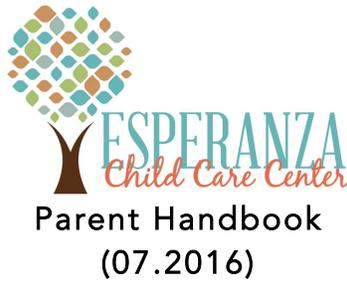




ESPERANZA  
*Child Care Center*

# Parent Handbook

July 2016 Edition



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Esperanza Child Care Center is owned and operated by HopeWorks under the direction of HopeWorks Executive Director and managed by the Esperanza Child Care Center Director. It is located on the lower level of Esperanza Center at 335 5<sup>th</sup> Avenue, Moline, Illinois 61201. You can reach the office at (309) 732-0026.

## Goal

The mission of Esperanza Child Care Center (ECCC) is to provide high-quality, developmentally appropriate bilingual educational experiences for children ages 15 months to 5 years. ECCC believes that early childhood education is vital to a child's success and strives to provide an environment where all children are nurtured to reach their full potential.

## Statement of Center Philosophy

Esperanza Childcare Center was established by HopeWorks to provide a safe nurturing learning environment for the families in the surrounding community. Children ages 15 months to age 5 years will be immersed in a loving environment designed to help them to learn how to be intelligent independent thinkers. We will not only be responsible for their physical, emotional, and intellectual development in its earliest stages, but we also pledge to provide rich learning experiences in character development.

## Line of Authority/Communication



## Program Description

ECCC provides a full-day (8am to 5pm) bilingual educational program. We have an early drop-off starting at 6:00am and a late-pick up ending at 6:00pm. We close the first Friday of every month at 5:00pm in order to conduct our monthly staff meeting. Please have your child picked up by 5:00 on these Fridays. ECCC strives to provide a well-rounded educational experience. The Creative Curriculum© bilingual edition will be used to help foster literacy, mathematics, social studies and science development. Every day, children will also be given the opportunity to participate in art, music, and fine and gross motor activities. Students will have a chance to play inside and outside (weather permitting - this is 25 degrees F with wind chill in the winter months) with large motor equipment. The acquisition of literacy skills is a cornerstone of ECCC. Students will be read to throughout the day and will be encouraged to interact with the texts in a variety of ways.

As a bilingual program, we believe students should strengthen their own first language skills while being introduced to or further developing their second language skills. Both English and Spanish will be used to teach concepts during the day. A portion of the day is also specifically devoted to language immersion to help foster true bilingualism.

ECCC provides children who participate in full day program three meals. The menus will be posted on the parent board near the front office. Please be sure to alert ECCC of any food allergies on the medical form as well as communicated to your child's individual teacher. Food is catered by Quad Cities Area Children's Food Program, a State of Illinois licensed facility. Meals will not be cooked on the premises at this time.

Socialization is encouraged and children will play daily at learning centers. Rest time will be a part of the daily routine. Much of the day will be devoted to free exploration and choice activities. However, the teachers will implement the Creative Curriculum® as well as create focused learning activities for the students on a routine basis.

## Attendance

Regular school attendance is a vital aspect of your child's success in school. Please ensure your child's daily attendance. Should your child need to be absent for any reason, please call ECCC at (309) 517- 1123 to report the absence as early in the day as possible. You can leave a message on the phone with child's name and reason for their absence. The messages are checked periodically throughout the day.

## Financial Policies

Our policy on tuition collection has been formulated to ensure equal treatment for all families. It is the obligation of each family to keep financial payments current. Tuition is always prepaid before children may attend. The policy is as follows:

1. A NON-REFUNDABLE registration fee of \$45 will be paid to enroll one child or \$60 family fee. This fee (as is tuition) is set annually. A child is OFFICIALLY ENROLLED IN THE SCHOOL when the registration check is deposited and clears the bank. The tuition payment for the first period must be paid with the registration fee and accompany the Enrollment Form returned to the school office.
2. Tuition fees are due by the 1<sup>st</sup> of each month. A late fee of \$10 will be added to the accounts not paid after the 8<sup>th</sup> day of each month. Accepted forms of payment include cash, check, debit and credit card. Checks should be made out to "Esperanza Child Care Center". Checks returned for insufficient funds will be charged a \$25 fee and must be paid in full with cash.
3. Tuition rates (effective 07/2016) will be as follows:

15-23 months	\$1,023 per month (\$46.49 per day)
2 years old	\$796 per month (\$36.18 per day)
3 to 5 years old	\$596 per month (\$27.09 per day)

4. Any charges incurred by ECCC for returned checks will be the responsibility of the family issuing a check. If a second check is returned, future payments must be made by bank draft/money order or cash.
5. Late pick-up fees are as follows:
  - a. \$1.00 per minute a child is here after 6:00pm unless previous arrangement have been made.
  - b. Fee must be paid prior to or with the next month's payment.
6. AWAITING FINAL DETERMINATION (CCAP Participation)

7. AWAITING FINAL DETERMINATION (CCAP Participation)
8. If your family is receiving subsidized child care, a child's attendance must not fall below 80% of their approved days. If this happens, you may be charged an additional fee for not meeting required attendance need. There will also be an additional fee if child's attendance exceeds approved hours/days.
9. ECCC occasionally may have program-related activities where there may be a small fee required to participate. Parents will be given advance notice when these activities are scheduled.
10. ECCC understands that situations may arrive that may make on-time payments difficult. If you know that you are unable to make a payment by the due date, please contact the director and complete the appropriate form, stating reason for late payment and when payment will be made. HopeWorks Executive Director must approve all alternative payment arrangements.
11. Failing to comply with financial agreement will result in a letter from the school stating all outstanding balances that must be paid for the student(s) to continue at ECCC. ECCC reserves the right to refuse continued participate at the first month's tuition delinquency or if no prior arrangements have been made with the administrator.
12. Two-weeks advance written notice must be given to the director to withdraw your child from ECCC.

## **Insurance**

ECCC as part of HopeWorks carries at least the minimum amount of insurance as required by law.

## **Enrollment/Dismissal Procedures**

ECCC will continue to enroll students in their program until all licensed spots are filled. At that time, a waitlist will be created. Families will be notified of their placement on the waitlist as well as their status on the list. ECCC strives to provide a positive, safe-learning environment for all children enrolled. Situations may arise where dismissal of a student may be necessary. While we hope this does not happen, there is a plan in place to ensure the well-being of every ECCC student. Please refer to the guidance and discipline policy as well as the payment plan for grounds for dismissal.

## **Arrival/Departure**

Your child's safety is our highest priority. Please take note of the following arrival and departure procedures.

### **Arrival**

Please enter the ECCC Parking lot through the lower entrance (marked "Child Care Center" We ask that you park in one of the parking spots in the lot. A parent or designated individual must escort their child into ECCC each morning upon arrival and sign in child(ren) daily upon arrival to the classroom. This ensures that your child arrives safely and he/she always has adult supervision. At this time, please discuss with your child's teacher or the center director if there are any significant concerns. Newly authorized persons or first time pickup persons must be prepared to show a picture ID prior to removing any child from the facility. The Esperanza Child Care Program runs Monday through Friday from 8am to 5pm. When you exit the lot, please exit \_\_\_\_\_. Following these guidelines will help maintain a flow of traffic as well as help to ensure student safety.

### **Departure**

When picking up your child, please first stop at the main office to sign your child out. You will need to show identification as well as sign your name, your child's name, and note the current time. If your child's teacher is available, please make contact with that teacher to stay informed with your child's day.

In the case of an emergency, ECCC will contact emergency services (911). At that time, emergency contacts will also be notified by ECCC staff in order to help coordinate and expedite care. Please notify the director if your child has alternative care arrangement according to religious beliefs.

## **Religious Observance**

There is not currently formal religious observance or instruction at ECCC; however, various traditions, holidays and cultural celebrations may be introduced as part of the curriculum.

## **Holidays**

ECCC will be closed on Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Day. If the holiday falls on a weekend, the holiday will be observed on Friday or Monday. Parents will be notified of any changes to the schedule.

## **Field Trips**

ECCC does not offer field trips to students enrolled in their program.

## **Personal Belongings**

Our goal is to provide a high quality educational program for your child. In keeping with this goal, we ask that your child not bring personal toys from home. Personal toys can be distracting and can cause conflict. There may be certain days when personal toys are allowed but this will be communicated by your child's teacher. No weapons of any kind (real or pretend) will be allowed on the premises. All allowed personal belongings, such as coats, book bags, etc., should be clearly labeled with your child's name. Your child may bring a blanket from home for nap time. This blanket will be kept at school throughout the week and returned home to be washed on Fridays. It is also beneficial to send a complete change of clothes to stay at ECCC for your child, including a shirt, pants, underwear, socks and shoes. Please send these items in a bag labeled with your child's name.

## **Diapers/Personal Care**

Children do not need to be potty trained to attend ECCC. Children who are not potty trained will stay in the 15 months to 2 years room until they are potty-trained regardless of age. If your child is not potty trained, you will need to provide diapers and wipes for your child. If your child has allergies or other skin concerns, please contact your child's teacher as well as the director.

## **Personal Information**

Personal information (child or family) will be used only for ECCC and HopeWorks; it will not be given or sold to outside agencies without written permission. Information and consent for photography/advertising is located on the enrollment form.

## **Communication**

Most communication will come in the form of in-person meetings, phone calls, and notes sent home. If you have concerns or questions at any time, please write a note or call the school. More specific classroom information will be provided by your child's teacher.

## **Apparel Guidelines**

There is a dress code at ECCC for students. We ask that your child be dressed appropriately for the weather. Tennis shoes are the most appropriate shoes for preschoolers. For their safety, please send a pair of tennis shoes with your child if they do not wear them to ECCC.

## **Family Involvement**

We encourage family involvement at ECCC. Some possible volunteer options include reading to children, helping with projects or serving as a guest speaker. Please contact the director and your child's teacher to inquire about specific activities, schedule and application requirements. Parents and guardians are always welcome at ECCC.

## **Guidance and Discipline**

At all times, the staff of ECCC will adhere to the Department of Children and Family Services (DCFS) guidance and discipline policy. (Section 407.270).

First and foremost positive reinforcement will be used. Redirection and simple, clear verbal directions will be used with negative student behavior. If further intervention on behalf of the staff is necessary, a timeout (one minute per age of the child) will be used. If continued negative behavior is displayed, a student may be removed to the center director's office. A student who is unable to control his/her behavior at this point may be sent home with a parent or guardian. This will be used as a last resort, and only to ensure the safety of the individual student and the other students at ECCC. The ECCC staff will use 123 Magic as a training resource.

## **Center Rules**

1. We listen to teachers
2. We play safely.
3. We are nice to others.
4. We help keep our classroom clean.

These rules will be reviewed daily in the classroom. The center's staff will be responsible for implementing the rules and following discipline procedures. The staff will report negative behaviors to the parent in the daily note home.

We encourage parents to review the rules at home with their child. When necessary, parents and staff may meet to discuss behavior concerns. Parents are also welcome to request a meeting with their child's teacher and/or ECCC director. Children will review the rules daily in their classrooms. Children will be encouraged to take responsibility for their actions and make positive behaviors choices throughout the day.

Consequences for significant violation of these rules may result in dismissal from ECCC. Any student that receives five (5) or more office "time-outs" may be dismissed from ECCC. Flagrant violations may result in expedited dismissal. Parents will be contacted by the director each time a student has earned an office "time-out". On occasion it may be determined that a student is not benefiting from the educational opportunities at ECCC. If at any time this is considered to be the case, the staff of ECCC and the parents of the child will meet to discuss options. Students may be removed from ECCC if it is decided that an alternative educational arrangement would better suit the child. ECCC will assist in the transition to a new educational setting if necessary.

## **Health Requirements**

It is the responsibility of the parent to notify ECCC when their child is absent due to illness. Children who display obvious symptoms of illness, such as high fever or vomiting during the course of the day, will become ineligible for services and will be required to leave the facility. In this situation, the child will be isolated from the other children and the parent/guardian will be contacted for immediate pickup. Children must be fever-free, without the aid of medication for 24 hours before returning to school. A doctor's certificate is required for re-entry after any medical absence.

ECCC is to be advised of all allergies. Medication must be administered by the parent or designated guardian only. ECCC staff is prohibited from administering medication without prior written authorization from the parent whether it is prescribed or non-prescribed by a physician. Medication will only be administered as prescribed on the container. Medication must be administered by the parent to assess their child's tolerance prior to any staff member administering it to a child. Parents must assure staff of at least a 48-hour record of tolerance.

In the event of an emergency, paramedics will be called and the parents/guardian will be immediately notified. An ambulance will transport the child to the nearest medical facility. Emergency treatment will include but not limited to:

- Broken bones
- Unconsciousness
- Extreme fever
- Large and/or deep cuts
- Head injuries followed by vomiting and/or dizziness
- Seizures

## **Permission for Use of Photographs**

Photographs and videos of the children participating in Esperanza Child Care Center may be taken from time to time and may appear in newspapers, magazines, brochures, or other marketing materials. In addition, Esperanza Child Care Center has security cameras in every children's classroom and hallway that are recording 24/7 and stored for approximately 1-2 weeks for security purposes. By enrolling your child, you grant permission for photographs, video, and security camera footage to be taken and used without compensation by Esperanza Child Care Center and HopeWorks.

## Parent Handbook Acknowledgement Form

- Center policies may change without notice.
- By signing this policy handbook, you indicate that you have read the policies and agree to follow them. You also agree to follow any new policies that are made in the future.
- By signing this page, you indicate that you have read the policies and agree to follow them. I reserve the right to make changes to policies without notice.

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Cut Here to Remove; Give Signed Form to Esperanza Child Care Center Director

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Parent or Legal Guardian's Signature

Date of Signature

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Parent or Legal Guardian's Signature

Date of Signature