

Day One Learning Center

A Licensed Childcare Center

1403 Willow Street, Denver CO 80220

Phone: (303) 320 6595 – Fax: (303) 393-7032

Parent Handbook



2018

**Free Summer Preschool for 4 Year Olds
Daycare for Children 12 Months to 6 Years**



Day One Learning Center

1403 Willow Street, Denver, CO 80220

Phone: (303) 320-6595 Fax: (303) 393-7032

Dear Parents:

Welcome to Day One Learning Center. We are an all-day childcare center with day care center operating hours from 6:30 A.M. to 6:00 p.m. We are committed to providing the highest care possible for the children of working parents. As parents, you are the most influential people in your child's life. As experts in early childhood education, we would like to share in the responsibility of caring and teaching your child in these essential first years of life.

During the first few days of school, children are gently introduced into the program. Parents are asked to assist the teacher in the process of getting their child(ren) adjusted to their new environment.

We realize that the first few days of school are sometimes difficult for both parents and child(ren) to let go. This is a normal process and the first month of school is regarded as an adjustment period. Making sure you say good-bye, give a hug and kiss will help in soothing any fears of being deserted at the school.

Our Philosophy

You are your child's most influential teacher. We do more than accept that fact; we fully support it, so we do everything we can to build on what you have taught your child(ren).

Our Goal

We help your child(ren) feel good about who they are and to expand their knowledge in the world around them. We also provide a warm and loving environment for the children while away from home.

Thank you for seriously considering Day One Learning Center as your childcare provider. We look forward to sharing the joys of your child's early years.

Enclosed is the Parent Handbook to assist you in understanding state regulations as well as our guidelines. Please review at your earliest convenience.

Sincerely yours,
Director and Staff Members

Table of Contents

Our Planned Program	4
Structured pre-school and toddler programs	5
Structured indoor / outdoor activities	6
Transition	6
• From home to preschool	6
• Transition between learning programs	6
• Transition to elementary school.....	6
Special needs, handicapped, or severe illness	7
Notification of behavioral issues to families	7
Parent Teacher Conferences.....	8
Parents who speak English as a second language.....	8
Sickness.....	9
Injury / accident.....	9
Medication.....	9
Immunization	10
Immunization based on Colorado State licensing book.....	10
Immunization requirements.....	10
• Immunization records.....	10
• Certificate of immunization	10
• Immunization exemption.....	10
• Immunization waiver due to religion.....	11
• Children not immunized	11
Discipline	12
Biting.....	12
• Why they bite.....	12
• Why infants and toddlers bite	12
• What teachers do in response to children who bite	13
• Teachers can try to minimize the behavior	13
Temper Tantrums	13
Family Resources	14
Identifying Children at All Times	15
Lost Child.....	15
Activities.....	15
Transportation and field trips.....	15
• Vehicle and weather inspection	15
• Field trip notification.....	16
After hour family night activities and trips	16
Clothing, Diapering, Toileting.....	16
Diapering and Toileting	17
Extra changes of diapers and clothing	17
Personal Belongings	18
Cubbies	18
Money	18
Outside foods.....	18

Television and Video	18
Playground and Risks.....	19
Equipment risks	19
Risks regarding conduct.....	19
Nap Time.....	19
Emergency & Disaster	20
Safety and Security	20
Evacuation Location(s).....	20
• Communication during an emergency	20
• Reuniting children with families after an emergency.....	20
• Special needs consideration	20
Fire and inclement weather:	20
• Fire	20
• Tornado.....	20
• Blizzard	21
• Inclement weather.....	21
Active shooter / lockdown.....	21
Assessing with the temperature.....	22
Sunscreen.....	22
Tuition and Other Fees.....	23
Weekly Rates	23
Parental Fees	23
Late fees.....	23
Registration Fees	23
Delinquent Accounts	23
Hours of Operation.....	24
Guaranteed Closed Days	24
Vacation	24
Withdrawal from Center	25
Cancellations.....	25
Sign-In and -Out.....	25
Authorization for Pick Up	25
Procedure for Visitors	25
Discharge Policy.....	26
Notification days.....	26
Filing a complaint.....	26
Reporting Abuse Policy.....	26
State Licensing.....	27
Parents or Guardians are Required to Read this Handbook.....	27
Required forms	28

Our Planned Program

- 7:00 am OPEN CENTER AND PREPARE FOR ARRIVAL OF CHILDREN
1. Begin Preparations for Breakfast:
 2. Greet parents and children, inquire about unusual health/behavioral problems your child may have, and look for visible signs of illness, runny nose fever, rashes, and change in child's usual behavior pattern etc.
 3. As children arrive we will allow for quiet time.
 4. Set up toys: children can play with puzzles, books, table games, Legos, lotto etc. while waiting for the remainder of children.
- 7:00 – 9:00 am BREAKFAST SERVED:
- Menus are planned at least one week in advance. After use, menus will be filed and retained for three months. Records will be available for periodic evaluation.
- 9:00 – 9:15 am CLEAN UP TIME:
- Potty Training
 - Clean up areas and divide children into appropriate age groups.
- 9:00 – 10:00 am CURRICULUM:

Structured pre-school and toddler programs

Our structured programs encourage socialization, sharing taking turns, color recognition, math skills (shapes) verbal interchange, group story time, arts and crafts, and both large and small motor activities using indoor and outdoor climbing and tumbling equipment.

10:00 - 10:15 am POTTY TRAINING

10:15 - 11:15 am TODDLER AND PRESCHOOL INDOOR - OUTDOOR PLAY:

- Creative artwork puzzles books, Legos, games, etc.; and
- Learning skills free expression, motor skills.

11:15 - 11:30 am CLEAN UP TIME-POTTY TRAINING

Assign children seats for lunch, personal hygiene-encourage children to wash hands before meals, after using the restroom, and whenever appropriate. Also taught to brush their teeth properly.

11:30 - 12:30 pm LUNCH TIME!

Teachers will help children with the serving of their lunch. They will also eat with the children.

12:30 - 1:00 pm NAP PREPARATION: POTTY TRAINING

Prepare children for their naps, letting them relax, playing soft soothing music for them.

1:00 - 2:30 pm NAP TIME!

For those who will nap, others will have quiet activities at this time.

2:30 - 3:00 pm WAKE UP TIME! POTTY TRAINING

Children will be assisted in putting mats away and folding bedding.

3:00 - 3:30pm STORY TIME!

Children will sing songs and have story time.

3:30 - 4:30 pm SNACK TIME!

4:00 - 5:00 pm INDOORS / OUTDOORS ACTIVITY AND POTTY TRAINING

Structured indoor / outdoor activities

These structured activities include puzzles, book, music, and educational programs. Outdoor activity: ball, jump rope, climbing, riding tricycles, etc. (If weather permits).

5:00 – 5:30 pm PREPARATION OF DEPARTURE:

Prepare children for parent pick-up; read stories, watch educational videos; table games, marching, singing and other music appreciation skills; and clean up areas.

Transition

From home to preschool

Your child's transition in preschool should be a positive experience. We will work with you and your child to ensure the smoothest possible transition occurs as new routines and people are introduced.

The Day One Parent Handbook will be given to you prior to your child's first day. Please sign and return the acknowledgement receipt to the Director.

A complete tour of the facility and a visit with your child to her/his classroom is scheduled prior to the first day. This visit will include a tour of the classroom with the teacher showing cubbies and toilet facilities. You will meet with your child's peers and teachers and communicate any anticipated concerns. At this time, please share the best communication methods that the teacher may use to reach you. Also, please have completed the information questionnaire regarding your child to provide the teacher. If needed, immersion in the class program will be scheduled in increasing increments of time.

Transition between learning programs

Children are transitioned to the next program based on age, developmental readiness, state licensing requirements, and space availability. During the transition, current and future teachers will meet with you to propose a plan to introduce your child into the new program.

Transition to elementary school

Transition activities such as a field trip to a local elementary school, activities / projects for remembering special friends, and special times at our school will be part of your child's transition for elementary school from Day One. We will provide you with information on local schools, what to expect, and ideas on how to talk to your child about going to elementary school.

Special needs, handicapped, or severe illness

The Admission of a child with special needs must comply with the Americans with Disabilities Act (ADA), and a reasonable effort must be made to accommodate the child needs.

Upon enrollment of a child with special health care needs, the center must obtain from the child's parent or guardian a copy of an existing individualized health care plan for the child that can be reviewed, revised, and adopted. And implemented by the center staff when providing childcare services to the child. An individualized health care plan shall include the following, as needed, for the child and must be signed by a health care provider:

- Medication schedule;
- Nutrition and feeding instructions;
- Medical equipment or adaptive devices, including instructions;
- Medical emergency instructions; and
- Toileting and personal hygiene instructions.

Notification of behavioral issues to families

If a child's behavior or circumstance is of concern, communication will begin with the parents as the first step to understanding the child's individual needs and challenges. We will work together to evaluate these needs in the context of our program.

On rare occasions, a child's behavior may warrant the need to find a more suitable setting for care. Examples of such instances include:

- A child appears to be a danger to others;
- Continued care could be harmful to, or not in the best interest of, the child as determined by a medical, psychological, or social service personnel; and
- Undue burden on our resources and finances for the child's accommodations for success and participation.

Parent Teacher Conferences

Contact between parents and staff for parent / teacher conferences once each month or on an as needed basis. If our staff needs to inform you of child(ren's) behavior, progress, social, and or physical need we will do any of the following:

- Phone you;
- Write a detailed note that will be left in the cubbies or on the clipboard; or
- Chat with you before you drop off your child(ren) or upon pickup.

You are free to contact us at any time regarding any questions or concerns.

Parents who speak English as a second language

Please inform the teacher or the teacher may inform you regarding the need for a translator to allow effective communication during parent teacher conferences or when urgent communication arises. The Director will arrange for a Spanish / English interpreter and will do her / his best to contact and arrange for another language.

Sickness

Your child must be kept at home if he / she has any of the following symptoms:

- A temperature over 99 degrees (orally);
- Intestinal disturbances - accompanied by vomiting and / or diarrhea; or
- Any undiagnosed rash-sore or discharging eyes, ears, or nose.

Do not bring your child to the center with any of the above symptoms

If your child develops any of the symptoms listed above, we will isolate the child in a space designed for illness and call the parent. We will also ask you to pick up your child within the hour to take him / her home.

If your child has been or is exposed to any contagious disease such as whooping cough, German or regular measles, mumps, chicken pox, diphtheria, pinworms, or scarlet fever, keep him / her home and report the child's condition to the center immediately. A letter will go out to parents to alert them if necessary.

- Children must be fever free for 24 hours before returning to school;
- Children must be on antibiotics for 24 hours before returning to school; and
- Parent must come within 1 hour of being called to pick up a sick child.

Injury / accident

Injury reports are written and given to parents at pick-up time to communicate the specifics of the injury. If a severe injury occurs, teachers will take measures needed to secure the safety of your child and will contact you immediately. In case of serious injuries requiring medical attention, your child will be transported to the nearest hospital unless otherwise specified by medical personnel.

Medication

Medication given to a child must be authorized with written permission by the physician and the parents. All medication must remain in the original container indicating the child's name, type of medication, date of prescribed medication, amounts, and time of dosage, and the medication end date. Teachers that are Medication Administration certified will be administering the medicine.

Over-the-counter non-prescription medications are not permitted unless prescribed by a physician and the signed request is brought in with the medication. A medication permission form must be completed and signed by your physician each time a medication is prescribed.

Medications are kept out of reach of children with the proper documentation and instructions.

Immunization

Each child must obtain a pre-admission and current physical and immunization. These forms will be provided by the center. We ask that you return these forms to us on the first day of attendance. According to State Licensing requirements and the protection of all children, if you do not have the necessary forms, your child(ren) will not be allowed to attend Day Care.

Immunization based on Colorado State licensing book

At the time of admission, the childcare program must provide information for each child, including any known allergies, current medications, special diets, or any chronic health condition.

The parent / guardian must submit a statement of the child’s current health status, signed and dated by an approved health care professional within the last 12 months. This statement is required within 30 days of enrollment.

American Academy of Pediatrics schedule for routine health assessments			
2 months	9 months	2 years	5 years
4 months	12 months	3 years	10 years
6 months	15-18 months	4 years	12 years

Information and instruction on the care of each child who has an identified health condition or developmental concern, such as seizures, asthma, diabetes, allergies, heart, or respiratory conditions and physical disabilities must be provided by the parents and health care provider.

Immunization requirements

Immunization records

At the time of admission, the center must obtain information regarding all immunization a child has had, including the dates that each immunization was given.

Certificate of immunization

Tracking of immunization requirements are done in accordance with state regulation. Immunizations must be recorded on the Certificate of Immunization supplied by the Colorado Department of Public Health and Environment (CDPHE) or on a certificate approved by CDPHE.

Immunization exemption

If immunizations are NOT GIVEN due to medical, personal, or religion reasons, the appropriate exemption found on back of the Certificate of Immunization must be signed and dated.

Immunization waiver due to religion

A statement from the child's health care provider must be on file and if immunizations are not given due to parents' religious or other beliefs, a waiver signed by the parent must be on file.

Children not immunized

If one child in care is not immunized at all, parents in the program must be notified that the risk of preventable disease exists.

Discipline

Day One discipline consists of positive reinforcement. The use of physical punishment and or crude language is *not permitted*. Parents will be asked to pick up children who consistently will not follow the rules and regulations of the Day Care Center.

Biting

Children biting other children are unavoidable occurrences of group childcare, especially with toddlers. It is a common happening in any childcare program. When it happens, and sometimes continues, it can be scary, very frustrating, and very stressful for children, parents, and staff. Every child in the Infant and Toddler classrooms is a potential biter or will potentially be bitten. It is important to understand that because a child bites, it does not mean that the child is “mean” or “bad” or that the parents of the child who bites are “bad” parents or they are not doing their job as parents to make this stop happening. Biting is purely a sign of the developmental age of the child and often happens at predictable times for predictable reasons tied to children’s ages and stages.

Why they bite

Every child is different. Some bite more than others, or some may not bite at all. The group care setting is where the biting derives its significance. If a child has not really been around other children very much, he probably would not bite because neither the cause for biting or opportunities has presented themselves. Group care presents challenges and opportunities that are unique from home. The children are surrounded by many others for hours at a time. Even though there are plenty of toys and materials available for all the children, two or three children may want that one particular toy. The children are learning how to live in a community setting. Sometimes that is not easy. BITING IS NOT SOMETHING TO BLAME ON THE CHILD, PARENTS, OR CAREGIVERS. Confidentiality is also practiced with biting. We CANNOT tell a parent who bit their child.

Why infants and toddlers bite

1. *Teething.*
2. *Impulsiveness and lack of control.*

Babies sometimes bite just because there is something there to bite. It is not intentional to hurt, but rather exploring their world.

3. *Making an impact.*

Sometimes children will bite to see what reactions happen.

4. *Excitement and overstimulation.*

Simply being very excited, even happily so, can be a reason a child may bite. Very young children don't have the same control over their emotions and behaviors as some preschoolers do.

5. *Frustration*

Frustrations can be over a variety of reasons – wanting a toy someone else has, not having the skills needed to do something, or wanting a caregiver's attention. Infants and toddlers are simply lacking the language and social skills necessary to express all their needs, desires, and problems. *Biting will often be the quickest and easiest way of communicating.*

What teachers do in response to children who bite

It is our job to provide a safe setting in which no child needs to hurt another to achieve his or her ends and in which the normal range of behavior is managed (and biting is normal in group care). There are several things the teachers do to assess the biting situation and what can be done to prevent it from happening again.

Teachers can try to minimize the behavior

Letting the biting child know in words and manner that biting is unacceptable. Avoiding any immediate response that reinforces the biting, including dramatic negative attention. The teachers will tell the child that "Biting hurts" and the focus of caring attention is on the bitten child. The biter is talked to on a level that he or she can understand. The teacher will help the child who is biting to work on resolving conflict or frustration in a more appropriate manner, including using language if the child is able. Examining the context in which the biting occurred and looking for patterns. Was it crowded? Too many toys? Was the biting child getting hungry, tired, or frustrated?

When biting changes from a relatively unusual occurrence (a couple times a week) to a frequent and expected occurrence, it will be addressed with added precautions. The teachers will keep track of every occurrence, including attempted bites, and note location, time, participants, and circumstances. "Shadow" children who indicate a tendency to bite. This technique involves having a teacher with a child who bites. This teacher would be able to then anticipate biting situations and to teach non-biting responses to situations and reinforce appropriate behavior in potential biting situations. The teachers may consider changes to the room environment that may minimize congestion, commotion, competition for toys and materials, or child frustration.

Temper Tantrums

If you haven't yet experienced the temper tantrum in action, you probably soon will. Often it is marked by a screaming child and a frustrated and sometimes embarrassed parent performing unsuccessful attempts to make the whole thing go away. During toddlerhood, children struggle to develop a sense of themselves as separate from their parents.

When your toddler feels angry, frustrated, or helpless, he or she may kick, scream, and flop on the ground. *Tantrums are a normal, natural, and inevitable part of growing up.* Removing yourself as an audience quickly and calmly is the best thing you can do to lessen the frequency of tantrums. When a tantrum is over – it's over. Children usually stop as soon as the parent is gone, Out of site out of mind. As frustrating as tantrums can be for parents, a calm, confident approach will go a long way to preventing this stage from lasting very long.

Family Resources

Day One maintains a family resource binder / board that provides information for parents, and resources to help link parents to the larger community, to social emotional and literacy development in young children and community agencies and social services.

Identifying Children at All Times

Day One Learning Center follows procedures below to identify where children are at all times:

- *Tracking:* We will track which children are here through the daily sign in and out logs.
- *Counts:* Counts will take place multiple times per day for both in and outdoors activities.
- *Teachers:* They will know, at all times, the correct number of children in their classrooms.
- *Picking up children:* We release children only to an authorized person for pick up.

Lost Child

- Contact Police and assist with any information to help in finding a child.
- Contact Parent.

Activities

Parents must pay \$80.00 annually per child for activities such as excursions to the zoo, museum, miniature golf, etc.

Transportation and field trips

The number of staff members who accompany children when being transported in a vehicle must meet the childcare staff ratio. The driver of the vehicle is considered a staff member. And has a valid driver's license.

- Children are not permitted to ride in the front seat.
- Children must be loaded and unloaded out of the path of other cars.
- Children are not permitted to stand or sit on the floor of a moving vehicle.
- Children's arms, legs, and heads must remain inside the vehicle at all times.
- Children must not be left unattended in the vehicle.
- Each child must be restrained in an individual seat belt.
- Children must ride in a car seat if they are not the appropriate height and or weight.

Vehicle and weather inspection

Prior to boarding and takeoff, a staff member will perform the inspection to validate that:

- Current and valid insurance card is present;
- Tires are not low or flat;
- Gas is at a proper level;
- All lights are working;
- All mirrors are in good working condition;

- First aid kit is present; and
- If the weather is inclement the trip will be canceled and rescheduled.

Field trip notification

The center will notify the children's parents or guardians in advance of any field trip and where and when the field trip is taking place. Also, a signed permission slip must be obtained before the child is qualified to participate. The child staff ratio will be maintained at all times.

- During the field trip children will be actively supervised at all time.
The teacher must have a list of every child on the field trip as well as the following information in reference to each child:
 - Name and address of each child;
 - Phone number for the child's physician;
 - Parent and or emergency contact phone number and address; and
 - Written authorization form from the parent or guardian for emergency medical care.
- If a child is late for any field trip the child's parent or guardian may:
 - bring the child to join the class that is on the field trip, or
 - stay at the school.

NOTE: The field trip teacher will not return to the school to pick up any child that is late for a field trip.

After hour family night activities and trips

- During after care hour activities such as family night, book night, pizza party, or parent meetings, it is the parent's responsibility to:
 - Provide transportation (unless offered otherwise);
 - Supervise your child for safety; and
 - Pay any cost related to the activities.
- Staffs responsibilities
 - Help supervise the event and the children,
 - Clean up, and
 - Event coordination.

Clothing, Diapering, Toileting

Dress your child(ren) in comfortable clothing. We ask you to bring a complete change of clothing, under clothing, socks, etc., in the event of an accident, (clearly marked with his / her name). We do not replace lost articles.

Diapering and Toileting

Potty training is a big developmental leap that your child may be ready for. Let us know what is happening at home and we'll support your efforts. Our potty training consists of hourly diaper checks and changes and trips to the toilet after the removal of a diaper. If your child is attempting to potty train, we ask that you please bring two extra pairs of clothing and underwear, and we ask that you dress your child in easy to put on and take off clothing.

Extra changes of diapers and clothing

Because Day One does hourly diaper checks and changes, it is the parent or guardian's responsibility to provide us with diapers, wipes, and a couple of extra changes of clothes.

If a parent or guardian forgets to bring diapers or wipes, we will provide the necessary items at a rate of:

- \$1.00 per diaper and
- \$0.50 cents per wipe or call you to bring more.
- We will not borrow diapers from another child.

The fees above will be billed on your child's tuition bill and must be paid.

Personal Belongings

Please put a name on all your child(ren)'s belongings that come to school – especially coats, jackets, and snow boots. Each child has a cubby for personal things.

Your child MAY NOT bring toys or personal items to the center. Personal items include jewelry, pillows, dolls, brushes, combs, books, movies, and crayons. The school assumes no responsibility for any items.

Cubbies

Cubbies are for sheets, blankets, coats, clothes, papers, etc. Cubbies are not for money, toys, medicines, lotions, or any such materials.

Money

Money should not be brought to the center or kept in the child's belongings. If money happens to slip in, it will be taken and kept in the office for parents.

Outside foods

Please do not allow your child to bring candy or gum to the center at any time. It will be taken and trashed. To celebrate a birthday, check with the director before planning. Do not bring homemade foods – only unopened store-bought items may be brought to the center.

Television and Video

TV watching is discouraged. However, we periodically watch TV approximately, 15 minutes. A parent or guardian of each child will be asked to sign a permission slip if he / she wants their child to view the videos. If a parent or guardian has a concern with any of the videos, he / she should contact the child's teacher, who will plan an appropriate alternative activity for that child during the showing of the video. Day One only shows G and PG rated movies and the following cable TV channels:

Channel Name	Channel Number	Channel Name	Channel Number
Disney	29	KBDI	12
Toon Disney	76	Animal Planet	30
Cartoon Network	31	Nickelodeon	28
PBS	06		

Playground and Risks

When out on the playground children will be constantly supervised and the first aid kit will be on hand as well as soap and water bottles, and a jug of drinking water. Children are free to have water upon request.

Children will not be allowed to do the following when out on the play areas:

- Open or exit the gate,
- Jump off any of the equipment,
- Play fight or rough house,
- Climb on gates,
- Throw toys other than balls,
- Swinging or hang on equipment that is not made for such, and
- Rung on the equipment

Equipment risks

Although equipment is inspected regularly, there is the risk that equipment used in an activity may be misused, break, fail, or malfunction.

Risks regarding conduct

Risks include the potential that the participant or other participants or third parties may act carelessly or recklessly.

Nap Time

Each child will be provided with their own mat, sheet, and blanket. They may not have pillows! Mats will be sanitized every Friday and linens will be washed. During nap time child(ren) do not have to go to sleep but we do expect them to lay or sit quietly. They will be offered books. They also will remain on their own mats with a good distance apart from one another.

Emergency & Disaster

Safety and Security

Day One is responsible for the safety and security of every child in our care. Security cameras are installed in each area to help ensure the safety of both children and staff, and video footage is accessed by the director.

Evacuation Location(s)

In the event of evacuation, Day One is prepared for emergency shelter-in-place or evacuation to:
Ashley Elementary School
1914 Syracuse Street, Denver CO 80220
(720) 424-5380

Communication during an emergency

Day One administration will contact parents / guardians by phone, text, and / or email, after all children are safe and as soon as it is reasonable to do so. There will also be a message left on Day One's main phone line with updates as necessary.

Reuniting children with families after an emergency

Our reunification site is across the street at the neighborhood park. If this is where children need to be picked up, instructions to do so will be on the main line.

Special needs consideration

Day One will work to accommodate special needs as they arise; however, we are not specially trained to provide the best care for certain special needs and will address needs upon enrollment to determine whether Day One is the best place for the child. Day One does not discriminate on race, gender, religion, or nationality.

Fire and inclement weather:

Fire

The staff will take the children and evacuate the building out of the nearest and safest exit. Attendance will be taken and 911 will be notified if not already done. We will have fire drills once a month.

Tornado

The staff will calmly lead children to the basement of Day One where they will be most protected from broken glass, etc. Tornado drills are done once every three months.

Blizzard

if conditions worsen or watch is in effect, parents will be called to pick up their children. The director will monitor news reports closely. The center will close early so that staff, children and parents may safely make their way home. The center may not open on days in which heavy snowfall is present. If for any reason parents cannot pick up child(ren), the child(ren) will remain at center until weather conditions permit pick-up from parent.

Inclement weather

In case of inclement weather, we will be closed all the days DPS (Denver Public Schools) is closed due to weather. Therefore, parents are encouraged to watch the news or listen to the radio to find out about these closures. There will be no contact from the staff that the center is closed. It is assumed that if DPS is closed then parents and staff should know that the center is also closed.

If it becomes necessary to close early, we will contact you or your emergency contact as soon as possible. You will be responsible to arrange pick up of your child.

Active shooter / lockdown

In the case of an emergency that might threaten the safety of children, such as an active shooter, Day One is geared to lockdown the entire facility using the following steps to ensure their safety:

1. Call 911
2. Inform teachers without alerting children if possible;
3. Bring all children inside;
4. Check attendance sheet to ensure that all children are present and accounted for;
5. Close all blinds and move children away from windows;
6. Make sure all exterior doors are locked;
7. Office staff will move away from office, to a classroom, and take a cell phone; and
8. No one will be allowed in or out, including parents, until police have rescinded the lockdown.

All will stay in the center with exterior doors locked and staff with children stay in their lockdown area quietly. Director will monitor news and upon notification of reunification will notify parents.

Parents are informed of evacuation areas and reunification notification for each emergency type by including an information sheet upon enrollment. Parents or authorized person in the child's emergency information will be contacted.

Assessing with the temperature

Teachers will not take children outside on excessively hot and cold days, or when the weather is inclement. Each individual teacher along with the director will make the decision on a day-to-day basis whether the children will be allowed to go outside.

Sunscreen

Department of Human Service requires sunscreen, for children exposed to the sun during playtime. Parents are required to supply the day care with sunscreen.

UV Index	Burning Time No Protection	Sensitive Children / Skin	Sun Protection Factor
Extreme: 11 and more	LESS than 10 minutes	Do not expose yourself. Wear clothing, a broad-brimmed hat, sunglasses, and frequently apply sun block cream with sun protection factor 40.	SPF 40 every half hour
Very high: 8 to 10	15 minutes	Do not expose children. Favor staying in the shade. Wear a hat, sunglasses, a shirt, and apply sun block cream with sun protection factor 40.	SPF 40 every hour
High: 6 to 7	25 minutes	Do not expose young children. Wear a hat, sunglasses, a shirt, and apply sun block cream with sun protection factor 25.	SPF 25 every hour
Moderate: 3 to 5	40 minutes	Wear a hat, sunglasses, and apply sun block cream with sun protection factor 15.	SPF 15 every hour
Low: 1 to 2	60 minutes	Wear sunglasses and apply sun block cream with sun protection factor 8.	SPF 8 every hour

Tuition and Other Fees

All tuition fees are due and payable (in advance) each Monday for the current week and may be paid monthly in ADVANCE.

Weekly Rates

Tuition weekly rates are available upon request.

Parental Fees

Parental Fees are due the first day of the month. These are the fees that Department of Social Service has set up for you to pay the center. Day One has nothing to do with setting these fees up. If there is a problem with these fees, you need to contact Social Service.

Late fees

Children attending day care over 10 hours are subject to a late fee of \$6.00 until 5:30 pm. Late fees after 5:30 are \$6.00 every three minutes after 5:30 pm. For Example:

- 6:01 pm to 6:03 pm equals \$6.00 per child
- 6:04 pm to 6:06 pm equals \$12.00 per child
- 6:07 pm to 6:09 pm equals \$18.00 per child

Registration Fees

Day One's annual registration fee is \$30.00 and payable at the time of enrollment. Registration fees cover administrative cost and is not refundable.

Delinquent Accounts

Delinquent accounts will not be tolerated. Tuition is a flat, nonrefundable fee. If a child is sick for five days or more, with a doctor's note, the tuition may be refunded. However, refunds are given at the Director's discretion and require Director approval.

Hours of Operation

Hours 7:00 am to 5:30 pm Parents are allowed to keep their children at the center 10 hours a day, after 10 hours, there will be a \$6.00 late fee.

No child(ren) will be allowed in the Day Care before the Day Care opens.

NOTE: We open at 7:00 am and close promptly at 5:30 pm. It is important that your child(ren) is picked up by closing time, otherwise it will be necessary for the Director to charge a late fee of \$6.00 every 3 minutes. Your child(ren) must be picked up within 10 hours or there will be a late fee charge of \$6.00 until 6:00 p.m. If your child(ren) is not picked up by 6:15 p.m., Day One will be forced, to call the Crisis Center and or the police.

Guaranteed Closed Days

Day One Learning Center will be closed On the Following Days:

Holidays that Day One Learning Center Observes	
Saturdays	Day After Thanksgiving Day
Sundays	Christmas Day
Memorial Day	Day After Christmas Day
Independence Day	New Year's Day
Labor Day	Martin Luther King's Day
Thanksgiving Day	President's Day

Private sector, Child Care Assistance Program (CCAP) and other programs will be responsible for payment on the Holidays listed above excluding (days after Thanksgiving, Christmas, and New Year's Day).

Vacation

With 30 days prior notification to your Director, your child may take one-week vacation per year without charge. You must take one CONSECUTIVE WEEK in order to not be charged.

Withdrawal from Center

Cancellations

A cancellation form must be submitted to the Director 30 days in advance of your child's last day. Please thoroughly fill out the form and list reasons for cancelation so that we may effectively document this information. No refunds are made for fees already paid.

Sign-In and -Out

You *must* bring your child in the building and sign him / her in and out every day. This is important and required by state law. A child *must* be left with a staff member upon arrival, and a staff member *must* be notified when a child leaves. When you sign them in and out you must put the correct time and your signature (not initials). If you do not 'sign' in and out, you are at risk of being terminated from the center.

Authorization for Pick Up

Parents must provide the center with the names of all persons authorized to pick up their child(ren); your Director will record this information on the enrollment cards. We assume no liability if not properly advised. If you wish for another person to pick up your child(ren) you must call and let us know. Also, the approved person must bring a valid picture ID. If you forget to call or they forget their ID, the child(ren) will not be allowed to leave.

Parents, we encourage you to create a pick-up password – a word that you pick and share with whom you choose to pick-up your child. They must be able to tell us the correct password when they pick-up the child. You can update or change the password as much and as often as you feel necessary.

Procedure for Visitors

Visitors are welcome to the center. They must enter through the front door, where the office and sign in sheets are located. The visitor must show a valid photo ID, and put their name, date, time and a reason for their visit (Specific Activity), and relationship to child(ren) All visitors will and must be supervised and accompanied by a staff member. Visitors are required to sign out at the time of exit.

Discharge Policy

Notification days

We make every effort to meet the needs of each child enrolled in our program, and we will communicate and work with parents if there are concerns. However, we recognize that our program may not be the best fit for all children. In these instances, Day One reserves the right to terminate enrollment of a child for any of, but not limited to, the following reasons:

- Behavior by a child that poses a threat to the safety of him / her self or others; including directly disobeying a staff person.
- A child's continual disruptive behavior to the program and its participants and staff.
- Destruction to the property of the program, school, staff or peers.
- Disrespectful behavior by a parent to staff, children, or community.
- Leaving the direct supervision of a staff person without his / her specific permission according to the expectations of the program (7.712.31 A.9).

Disenrollment may also occur if a parent fails to meet their obligations as set forth by Day One including but not limited to:

- Nonpayment or persistent late payment of fees.
- Failure to adhere to Health and Human Services regulations and Day One policies, including signing in and out.
- Disregarding the program's policies and procedures.

Filing a complaint

We want to hear from you if you have questions or concerns about the center. We will make every effort to resolve any issues or concerns you have. Should you have a question, comment, concern, or ideas for improvement please speak with a teacher or the Director.

Our staff strives to keep the center within and above licensing regulations. If you need to report a complaint involving a suspected violation at this or any other licensed childcare center, you have the right to report your concerns to the center Director and/or Colorado Office of Child Care Services at 1575 Sherman Street, Denver, CO or call (303) 866-5958.

Reporting Abuse Policy

Day One Learning Center staff is required by Colorado law to report any child abuse, child battering, child molesting, or child neglect. If a staff member has a reasonable cause to believe that a child has been subject to abuse or neglect or has observed the child being subjected to circumstances or conditions that would reasonably result in abuse or neglect, the staff member

shall report or cause a report to be made to the Department of Social Services or a law enforcement agency.

State Licensing

Day One Learning Center is licensed by the State of Colorado – The Division of Child Care of the Colorado Department of Human Services. State licensing governs the health, safety, discipline, programming, buildings / facilities, equipment, and personnel requirements. A copy of the Rules Regulating Child Care Centers and licensing records are available for review in the front, by the office. The current license is posted in the office.

- No child will be accepted into Day One after 10:00 am.
- No sick child will be accepted into the Day One Learning Center.
- No child will be accepted into Day One without a change of clothing and a sufficient amount of diapers.
- Please make sure all gates are closed at all times.

Parents or Guardians are Required to Read this Handbook

All families are required to read this Parent Handbook as well as complete and return all required enrollment forms to be included in your child's file.

Required Enrollment Forms and Documents:

- General Information
- Emergency Pickup & Authorization
- Health History Information & Immunization Medical Authorization & Release
- Health Forms and General Health Appraisal (signed by healthcare professional)
- Program and Payment Option Form
- Personal Childhood History Form
- Third Party Responsibility Agreement (for parents receiving CCAP/TANF)
- Sunscreen Permission Form
- Current Photo of Child

Required forms

The following forms are required prior to admission:

1. Emergency - Child Pick up
2. Emergency Form
3. Enrollment Application - Day One
4. Form - Enrollment Application - Denver Public Schools
5. Enrollment Application – DPP
6. Evacuation & Reunification Plan
7. Family Demographic Interview - CPP
8. General Information
9. Handbook Signature Page
10. Immunization Certificate
11. Permission Form
12. Schedule
13. Statement of Health Status for Enrollment
14. Sun Screen Permission Form