reminders, and transitions to foster the desired behaviors.
- By understanding what abilities, the child has acquired and is expected to do as a next step in development, adults can facilitate smooth and steady progress in self-mastery and independent pro-social behaviors (e.g., toddlers want to demonstrate their independence and often say "no" to a yes-or-no choice but happily choose between 2 equally acceptable alternatives).
- Establish, teach, and support learning of simple rules expressed as what to do, rather than what not to do.
- Positively describe the desired behavior (e.g., "You did a nice job putting your toy away," rather than global, nonspecific praise such as "Good girl" or "Nice job").
- Model and demonstrate to help children understand positive alternative behaviors as the first approach to correcting a behavior that is not acceptable (e.g., lower your voice when the child is yelling).
- Suggest another activity unless the behavior is too disruptive and unsafe to be ignored.
- Adjust the approach to the temperament and needs of the child, anticipating and preventing situations that are likely to evoke undesirable behavior.
- Limit the use of time out. Select one persistent unacceptable behavior that will predictably result in a time-out experience. Use this method only for children who are older than 2 years, and then only to interrupt the unacceptable behavior for a short period, usually no more than 1 minute per year of age. End the period of time-out with a positive statement about the child's ability to do what is expected.
- Teachers/caregivers intervene immediately when a child becomes physically aggressive to protect all of the children and encourage more acceptable behavior. During acts of aggression and fighting (e.g., biting, hitting), the teacher/ caregiver tells the child clearly that the aggressive behavior is not allowed (e.g., "No biting"; "No hitting"). The teacher/caregiver tells verbal children what is appropriate (e.g., "We bite food"; "We use words to say 'I am angry'"). In addition, the teacher/caregiver may separate the children involved, immediately
- Provide comfort and care for any injury to the victim of the aggressor and notify parents/legal guardians of the children involved in the incident about what happened and how the situation was resolved. The families of the children need to understand if the child relates to the experience during time at home. However, families are discouraged from disciplining their children additionally for an incident unless it is part of a coordinated plan made with the child's teacher/caregiver. Although the children may say who was involved, teachers/caregivers will not identify the victim to the family of the aggressor or the aggressor to the family of the victim.

Prohibited Behaviors: The following behaviors are prohibited in our facility. Some may require mandatory reporting of an instance of child abuse.

- **Use of Any Form of Corporal Punishment:** Corporal punishment means punishment inflicted directly on the body—hitting, spanking, shaking, slapping, twisting, pulling, squeezing hurtfully, demanding excessive physical exercise that most children cannot pleasurablely do, forced rest, adoption of bizarre positions, compelling a child to eat or put soap/food/spices/foreign substances in the child’s mouth, exposing a child to extreme temperatures without proper clothing or protection, isolating a child in an adjacent room/hallway/closet/dark area/play area/any area where the child is not seen and supervised, trying to restrict movement by binding or strapping into a seat except a car seat when traveling in a vehicle, taping, using or withholding food as punishment or reward, or taking away physical activity/ outdoor time as punishment.
- Toilet learning/training methods that punish, demean, or humiliate a child.
- Any form of emotional abuse, including rejecting, terrorizing, extended ignoring, isolating, or corrupting a child.
- Any abuse or maltreatment of a child, including exposure of any child to pornographic material of any nature via electronic devices or printed material, as an incident of discipline, or as any other inappropriate practice.
- Abusive, profane, or sarcastic language or verbal abuse, threats, or derogatory remarks about the child or child’s family.
- Any form of public or private humiliation, including threats of physical punishment.

Using Physical Restraint:

Physical restraint will be used only in an emergency situation to protect the child, other children, or staff from imminent, serious, physical harm and only if removal from the situation is not an option. Restraint will not be used as punishment, for the convenience of staff. Corporal punishment and verbal or physical abuse are prohibited.

At times it is in the best interest of a child or group of children that a child be suspended from Mundo Pequeño Spanish Immersion Childcare Center to assure Mundo Pequeño’s program provides a safe and nurturing environment for all children.

If a child age three or older demonstrates a pattern of aggressive behaviors that injures other children or adults and requires regular removal from the group, the child will be suspended. Re-admittance into Mundo Pequeño’s center-based program will not be accepted until a formal and authorized behavior plan is established.

No child shall be discharged from our facility without first working with the child and the parents to reach a workable solution to improve behavioral problems. If unacceptable behavior continues, a warning of dismissal will be given to the parents. At this point the On-Site Director and staff at our center will continue an effort to work with the parents and the child to solve the problem. In the event a child’s behavior is threatening the safety of the children in our center or impedes the learning process of his group, the director will ask the child to be removed immediately. All efforts will be made to avoid this.

Family/Employee Relationships

Parents and caregivers are encouraged to speak freely to each other about concerns and suggestions. There is a reciprocal responsibility of the family and caregiver to observe, participate and be trained in

the care that each child requires. Involved, non-custodial parents have access to the same developmental and behavioral information given to the custodial parent, if they have joint legal custody, permission by court order, or written consent from the custodial parent. Caregivers should informally share with the family information about their child's needs and activities. Children's experience in child care will be most beneficial when parents and caregivers develop feelings of mutual respect and trust. In such a situation, children feel a continuity of affection and concern, which facilitates their adjustment to separation. A family enrolling a child with special needs will need to provide the center with a copy of the child's Individual Family Service Plan to assist the center and teachers.

If a parent or guardian has a concern or needs to know, meet with classroom teacher, they should see the office to speak with a supervisor. Situations that can't be addressed by a supervisor such as tuition questions will require a meeting with the Director. Parents can see the Director regarding/ questions or concerns at any time via a meeting, phone call, or email.

Parent Visits

Parents may visit their child at Mundo Pequeño Spanish Immersion Childcare Center at any time. We have an "open door" policy, which means parents are encouraged to drop in anytime during our hours of operation to visit or play with their child

When parental contact is prohibited, the parent that has custody of the child must provide Mundo Pequeño with a written court order documenting the restriction. If the restricted parent would arrive at our program, the court order would allow us to receive police intervention while asking that parent to leave. If no court order is on file at Mundo Pequeño Spanish Immersion Childcare Center, then we can inform the custodial parent that the restricted person is at Mundo Pequeño, however we cannot physically stop the person from taking the child.

Confidentiality

Mundo Pequeño Spanish Immersion Childcare Center respect your family's personal information and will never share information about your child or family without your permission to do so. Sometimes interviewing families ask for references. I will ask you ahead of time for permission to share your phone number, so the new family could contact you for information about your experience in our program.

Communication

Mundo Pequeño Spanish Immersion Childcare Center uses the following forms of communication:

- Parents of infants and toddlers will receive daily communication that will provide information about feeding/mealtimes, diapering/toileting, naptime(s), and activities for the day.
- Parents of Preschool age children can find a summary of each day's events and activities posted outside the classroom.
- Mundo Pequeño encourages parent and caregivers to speak directly with each other at the beginning and end of each day. Phone calls are encouraged if parents have questions or want additional information on how your child is doing. Naptime is between 1:45pm and 3:40pm daily and is an ideal time for parents to call their child's teacher.

- Parent-teacher conferences are scheduled for preschoolers in the fall. Along with daily conversations between parents and teachers, additional conferences can be scheduled through the Director.
- Mundo Pequeño utilizes a text alert system. The system may be used to alert parents to cancellation of activities and emergencies. Please submit your cell phone carrier (Verizon, US Cellular, etc.) and cell phone number if you would like to participate in this system.
- Families in need to assistance with paperwork or understanding the handbook should see the Director

Health Promotion

The enrollment packet contains all of the health forms that Mundo Pequeño requires and is kept in each individual child's confidential file. Parents are responsible for reporting to Mundo Pequeño any changes to these health forms when they occur. Parents will be asked to update these forms at least annually. The packet includes:

- Names, phone numbers, and addresses of the child's physician and dentist.
- Name of the local hospital the child should be taken to in the event of an emergency.
- Consent to obtain emergency medical care, along with current insurance information.
- A current physical record for children 5 and under or a health assessment for school aged children.
- A current immunization record is required for all children in our care. Parents must update their child's immunizations in our records as the child receives them.

Mundo Pequeño requires that each child have a routine physical at least annually by the child's healthcare provider that includes the administration of required immunizations.

Admission & Exclusion from child care due to illness

Criteria for Excluding Children Who Are Acutely Ill or Injured

Ability to Participate: The child's condition prevents the child from participating comfortably in activities that the facility routinely offers for well children or children who are mildly ill or injured.

1. **Need for More Care:** The condition requires more care than teachers/caregivers can provide without compromising the needs of the other children in the group.
2. **Risk to Others:** Keeping the child in care poses an increased risk to the child or other children or adults with whom the child comes in contact as defined in *Managing Infectious Diseases in Child Care and Schools*.

Part I: Admission and Permitted Attendance

Children with the following conditions may be permitted to attend early childhood education and care programs if they can:

- 1) participate in the usual daily activities with other children and the early childhood education;
- 2) and the care provider is not leaving the other children unattended to care for the ill child.

Children with the following conditions may be permitted to attend:

- 1) Infants and young children may have as many as six respiratory illnesses each year. These diseases include - the common cold, croup, bronchitis, pneumonia, respiratory syncytial virus (RSV) and otitis media (ear infection). Exclusion of children with these illnesses from early childhood education and care has not helped in preventing these infections.
- 2) Children who are carriers of an infectious disease in their stool or urine that can cause illness, but who have no symptoms. Exceptions include E. coli O157:H7, Shigella or Salmonella typhi.
- 3) Children with conjunctivitis (pink eye) who have a clear, watery eye discharge and do not have any fever, eye pain, or eyelid redness.
- 4) Children with a rash, but no fever or change in behavior.
- 5) Children with cytomegalovirus (CMV) infection, parvovirus B19, HIV or carriers of Hepatitis B;
- 6) Shingles (herpes zoster), children shall keep sores covered by clothing or a dressing until sores have crusted.
- 7) Children with influenza may return to early childhood education and care when the child feels well enough.
- 8) Children with Methicillin-resistant Staphylococcus aureus (MRSA) do not need to stay home as long as the wound is covered, and drainage is contained.
- 9) Children with norovirus infection who have no diarrhea and are not otherwise ill, may remain in the program if special attention is paid to handwashing, proper diaper disposal, and maintaining a clean environment. See part II for children who have had diarrhea and/or vomiting.
- 10) Children who have ringworm. Children with ringworm should not go to the gym, swimming pools or play contact sports. Treatment may take at least four weeks.
- 11) Children with viral meningitis may return to child care when the child feels well enough.

Part II: Exclude Children with Following Conditions

To ensure the overall health and safety of all the children, we ask that you not bring your child to child care if one or more of the following exists:

1. The illness prevents the child from participating comfortably in child care center activities including outdoor play.
2. The illness results in a greater need for care than caregivers can provide without risking the health, safety, and supervision of the other children in care.
3. The child has one of the following, unless medical evaluation by a health care professional indicates that you can include the child in the child care center's activities:
 - a) Fever accompanied by behavior changes or other signs or symptoms of illness until medical professional evaluation finds the child able to be included at the facility.
 - b) Symptoms and signs of possible severe illness like:
 - i. Lethargy that is more than expected tiredness.
 - ii. Uncontrollable coughing.
 - iii. Unexplained irritability, fussiness, or persistent crying.
 - iv. Difficult breathing.
 - v. Wheezing.
 - vi. Other unusual signs for the child.
4. Blood in stools not explainable by dietary change, hard stools, or medication that may cause gastrointestinal damage such as ibuprofen, naproxen, or aspirin.

5. Vomiting illness (two or more episodes of vomiting in the previous 24 hours) until vomiting resolves or until a health care provider determines that the cause of the vomiting is not contagious, and the child is not in danger of dehydration.
6. Persistent abdominal pain (continues more than two hours) or intermittent pain associated with fever or other signs or symptoms.
7. Mouth sores with drooling, unless a health care provider determines that the child is noninfectious.
8. Rash with fever or behavior change, until a health care provider determines that these symptoms do not indicate a communicable disease.
9. Diarrhea, defined as loose, watery, and frequent stools. Children with diarrheal illness of infectious origin generally may be allowed to return to child care once the diarrhea resolves, except for children with diarrhea caused by Norovirus, Salmonella typhi, Shigella, or E. Coli 0157:H7. For Salmonella typhi, three negative stool cultures are required. For Shigella or E. coli 0157:H7, two negative stool cultures are required taken at least 24 hours apart. If treated with antibiotics, samples should not be taken less than 48 hours after therapy is done.
10. Norovirus, children not in diapers and child care center staff with diarrhea and/or vomiting should remain at home until 24 hours after diarrhea and/or vomiting cease, and until stools are formed. Children in diapers should remain at home for three days following cessation of diarrhea and/or vomiting and until stools are formed.
11. Erythema infectiosum (5th Disease), keep child at home if fever is present.
12. Pink eye (conjunctivitis) with purulent discharge (defined as pink or red conjunctiva with white or yellow eye discharge), child may go back to child care when all symptoms are gone.
13. Scabies, until after the first treatment.
14. Tuberculosis, until a health care provider or health official states that the child is on appropriate therapy and can attend care.
15. Impetigo, until 24 hours after the child started medicine from the health care provider.
16. Strep throat or other streptococcal infection, until 24 hours after antibiotics are started.
17. Varicella-Zoster (Chickenpox), until all sores have dried and crusted.
18. Pertussis, until five days of appropriate antibiotic treatment have been completed or 21 days of cough if no antibiotics are given.
19. Mumps, child can go back to child care five days after start of symptoms or until symptoms are gone, whichever is longer.
20. Hepatitis A virus, until one week after start of symptoms.
21. Measles, until four days after onset of rash.
22. Rubella, until six days after onset of rash.
23. Herpes simplex, children with herpetic gingivostomatitis, an infection of the mouth caused by the herpes simplex virus, who do not have control of oral secretions, shall be excluded from child care. Children with mild cases who do have control of their mouth secretions may not have to be excluded or
24. Meningitis (bacterial), child may return to child care 24 hours after starting antibiotics.

Part III: Illness while in Child Care

If a child becomes ill while in child care and it is determined that the child should be excluded the Center will:

- Contact immediately the parent, legal guardian, or other person authorized by the parent;
- Care for the child apart from other children;

- Give appropriate attention and supervision until the parent picks the child up;
- Give extra attention to hand washing, diaper changing, disinfecting surfaces;
- Use Universal Precautions.

Medication Administration

We will administer medication, prescription or over the counter, with the written authorization from the parent or guardian as well as from the prescribing physician. All medication will be stored in a locked container in the office. We will make every effort to give medication as scheduled but circumstances may cause the time to be later than specified. Medication will be administered by employees trained in medication administration. If possible, we request that medication be scheduled outside of daycare hours. Mundo Pequeño will not administrate the first dose of medication. All medication needs to go home at the end of the period of time designated on the permission slip. Medication left at the center 10 days past the permission slip expiration will be discarded. To insure compliance with DHS and Health Department regulations the following procedures must be followed:

Over the Counter Medication: Must come in original container and must not have expired. Medication must have written dosage for the age of child being given the medication. If bottle states it is for 2 years and older you must have a physician statement of dosage for children younger than 2 years questions about this, please see the director.

Prescription Medication: The prescription medication must be brought to school in the original labeled prescription container. For long-term medication, do not send more than one month's supply. Parent permission forms must be signed prior to administering the medication. We will not give medication with verbal permission. Permission forms must be renewed every 30 days. We will not supply any medications such as Tylenol or teething gel.

Devices (Epi Pen, nebulizer, inhaler): Parent or health care provider will provide written instructions on indications for use that include signs and symptoms that medication is needed. The parent will demonstrate the use of the device and special care after use to all staff who will be using the medication.

Hand Washing Procedure

Children and employees will wash their hands using the following method:

1. Turn on water to a comfortable temperature.
2. Moisten hands with water and apply liquid soap to hands.
3. Rub hands together vigorously until a soapy lather appears and continue for at least 20 seconds. Rub areas between fingers, around all nail beds, under fingernails, jewelry, and back of hands. Rinse hands under running water until they are free of soap and dirt and turn off water
4. Dry hands

Hand Washing Assistance

Caregivers will provide assistance with hand washing for infants who can be safely cradled in one arm and for children who can stand but not wash their hands independently. A child who can stand will either use a child size sink or stand on a safety step at a height that allows the child to reach the

running water. After assisting the child with hand washing, the employee will wash his or her own hands. If a child is unable to stand and is too heavy to hold safely to wash the hands at the sink, the employee will use the following method:

1. Wipe the child's hands with a damp paper towel moistened with a drop of liquid soap.
2. Wipe the child's hands with a clean, wet paper towel until the hands are free of soap.
3. Dry the child's hands.

Situations that Require Hand Washing

All employees, volunteers, and children will wash hands at the times indicated below and at additional times as needed.

1. Upon arrival for the day
2. Before and after the following situations:
 - a. Handling food
 - b. Feeding a child
 - c. Giving medications
 - d. Playing in water that is used by more than one person
3. After the following situations:
 - a. Diaper changes
 - b. Using the restroom or assisting a child in the restroom
 - c. Handling bodily fluids (e.g. mucus, blood, vomit, sneezing, open wounds or sores)
 - d. Handling uncooked food (especially raw meat and poultry)
 - e. Handling animals
 - f. Playing in sandboxes
 - g. Cleaning or handling the garbage
 - h. Playing outdoors

Cleaning Schedule

Mundo Pequeño Spanish Immersion Childcare Center uses the following cleaning schedule to maintain a clean school:

1. Daily cleaning
 - a. Countertops, tables, floors, doors, and handles
 - b. Carpets and large rugs (vacuumed daily, carpet cleaning as needed)
 - c. Sanitize utensils, surfaces and toys that go into the mouth or have been in contact with saliva or other bodily fluids after each use
 - d. Clean Toys that are contaminated with bodily fluids.
 - e. Sanitize toilets, sinks, faucets daily or more often if needed
 - f. Sanitize diapering stations after each use
 - g. Sanitize food preparation and service surfaces before and after use
2. Weekly cleaning
 - a. Sheets, blankets, and pillow cases
 - b. Sanitize cots and cribs

Additional cleaning and maintenance will be done as needed and all cleaning schedules may vary according to need and soiling.

Tobacco use and prohibited substances

Tobacco, alcohol, and illegal drugs are prohibited on any property of Mundo Pequeño, including the Vehicles, at all times.

Safety

Mundo Pequeño Spanish Immersion Childcare Center is a licensed child care facility that is committed to the health and safety of the children enrolled in our program. We work hard to ensure that children are in a safe environment. Here are a few examples of how.

- We maintain state mandated adult to child ratio at all times;
- Indirect care employees move throughout the building and are available to assist with children at any time;
- Children's bathroom and changing room doors do not have locks on them. Adult bathrooms are separate from children's bathrooms;
- Parents are encouraged to drop in unannounced at any time;
- Whenever possible, more than one adult is present in a classroom with children;
- Employees meet state mandated training requirements including First Aid and CPR, Mandatory Reporting of Child and Dependent Adult Abuse, and Universal Precautions;
- All employees are required to read this manual and are given an orientation, so they are familiar with Mundo Pequeño's policies and procedures;
- Tornado and Fire drills are conducted on a monthly basis;
- All playground equipment meets National Safety Standards.

Injury

Mundo Pequeño Spanish Immersion Childcare Center employees are trained in First Aid, CPR and Universal Precautions.

Precautions. If a child becomes injured the following steps will be taken:

1. An employee will assess the injury
2. First aid will be administered as needed.
3. If the injury is more than a minor bump or bruise, Mundo Pequeño Spanish Immersion Childcare Center will make the decision to notify a parent or guardian.
4. The teachers will complete an accident report about the injury and the care given.
5. In the event of a dental emergency the child's dentist and parents will be contacted immediately. Emergency medical services may also be called if needed.

Accident/Incident reports are completed to document any incident that occurs at Mundo Pequeño Spanish Immersion Childcare Center that has the potential to leave a mark on the child's skin or if a mark is noticed during the day and an explanation has not been discussed between the parent and the teacher when the child arrives at school. Mundo Pequeño Spanish Immersion Childcare Center will make every effort to report injuries but when children play not every injury is reported by the child or

noticed by the teachers. The parent will be asked to sign the report and retain a copy. The original is kept at Mundo Pequeño in the students file.

Medical Emergencies

When an immediate response is required the following emergency procedures will be utilized:

1. First aid will be administered, and the emergency response team will be called if needed (911)
2. An employee will ride with the child by ambulance, if allowed to do so, to a local hospital or health care facility and will stay with them until a parent or guardian arrives
3. The parent will be called as soon as possible. If a parent cannot be reached a designated emergency contact person will be called
4. We will share with the medical personnel the contact information of the doctor, dentist, and hospital provided by the parent at registration including permission to obtain medical care.

First Aid Kits

Mundo Pequeño Spanish Immersion Childcare Center maintains at least one readily available first aid kit wherever children are in care, including one for field trips and outings away from the center and one to remain at the center since all the children do not attend the field trip. In addition, a first aid kit will be in each vehicle that is used to transport children to and from Mundo Pequeño. Each kit will be a closed container for storing first aid supplies, accessible to employees at all times but out of reach of children. First aid kits will be restocked after use, and an inventory will be conducted at least monthly.

Biting

Even in the best child care center, periodic outbreaks of biting occur among infants, toddlers and sometimes preschoolers and occasionally older children. This is an unavoidable consequence of grouping young children together. Children bite for a variety of reasons: teething, simple sensory exploration, cause and effect, imitation, crowding, seeking attention, frustration and stress.

Childcare group situations are difficult: dealing with others constantly around, sharing attention and toys, and too much or too little stimulation are all very difficult for children. Biting is not something to blame on children, their parents or their teachers.

It is important that the caregivers remain calm and in control of their emotions when biting occurs. Staff should not show anger or frustration towards the child. The caregiver should calmly respond to the child, letting them know that biting is not ok. In addition, the following steps will be taken.

1. The teacher will remove the child from the situation and focus caring attention on the child who was bitten.
2. Encourage the biter to help take care of the child that was bitten (hold ice pack, comfort the child).
3. The care giver should talk to the child who bit (if able to communicate) and talk about different strategies that the child can use next time (give them appropriate words-if able) instead of biting. This should be done in a short simple way.

It is important to explore the reasons for biting when it occurs. Staff need to work with parents to gather information about the child's behavior and begin observations to determine the reasons for biting. Examples of some triggers would be: communication deficits, transitions, hunger, lack of sleep, need for oral stimulation or teething pain. Once triggers are identified, staff can work on

prevention strategies and start teaching replacement skills. Below are some examples of how the teacher will begin this assessment.

1. The teacher will examine the context in which the biting is occurring and look for patterns. The teacher will use the Center Action Plan for documentation and ask the following questions:
 - Was the space too crowded?
 - Were there too few toys?
 - Was there too little to do or too much waiting?
 - Was the child who bit getting the attention and care he/she deserved at other times, other than when he/she was biting?
2. The teacher will change the environment, routines or activities if necessary
3. The teacher will work with the child who is biting to resolve conflicts and frustrations in more appropriate manners, including using words, if they are capable of them.
4. The teacher will observe the child, to get an idea of why and when they are likely to bite.
5. The teacher will identify children likely to be bitten and make special efforts to reduce their chance of being bitten.
6. The teacher, parent and administration will meet regularly to regulate an action plan and to measure the outcome of these changes.
7. If biting continues the teacher will observe the group more closely and work with the parents to seek out additional resources as necessary to shadow the child who is biting.

First Aid in response to biting (both child and adult)

1. Wear gloves, clean wound with soap and water. Run water over wound for 5 minutes.
2. Apply ice or cool compress to help reduce the pain or swelling.
3. Bandage the wound as necessary.
4. Write a detailed incident report for both children involved with the incident.

First Aid if bite breaks the skin. (Both child and adult)

1. Wear gloves, clean wound with soap and water. Run water over the wound for 5 minutes.
2. Control the bleeding.
3. Cover the wound with sterile dressing and bandage.
4. Contact parent of BOTH children involved and encourage them to contact their healthcare provider to determine if they need to be seen.
5. Write a detailed incident report for both children involved with the incident.

All information is confidential, and names of the children involved in the incident are not shared between parents. In addition, biting is always documented on our standard incident form which is completed and signed by teacher, parents and an administrator is notified. One copy is given to the parent and one copy is kept in office.

When biting occurs, here's what you can expect from us:

- We will put the child's safety first and provide first aid as well as comfort, support and advice to any child who is bitten.
- We will provide appropriate programming for children to help prevent biting.
- We will make current information and resources on biting available to you.
- We will provide teachers with adequate knowledge and training to deal properly and effectively with biting.
- We will take your concerns seriously and treat them with understanding and respect.

- We will tell you what specific steps we are taking to address biting and explain the reasoning behind those steps.
- We will respond to your questions, concerns and suggestions—even when our response to some suggestions is no.
- We will work to schedule conferences about biting with you, at a time you can attend.
- We will keep your child’s identity confidential if he or she bites. This helps avoid labeling or confrontations that may prolong the behavior.

Release of Children

Mundo Pequeño Spanish Immersion Childcare Center uses the following procedure to prevent children from leaving the program with unauthorized persons:

- When a child is enrolled at Mundo Pequeño, a registration card must be completed. This form lists at least two local people, other than the parent(s), who have permission to pick up the child. No other person(s) will be allowed to pick up a child unless written or verbal permission is given. Parent(s) may add or remove names from this list at any time. NOTE: Children will not be allowed to leave the center with someone who is under the age of 14;
- If a child will be picked up by someone listed on the registration card, Mundo Pequeño would like to be notified verbally or in writing as to who will be coming but the child will be released to anyone listed on this form even without prior notification
- When someone arrives at Mundo Pequeño to pick up a child, a teacher or administrator will ask for photo identification. If the photo ID verifies the name of someone listed on the registration card, then the child will be released to that person;
- If someone arrives at Mundo Pequeño to pick up a child and they are not listed on the registration card, and Mundo Pequeño has not been notified verbally or in writing that this person is to be picking up the child, the child will not be released until permission can be obtained and identification can be verified;
- As Mundo Pequeño employees get to know and recognize family members and friends, those individuals will not always be required to show a photo ID. They should however always be prepared to show a photo ID in the event that a new employee does not recognize them;
- Employees are always encouraged to ask for photo identification from anyone picking up a child that the employee does not recognize. That may at times include parents.

Pick up/drop off Procedure

1. Without exception, everyone who enters and exits the facility must use the sign-in/sign-out procedure. The authorized person will enter their identification number in the computer and check the child in/out when entering the building.
2. The computer will document the initials of the authorized person and time in and out of the facility
3. Individuals authorized to take a child who is receiving care in the facility out of the facility’s supervision are listed in the child’s file along with that person’s contact information, and relationship to the child.
4. No child will be released to anyone who is not positively identified by the teacher/caregiver who is supervising the child
5. The authorized drop off person will walk the child to the classroom and ensure the receiving teacher has pertinent information such as last meal and toileting.

6. At pick up the authorize person will collect the child from their classroom, gym, or playground. The teacher will share information regarding the child' s day, meals, and toileting.

Access to Children

Only persons who have been granted access to Mundo Pequeño's secure building are permitted to move about the building without an escort. This may include all employees, authorized pick-up persons, licensed professionals who are working directly with specific children and some vendors. Anyone else will be escorted through the facility by a Mundo Pequeño staff member. All adults, including parents and authorized pick-up persons, are monitored by the staff and children are supervised by sight and sound at all times by Mundo Pequeño staff.

Visitor Access

One of our primary goals is to provide a safe learning environment for all our children. Our center does not allow any person in the center that is not

an owner, staff member, substitute, or volunteer who has had a record check and approval to be involved with child care.

to have "unrestricted access" to children for whom that person is not the parent, guardian, or custodian. "Unrestricted access" means that a person has contact with a child alone or is directly responsible for child care.

Staff members will limit to the best of their knowledge and ability the people allowed on the property when children are present. It will be limited to authorized persons who include Mundo Pequeño Spanish Immersion Childcare Center employees and parents/custodians of the children enrolled. Any other person on the property will be closely supervised and monitored by one or more of the authorized persons depending upon the reason the person is on the property. "Supervision" will require one or more staff members to remain with the person at all times and "monitoring" will entail watching what the person is doing and controlling their access to the area where the children are present. The director or assistant director will be responsible for the supervising and monitoring unless another staff member is requested by the director or assistant director to fulfill this responsibility. If there is a conflict of interest the director, assistant director, or an authorized Mundo Pequeño staff member will fulfill this responsibility.

Any persons who are listed on the sex offender registry shall only have access with written permission from the director relating to their own minor child coming to and leaving the child care center. They will only be allowed to enter the building by buzzing at the entry door. They must stop by the office to obtain assistance from the director or assistant director to take their child to the classroom or locate their child and will remain at the center only for the time reasonably necessary to drop off and/or pick up their own minor child with supervision.

This policy will be included in our parent handbook that is distributed to all parents at the time their Child is enrolled

Mandatory Reporter

Reporting of Suspected Child Abuse, Neglect or Exploitation Mundo Pequeño Spanish Immersion Childcare Center will report to the Department of Human Services, as required by state and local laws, any instance where there is reasonable cause to believe that child abuse, neglect, or exploitation may have occurred. Failure to report any suspected case of abuse could result in revocation of Mundo Pequeño's license, immediate termination or suspension of employment and/or individuals could be criminally charged for failing to report.

Mundo Pequeño employees must participate in two hours of training on mandatory reporting of child and dependent adult abuse within the first six months of employment and every five years thereafter to comply with licensing requirements.

Section 232.69 of the Iowa Code requires that every employee of a licensed day care or preschool facility who, in the course of employment, reasonably believes a child has suffered sexual abuse, physical abuse, mental injury, child prostitution, denial of critical care, bestiality in the presence of the child, manufacture a dangerous substance or possession of a dangerous substance shall immediately report the suspected abuse directly to the Department of Human Services.

Section 232.70 of the Iowa Code requires that each report made by a mandatory reporter, as defined in Section 232.69, shall be made both orally and in writing. The oral report must be made by telephone or otherwise to the Department of Human Services. If the person making the report has reason to believe that immediate protection of the child is advisable, that person shall also make an oral report to an appropriate law enforcement agency. The written report must be made to the Department of Human Services within 48 hours after the oral report.

By law, the oral and written reports shall contain the following information, or as much thereof as the person making the report is able to furnish: a. the names and home address of the child and his/her parents or other persons believe to be responsible for his care; b. the child's present whereabouts if not the same as the parent's or other person's home address; c. the child's age; d. the nature and extent of the child's injuries, including any evidence of previous injuries; e. the name, age and condition of other children in the same home; f. any other information which the person making the report believes might be helpful in establishing the cause of the injury to the child, the identity of the person or persons responsible for the injury, or in providing assistance to the child; and g. the name and address of the person making the report.

Legal sanctions for failure to report are as follows:

Any mandatory reporter who knowingly and willfully fails to report a suspected case of child abuse is guilty of a simple misdemeanor. 2. Any mandatory reporter who knowingly fails to report is civilly liable for damages proximately caused by such failure (Legal Reference 232.75). Any mandatory reporter who, in good faith, makes a report of child abuse or participates in the investigation of a child abuse has immunity from any liability, civil or criminal. Records and/or information pertaining to the abuse may be released to the child abuse investigator without release required in other situation (Legal Reference 232.73).

Dear parents: The people who care for your child have a special status under the law. They're mandatory reporters. They don't really report "child abuse". What they must report is their suspicion that someone may have purposely hurt your child. They have no choice under the law. Trained investigators decide whether or not abuse actually took place. All children get bumps,

bruises and scrapes as a part of growing up. It is important however that you tell your child's teacher/caregiver about any unusual injuries or conditions. Sincerely, Mundo Pequeño Spanish Immersion Childcare Center

To Report Child Abuse Anytime, Call: TOLL FREE STATEWIDE (1-800-362-2178). You may call collect.

What is child abuse and neglect?

1. physical abuse (Legal definition – Iowa Code 232.68 (21)) - “any non-accidental physical injury, or injury which is at variance with the history given of it, suffered by a child as a result of the acts or omissions of a person responsible for the care of the child.”

Possible Indicators – frequent injuries explained as “accidents,” unusual bruises, welts, burns, fractures, or bite marks.

2. Sexual Abuse (Legal definition – Iowa Code 232.68 (2d)) – “commission of any sexual offense with or to a child as defined by Chapter 709, Section 726.2, or section 728.12, Subsection 1, as a result of the acts or omissions of the person responsible for the care of the child.” Abuse acts include anal, oral, or genital intercourse; fondling private parts; and indecent exposure. Also, any acts or omissions which allow, permit or encourage the child to engage in child prostitution or pornography.

Possible Indicators –

Torn, stained or bloody underclothing

Experiences pain or itching in genital area

Has venereal disease

Cluster of behaviors, including: poor relationship with other children, appears withdrawn, engages in delinquent acts, or runs away

3. Denial of Critical Care (Legal definition – 232.68 (2c)) – “failure on the part of a person responsible for the care of a child to provide for the adequate food, shelter, clothing or other care necessary for the child's health and welfare when financially able to do so or when offered financial or other reasonable means to do so.”

Possible Indicators – (Occurring in patterns)

Child is often not clean, is tired, has no energy

Clothes are dirty or wrong for the weather

Comes to school without breakfast, no lunch money

Seems to be alone too often

Child may be demanding or unusually shy; behind developmentally for his/her age in physical, emotional or intellectual development

Children left alone, and not old enough to handle this responsibility

Abuse Allegations against an Employee

If an employee is being investigated for an abuse allegation by DHS, Mundo Pequeño administration will take the following steps:

- Cooperate with and review the allegation statements with the DHS investigator;

- Take action concerning the employee’s work status. The specific action will depend on the individual situation but will likely fall within one of the following options:
 1. The employee may continue working during the allegation investigation, with or without modifications to job duties/responsibilities;
 2. The employee could be suspended with pay until the investigation is complete;
 3. The employee could be suspended without pay until the investigation is complete.

Nutrition & Food Service

Mundo Pequeño serves breakfast, lunch, and afternoon snack. There is no additional charge for meals or snacks. Mundo Pequeño’s kitchen staff prepares all of the meals and snacks to meet the State of Iowa’s Child & Adult Care Food Program standards and represent different cultures.

Mundo Pequeño works hard to make mealtimes an enjoyable learning experience. Children under three have their plates filled for them while the children three years and older are served family style so that they can learn how to serve themselves and pour their own milk. All children are encouraged to try each food on their plate. If a child does not like something or is not hungry, a clean plate is not mandatory, and the child is not forced to try something that they dislike. Children are not rushed to finish their meal and food is never withheld as a disciplinary tactic. Menus are posted on the parent board. Serving times are listed on the daily schedule posted in each classroom. Snacks and treats for special events and birthdays need to be store purchased and individually packaged. Please see the director before sending a birthday cake or cupcakes for birthdays. Children ages infant to 2 years old will be served breast milk, formula, or whole milk and children over 2 years will be served 1% milk. A doctor’s note must be provided to serve milk other than those specified, and it must meet the nutritional guidelines of the Child and Adult Food Program.

Teachers are encouraged to eat with the children and be good role models by trying a variety of foods. Parents with infants must provide the school with breast milk/formula, cereal, or baby food needed until the child is ready to participate fully in our meal program. Infants are fed on their individual schedule. Parents will inform the nursery caregivers of dietary changes. A maximum of 1 week’s supply of breast milk may be stored at the center. Breast milk should be labeled with the date of collection and child’s full name. Breast milk will be kept frozen or refrigerated until immediately before feeding. Any contents remaining after a feeding will be discarded. Unused breast milk will be discarded after 48 hours if refrigerated or after 3 months if frozen. Unused frozen milk which has been thawed in the refrigerator will be used within 24 hours. Breast milk from a mother will be used only with mother’s own child. Any bottle that has been fed over a period that exceeds an hour from the beginning of the feeding or has been unrefrigerated an hour or more will not be served to an infant.

USDA Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992.

Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Dietary Modifications

If dietary modifications are required based on a child's medical needs, Mundo Pequeño Spanish Immersion Childcare Center will modify or supplement the diet on a case by case basis in consultation with the parents and the child's health care provider. Food from home is discouraged but if it must be brought the food must be stored in a container to maintain its temperature and given to the cook or a Director. Any meals brought by the parents must meet all the nutritional requirements for the intended meal and any leftovers will be discarded every day. For any questions concerning meals brought from home please contact the Director. In addition, food will only be given at your child's scheduled meal times. Children with special dietary needs will need an Allergy Action Plan completed by the physician on file.

Emergency Procedures

Center Evacuation

In an emergency situation, the children and employees will remain in designated safe areas on Mundo Pequeño's property unless instructed to leave by emergency personnel. Mundo Pequeño employees will evacuate the children from the building using the fire evacuation plan or we will follow the specific instructions from the public officials who may be directing the evacuation. Transport of the children will occur only if it is unsafe to remain on the center's property. If it is deemed unsafe to remain on center property, the children will be taken to the hillside next to the center to await pick up by an authorized person. If necessary, the children will be taken to the Saint Anthony Catholic church. A continual effort will be made to notify parents through cell phones and notification will also be made through local radio stations. Before leaving the center, the director will take the fieldtrip first aid kit, emergency book, and a cell phone.

Labeled Emergency Exits

Emergency exits are clearly identified and visible at all times. The exits for escape are arranged or marked so the path to safety outside is unmistakable. As soon as children can learn to recognize exit

signs and pathway markings, they will benefit from having these paths of escape clearly marked. Adults who come into the building as visitors need these markings to direct them as well.

Access to Exits

An exit to the outside or a common hallway leading to the outside is directly accessible from every room. If it is necessary to pass through another room for direct access to the outside, the other room will not have a barrier or door that can be latched to prevent access through it. No obstructions will be placed in the corridors or passageways leading to the exits.

Fire/Fire Drills

Monthly fire drills are required and are utilized by Mundo Pequeño Spanish Immersion Childcare Center to train the employees and children how to respond quickly to a fire in an organized fashion. Fire escape routes are posted in every room with clearly marked maps and written instructions. Indirect care employees are assigned to help specific classrooms that have non-mobile children to evacuate the building. An administrator will check every classroom to make sure all children have evacuated safely.

When the fire alarm rings, the caregivers in each room will gather the children together, along with the attendance sheets and then check the door to the hallway. If the door is not hot, the caregivers will then check the designated escape route for fire. If the route is clear, the caregivers will then quickly escort the children to the designated outside meeting area. Exit routes are illuminated with battery powered emergency lights.

In the event of a real fire, employees will be given further directions by the fire department or Mundo Pequeño's Director on where to take the children. The Director will use the enrollment information and Mundo Pequeño's mobile phone to contact parents if we are unable to return to the building. If able to connect to the text alert system, we will send a mobile message to families.

If the escape route(s) is blocked, the caregivers will stuff blankets or towels at the base of the doors, keep the children on the floor below the rising smoke, remove curtains, open windows and wait for further assistance in escaping the building.

If a class is on a walk or a field trip when an actual fire would occur, then an employee would be designated to find the group and keep them in a safe place until it is safe to return to the building. If a class is on the playground during a fire drill, then the class will gather by the fence closest to the parking lot. The children can resume playing when the drill is complete.

Tornado Drills/Severe Weather/Shelter in Place

Monthly tornado drills are required and are utilized by Mundo Pequeño Spanish Immersion Childcare Center to train the employees and children how to respond quickly to a tornado in an organized fashion. Designated safe areas are posted in every classroom with clearly marked maps & written instructions. Indirect care employees are assigned to help specific classrooms that have non-mobile children or children using adaptive equipment to move to their designated safe area. An administrator will check every classroom to make sure all children arrive in their areas safely.

The designated safe areas at Mundo Pequeño Spanish Immersion Childcare Center are the hallways surrounding the gym, interior rooms such as the restrooms and closets. The teachers in each room need to check the instructions posted in their classroom to see which room has been designated as their safe area.

Tornado drills will be announced. The statement employees and children will hear is, “This is a tornado drill. “At that time, the teachers are to take the children, along with the attendance clipboard to their designated safe area. Everyone will remain in the safe area and sing children’s songs or read books to keep the children calm until informed that the drill is complete.

In the event of a real tornado, everyone will stay in the designated safe area until instructed that it is safe to come out and that weather conditions have improved. If the building has been hit by a tornado, children will be evacuated away from the structural damage and into the parking lot as quickly as possible and follow instruction from emergency personnel.

If a class is on the playground when lightning is sighted, or the city sirens initiate a tornado warning, the teachers will bring the children inside to their classrooms or designated safe area.

Earthquake

In the event of an earthquake, Mundo Pequeño employees will take the children to the doorways of their classrooms, since these are the most structurally sound points in the building. Any doorway, including closets, is appropriate. An adult should remain with the children in each doorway. Employees may also instruct the children to crawl under the tables in the class or dining rooms to protect from falling debris.

Children will be asked to squat in the doorways and hold onto the doorframe or each other. For children under the age of one, cribs will be moved to the doorways and employees will sit under the cribs with the children. The adult should use encouraging words and remind the children to hang on even if objects would fall around them.

After the movement of the building and ground stops, employees will comfort and count the children. Children will be escorted outside to a safe area, either in the playground or parking lot and remain outside until the building is checked for safety and stability. If transportation to a city designated safe area is necessary, we will use our vehicles to transport the children and employees.

Flood

In the event of a flood, either internal or external, Mundo Pequeño will be evacuated until such time that the building is safe to occupy. If parts of the building are safe to occupy we will continue to provide care to as many children as possible.

Bomb Threat

In the event that Mundo Pequeño should receive a bomb threat the following procedure will be followed:

- The employee that answers the phone will listen to the caller very carefully and get as much information as they can by asking questions such as, “Where is the bomb?” and “What time will it

go off?” They will pay close attention to the background noises during the call and determine whether the caller is a male or female, young or old;

- The building will be evacuated immediately and as quickly as possible, in an orderly manner;
- the call will be reported to the police department and we will follow their instructions on where the children should be relocated to;
- Children’s parents will be contacted by using the mobile phone and emergency numbers.

Chemical Spills

If an employee observes spilled chemicals in the building or on Mundo Pequeño’s grounds, that person will determine if the chemicals have a noxious odor or fumes. If so, that person needs to alert the employees to remove any children from the area until the spill is cleaned. Employees should wear gloves and use paper towels to clean the spill. Place the used paper towels in a plastic bag and seal it. If the chemical spill is too large or is releasing a lot of irritating fumes, then the employee needs to call the local Fire Department and request the Hazardous Materials Intervention Team.

Power Failure

In the event that Mundo Pequeño loses all power, all of the rooms have battery operated lights. Mundo Pequeño has a gas water heater, therefore we would still be able to prepare food for the children and the children would be able to wash their hands & faces. If the utility company indicated that the power will be out for an extended period of time and we cannot keep the building at a comfortable temperature, we would close the facility until the power is reinstated.

Abduction

Mundo Pequeño has a policy that requires employees to report unfamiliar individuals that seem to be watching the program or asking about certain children that attend. If we notice individuals in a vehicle we bring the children inside, lock the doors and call the police. (See Code Red)

In the event that a child would be abducted while attending our program either from the center, our playground or while on a field trip an employee will immediately report the abduction to police and call the child's parents. Employees are instructed to attempt to get a physical description of the person abducting the child as well as a possible description of the vehicle, license number, and direction it appeared to be heading. Administration would also notify the DHS Licensing Consultant of the abduction.

Code Red/Lockdown

In an effort to protect all of the children that utilize Mundo Pequeño’s program, we have a plan in place to reduce to chance of children being removed from Mundo Pequeño without authorization or from being harmed by an intruder. In any instance when we feel the safety of children is in question, the employees would be notified through our intercom system that Code Red is now in effect.

The following steps are followed during a Code Red:

1. All children must leave the playground areas and return to the safety of the building;

2. The security code system on the doors will be disabled so that all doors will be locked to anyone trying to enter.
3. The Des Moines Police will be contacted.
4. An administrator will supervise the admittance of any individuals entering the building

Inclement Weather/Blizzard

When the area is experiencing inclement weather and/or blizzard conditions, Mundo Pequeño puts the safety of the children and employees above all else. If a snow or ice storm starts while Mundo Pequeño is open, Mundo Pequeño will remain open until 6:00pm or earlier if all children have left for the day.

As a general rule, Mundo Pequeño does not close as inclement weather approaches. However, we will close if it is determined that weather conditions will not allow Mundo Pequeño to achieve mandated adult to child ratios and/or will not allow us to keep the driveways and parking lot clear and safe for walking.

The decision as to whether or not to close is made by 6:00am. If the weather is bad or questionable and you are wondering if Mundo Pequeño is closed, please call Mundo Pequeño before leaving home. The automated phone system will indicate if Mundo Pequeño is closed. If the system is busy keep trying because many employees and parents will be checking.

Please note that if Mundo Pequeño is closed for the day, employees scheduled for the day will be paid their scheduled work hours.

Licensing Consultant

Melinda Larson

2309 Euclid Ave

Des Moines IA 50310

515-7252635

mlarson@dhs.state.ia.us

A copy of the licensing standards is available on the Department of Human Services website.

(Chapter 109 of Administrative Rules)

It is the policy and commitment of Mundo Pequeño Spanish Immersion Childcare Center that it does not discriminate on the basis of race, age, color, sex, national origin, physical or mental disability, or religion.

Infant (under two)	Weekly	Monthly
Full time	\$210	\$1050

Two Yrs. Old	Weekly	Monthly
Full time	\$200	\$1000

Three to Five Yrs. Old	Weekly	Monthly
Full time	\$170	\$850

TUITION POLICIES

1. Registration Fee: \$35/Child: I (we) agree to pay Mundo Pequeño Spanish Immersion Childcare Center a non-refundable registration fee that covers the registration process and materials. This fee is due at the time of enrollment or noncontiguous re-enrollment and does not apply to tuition.
2. Ongoing Tuition Payments: I (we) agree to pay Mundo Pequeño Spanish Immersion Childcare Center ongoing tuition payments in advance of care in two-week increments. Tuition Due Dates are listed in the Parent Handbook. Payments are due the Monday that precedes the two-week period it will cover. The delay of receipt of an invoice should not prevent payment of tuition. Tuition is consistent and due dates are provided for the entire year.
3. Other Fees: I (we) understand that I may be assessed additional fees for field trips (\$15/may vary), late pick-ups (\$20), Insufficient funds/Returned payment (\$25). (See Parent Handbook for more detailed information on late pick-ups.)
4. Vacation, Illness, Holidays, and School Closures: I (we) understand that I am responsible to pay tuition regardless of illness, absence, school closure, and/or holidays. Tuition will not be adjusted for absences due to illness, school closure for holidays or due to weather conditions. (approved holidays are listed in the Parent Handbook) If snow/weather forces the closure of the Center, notice will be given via email no later than 6:00am. After one year of enrollment, families are eligible for one week of vacation without tuition by notifying the Director directly at least two weeks in advance.
5. Withdrawing from Enrollment/Change of Enrollment: I (we) understand that by signing this form that my child will be enrolled continuously for the schedule I choose until such a time I indicate a change of schedule or withdrawal. If I choose to change my schedule or withdraw my child(ren) from the Center I will provide written notice 30-days in advance of the desired schedule date or the final date of attendance. The final two weeks shall be covered by the tuition deposit I provided at time of enrollment.
6. I (we) understand that I will be notified of any tuition rate adjustments no later than October to take effect in January.

7. Mundo Pequeño Spanish Immersion Childcare Center reserves the right to terminate enrollment at will. Examples of potential situations that could result in suspension/disenrollment/termination include:
 - A child exhibiting unmanageable behavior;
 - A child with educational or medical needs for which the center does not have the expertise or resources to manage;
 - If we feel we are unable to satisfy a family's expectations;
 - If financial obligations are not met on a timely basis;
 - If a family shows disrespect/disregard of any staff member, parent, or child.

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

Subsidized Child Care Policies

Mundo Pequeño Spanish Immersion Childcare Center accepts child care assistance from the Iowa Department of Human Services Child Care Assistance and Promise Jobs. Families wishing to enroll using subsidized care must follow all center policies including the policies for subsidized care. Mundo Pequeño Spanish Immersion Childcare Center is a private center and we reserve the right to terminate care if the center policies are not followed.

1. The center enrolls a limited number of subsidized child care families. Speak to the director to ensure there is an opening.
2. Families exceeding 4 absences in a month will be dismissed from the program.
3. Any scheduled times that are not subsidized will be charged to the parent and must be paid before the week of attendance.
4. Co-pay amounts must be paid the week of care on or before Friday. This will be required before the child returns the following week.
5. No care will be provided without written approval from the subsidizing agency.
6. If you want to start before written approval from the subsidizing agency you must pay in advance and you will be refunded when the agency pays for the time you have already paid.
7. Parent are required to submit a schedule no later than Friday noon prior to the week needing care. If no schedule is submitted, we will schedule you Monday through Friday 8-5. Children must be dropped off within an hour of the scheduled time.
8. It is the parent's responsibility to sign the verification of attendance form every two weeks.

New Family Orientation

The following check list will be used when registering a new family. The steps include:

1. Family calls for information
2. Visit is scheduled
3. Family tours the center
4. Follow up call/email to answer questions

5. Family submits the deposit and all necessary paperwork. All forms must be received to schedule a start date.
6. The week prior to starting the family can begin visiting the class for extended times. Three visits are recommended to allow the child time to get to know the teacher and class.

Review completed paperwork for registration	<ul style="list-style-type: none"> ○ Registration card ○ Physical or health assessment ○ Iowa Certificate of Immunization ○ Transportation Authorization ○ Parent Handbook Signature Page ○ Tuition Express form ○ Monthly or weekly tuition and hours ○ Overview of handbook
Review check in/out process	<ul style="list-style-type: none"> ○ Demonstrate clock in/out process
Tour	<ul style="list-style-type: none"> ○ Tour center including playground
Introduce key staff members	<ul style="list-style-type: none"> ○ Meet supervisory staff members ○ Meet lead teachers
Discuss forms of communication	<ul style="list-style-type: none"> ○ Obtain email addresses ○ Review newsletter schedule
Review family schedule	<ul style="list-style-type: none"> ○ Discuss family's usual schedule
Visit with Lead Teacher	<ul style="list-style-type: none"> ○ Discuss child's daily schedule and routine
Supplies	<ul style="list-style-type: none"> ○ Extra set of clothes ○ Weekly supply of diapers and wipes ○ Breast milk or formula ○ One bottle to remain at center ○ Two boxes of tissues
Review Medication Policy	<ul style="list-style-type: none"> ○ See handbook
Fieldtrips	<ul style="list-style-type: none"> ○ Field trip account ○ Fieldtrip permission ○ Transportation
Resources	<ul style="list-style-type: none"> ○ Discuss Resources & Activities Binder

Volunteers	<ul style="list-style-type: none">○ Forms○ Criminal Record Check○ Fingerprints
Schedule additional visits	<ul style="list-style-type: none">○ Give the family an opportunity to come for additional visits. This extended time will allow the child to get to know the teacher and children to ease the transition

I have received an orientation to the program and have had an opportunity to meet with a director to discuss any questions I have.

Sign Name _____

Print Name _____

Children's Name/s _____

Acknowledgement of Receipt of Parent Handbook

The content of this parent handbook may be modified, revoked, suspended, terminated or changed at any time by our center.

Parent Acknowledgement By signing below I acknowledge that I have read and understand the policies contained herein. I have received my copy of the handbook and I understand it is my responsibility to read and comply with the policies and guidelines contained in this handbook and any revisions to it. I have received orientation to the program and have had an opportunity to tour the center, ask questions, and meet staff members.

Received this _____ Day of _____, 201 ____.

Print Name _____

For employee use only

Employee Acknowledgement

By signing below, I acknowledge that I have read and understand the policies contained herein. I have received my copy of the handbook and I have had an opportunity to ask questions.

Received this _____ Day of _____, 201 ____.

Employee Signature _____

Print Name _____