



Happy Feet Child Care Parent Handbook

1133 Dakota St. SE
Albuquerque, NM 87108

happyfeetcc1133@gmail.com

505-508-5409



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This handbook is intended to inform parents/guardians of enrollment information, policies, and childcare information. Copies of the handbook are available upon request. Happy Feet Childcare reserves the right to change some, or all of the information in this handbook at any time. The company will determine when changes are necessary. No one but the Director or person(s) they designate within Happy Feet Child Care, Inc. have the authority to change the contents of this handbook. Parents/Guardians will be notified of any and all changes as they are applied, and a new handbook will be furnished upon request.



Mission Statement:

Our mission at Happy Feet Childcare is to provide a positive, safe, nurturing, and fun environment for all children. We encourage and support each child in all areas of their development, therefore creating a positive self-image and pride within each child. We will provide an environment that allows children to learn through their play; moving from concrete, hands-on experiences to more abstract concept development. We look forward to working alongside families to provide a profound early childhood experience.

Philosophy:

Happy feet childcare believes that a child's development is crucial in the first few years of life. Therefore, we are here to encourage and scaffold each individual child's ability to learn by providing a safe, stimulating, developmentally appropriate play base environment. A play base environment allows for children to develop skills at their own pace and helps young children attain physical, cognitive, social and emotional goals. Children gain the best understanding of the world through hands on experiences. For this reason, we strive to empower each child's individuality by supporting their home environments, understanding their learning styles and nurturing their personal relationships with others for an added profound learning experience.

Inclusion Statement:

We accept all children here at Happy Feet. Any child with a special need or disability will be accommodated to the best of our ability. Our teachers will work alongside the parents to understand and learn about each child. We will develop a written plan for a child with a disability or special need that will describe how the child will be included in all daily inclusive practices and routines.



Curriculum Statement:

Early childhood is a time of exploration and discovery. Young children become engaged in learning experiences when given materials that are hands on. This gives them numerous ways to develop socially, emotionally, physically and cognitively, while still learning the different ways of the world they live in. Our curriculum is based off of 5 areas of development. These areas reflect the children's development and are broken down into components, which help us to identify the children's overall performance. Once we gather this information, we create an innovative curriculum that is based on the children's interest. We gain knowledge of these interest through observations and meaningful engagement with peers. Here at Happy Feet we provide consistent, reliable and responsive adults who are able to build positive relationships with all children. Children are given opportunities to make their own choices to develop a sense of independence and build confidence. All children deserve the opportunity to learn, grow and develop at their own developmental pace. Children at Happy Feet Childcare will have the opportunities to freely explore areas within their classroom that engage several different meaningful learning experiences while developing relationships with their peers and caregivers. The environment is organized to be easily accessible to all children. Toys and materials are at the children's eye level, giving them the opportunity to make choices and to exercise independence. Children will participate in classroom activities provided by their teacher to expand their learning and provide fun, beneficial challenges. Children will also get many outdoor opportunities that support their gross motor development and exposing them to new social experiences. Happy Feet staff members acknowledge that the families are the primary caregivers are the first educators of their children, therefore, we are to work alongside them to promote the best quality care. Our staff work in partnership with parents through communication during drop off and pick up times. We ask for information about each child's culture to ensure their cultural background (including home language) are respected, valued, and supported. We provide information to parents about their child's development by displaying art creations that the children have made, photos taken of children during play, and during parent teacher conferences. We listen closely to understand what families need and want from us. Open and honest communication, as well as mutual trust is essential to our parent-staff relationship. We systematically and continually observe and asses each child and their progress in order to gain more knowledge pertaining to each child's development and to communicate our findings with each family in order to develop a tailored curriculum and activities for each child. Happy Feet uses the New Mexico Early Learning Guidelines as an assessment tool.



Program Information

Happy Feet Childcare is located at
1133 Dakota St. SE Albuquerque, NM 87108.

Happy Feet Childcare is open year-round from 6:30am to 6:00pm Monday through Friday. We accept children ages 6 weeks to 12 years old.

Our before and after school program includes transportation from the following schools:

- o Wherry Elementary
- o Emerson Elementary
- o Altura Elementary
- o Kirtland Elementary

We are closed for the following holidays:

- o New Years' Day
- o Memorial Day
- o Independence Day
- o Labor Day
- o Thanksgiving Day
- o Christmas Day

We accept private pay and subsidized children. Our program follows a child directed curriculum and is designed to provide children with all they need to succeed. Our teachers write their lesson plans and post them visibly for parents to see. There are materials in all areas of the classrooms that are age appropriate for each child, and can engage them in their learning needs. We are currently enrolled in the New Mexico Food Program. Therefore, your child will receive breakfast, lunch, and afternoon snack. Water is available throughout the day for each child as needed.



Enrollment

To enroll your child at Happy Feet Child Care, you must first complete an enrollment packet, provide a copy of current immunization records, and bring all that is needed on the supply list.

Disenrollment

We require a 2-week written notice of withdrawal. You must fill out the disenrollment paper and give to the director/assistant Director. No refunds can be made without a 2-week notice.

Discharge

Happy Feet Childcare reserves the right to discharge any child for reasons such as, but not limited to:

Excessive aggressive behavior

Excessive biting

Excessive hitting

Excessive scratching

Excessive foul language

Excessive crying

Children that cause harm to other children

Children that cause dangerous situations

Our inability to meet all the needs of a child or parent despite our efforts.

Non-payment of services

If any of these reasons arise, we will work with you and your child to correct the situation to the best of our ability. We expect parents to take the situations seriously and work with us to correct the issue. We will notify you of the situation, notify you a second time that it is continuing, notify you a final time that if it continues, discharge will follow and then if the issue continues, we will discharge the child.



Subsidized (State assistance for childcare) Enrollment/Disenrollment/Discharge-

Parents/caregivers that qualify for state assistance must complete all the needed paperwork for the assistance. If you need guidance, please see the director. You must pay your co-pay (if any) before your child can begin. You must complete an enrollment packet, obtain a current copy of your child's shot records, and file them with the director. If you wish to dis-enroll your child you must give a 2-week written notice to the Happy Feet Childcare director and notify CYFD of your intent to leave. You are responsible for your co-payment before your child's last day. Non-payment of co-pay will be reported to CYFD therefore hindering you from receiving assistance for another center until it's paid. All copays are due by the 15th of each month. In addition, any hours used over your allowed time will be charged at the rate of \$10.00 per hour per child.

child care



Tuition

We have several options for childcare as we are hoping to meet the needs of our community. When you chose one of the following options you will be given a contract. If you wish to change it you must meet with the director, and sign a new contract. You are responsible for your contract price until a new contract is signed. No discussed changes override written contract changes. Any changes that involve credits due, or fees occurred will be worked out as needed.

Please note that payment is due at the beginning of the week. If your child misses 1 day due to illness, you still responsible for the payment of the full week but if your child is sick more than 1 day, credit will be issued the following week.

Full Time Childcare:

Our hours are Monday-Friday 6:30am-6pm

Our weekly rates are as follows:

- Infants and Toddlers: \$200
- Two and three year olds: \$180 (If your child is potty trained, your rate reduces to \$150)
- Three and up: \$150 (If your child is not potty trained, an additional fee incurs and the rate increases)

Note: No child can exceed 45 hours in a week.

Part Time Childcare:

For part time childcare, the rate is:

- Any age: \$100 a week

This rate is for 25 hours a week. Every hour thereafter is charged at \$10 an hour.

Drop-ins:

For children who do not need full or part time child care.

Daily rate: \$40



Late pick up:

#1 per minute for the first five minutes, \$5 per minute thereafter.

Late Fees:

There will be a \$10 daily fee for every day that tuition is overdue.



Needs

Diapered Children:

- Diapers
- Two changes of clothes
- A blanket
- A bottle
- Diaper rash ointment
- If applicable: Breast milk
- If applicable: Formula mix
- If applicable: Pacifier
- A family picture

Potty trained Children:

- One change of clothes
- A blanket, and a toddler sized fitted bed sheet
- A pillow
- A family picture



Food Information

We participate in the Food Program. Therefore, we provide nutritionally balanced meals, and snacks for your child. The registration form that we have must be filled out and dated before your child's first day. Please do not send any food or drinks without prior approval from your child's teacher. Please see the daily schedule for our list of meal times. If your child arrives after a mealtime he/she will wait for the next mealtime to eat. Our meals and snacks are served in family style dining, and children are encouraged to use this time to share their experiences with one another. Manners are taught, and practiced during this time. If your child has any food allergies, please list them on the application. If your child requires a special diet, you must provide these foods.



Happy Feet Childcare announces the sponsorship of the Child and Adult Care Food Program. All participants in attendance will be offered the same meals with no physical segregation of, or other discriminatory action against any person, Non-Discrimination Statement: This explains what to do if you believe you have been treated unfairly.

“In accordance with Federal Law and U.S. Department of Agriculture policy, this institution is 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, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing, or have speech disabilities and wish to file either an EEO or program complaint please contact USDA through the Federal Relay Service at (800) 877-8339 or (800) 845-6136



Our Daily Schedule:

6:30 – 8:15am - Arrival/Greeting/Selective Play/ Diapering

8:15-8:30am- Clean Up/Handwashing

8:30-9:00am- Breakfast/Hand Washing/Self Selection

9:00 9:15am- Clean Up/ /Transition to Classrooms

9:15-9:30am – Diapering/Bathroom

9:30 – 10:15am – Large Group/ Selective Play

10:15- 10:45am – Project/art/ cleanup

10:45-11:15pm - Outside

11:15 - 11:30pm - clean up/hand washing

11:30-12:15pm - Lunch

**12:15-12:30pm - Clean Up/Diapering/ Bathroom/
Handwashing**

12:30 – 2:45pm - Naptime

2:45-3:00pm – Diapering/Bathroom/ Handwashing

3:00 - 3:30pm – Pm Snack

3:30 - 3:45pm –Hand washing/Diapering

3:45-5:00pm- Outside

**5:00-6:00pm Transition Inside/ Diapering/ Greet Departing
Families**



Family Involvement:

Here at Happy Feet we have an open-door policy. This means that you are welcome to come into your child's classroom and spend time with them whenever you may choose. We encourage volunteers and would love for families' input on any suggestions to improve our services. Parents may speak with the teachers, or director/assistant director at any given time about concerns, comments or compliments. Parents/caregivers may email the director/assistant director at any time with any questions or concerns that arise. The teachers will conduct several conferences with the family throughout the year to report progress of children, and discuss concerns, strengths, and goals. Sometimes teachers may send home a family project to complete with your child, please take the time to do this with them. This helps to bring families together.

Appropriate Attire for Children:

Please dress your child appropriately. This means that if the weather is cold outside please send your child in warm clothes because they will be going out doors. If the weather is hot, please send your child dressed for the hot weather. We suggest hats for the sunny days, and light jackets for the mild days. For girls wearing dresses/skirts we ask that you please put bloomers, or shorts underneath their dresses. We also like to get messy here at Happy Feet Childcare, therefore please send your child in clothing that you wouldn't mind getting stained or ruined. We also ask that you provide your child with 1-2 changes of clothes in case a situation arises where they need to change.

Holidays, Birthdays, and Parties

We like to celebrate holidays, and honor birthdays in our classrooms. We ask that if you do not wish to have your child participate in any of the above, please speak with your child's teacher or the director in regards to this. We respect and honor families' cultures and religions, therefore please don't hesitate to speak to the staff about your concerns. If you would like to bring in a treat for your child's birthday, please speak with the child's teacher about your plans to do so for approval first. We encourage parents to participate in any events that we have at Happy Feet Child Care.



Notification of Absence:

If your child will be absent please call, or email Happy Feet Childcare to let us know. A child that has been absent for 5 days without notification to our staff will be disenrolled from our program.

Field Trip Policies

We may go on several field trips during the year. When we do so we will transport children by vehicle. All New Mexico Vehicle laws will be followed, along with The New Mexico State Regulations. No child will be left unattended in the vehicle, or during the duration of the field trip. Before any field trip, a permission slip with information about the trip will be furnished for each parent to sign. Parents will be reminded several times about the field trip before the day arrives.

Health Policies:

Children should be allowed to recover fully from an illness in the comfort of their own home. If your child shows signs of being sick, please keep them home until they are feeling well.

Children who exhibit ANY symptoms of infectious illness within the proceeding 24-hour period are likely to be contagious and should remain at home. Child whom exhibits these symptoms at our center will be sent home to recover.

Examples of associated symptoms include, but are not limited to:

- o A fever of 100.4 or greater taken under the arm

- o Vomiting

- o Impetigo

- o Headache

- o Sore throat

- o Persistent cough

- o Thick green/yellow nasal discharge

- o Diarrhea

- o Unknown rash

- o Drainage, and redness from eyes

- o Lice

Your child may return with a doctor's note, 24 hours after fever has subsided, or antibiotics have been started. Please keep in contact with our staff as to your child's conditions so that we may be aware of symptoms to watch for as well. If your child becomes sick while at our center you will be notified to come pick up the child, and he/she will spend time with the director/assistant director in her office till you arrive.



Emergency Procedures:

Missing child: If a teacher discovers that your child is missing, the director will be notified immediately. The local police department will be contacted, and a report will be made. The parents will be notified, and then the staff will search the area for the child.

Safety: Although supervision is constantly given, there may be some bumps, tripping, falling, etc. that occurs. We do our best to prevent this but it does happen from time to time. If an accident occurs, we will assess the injured person and provide first aid if needed. An accident report will be written, and the injured party or parent will sign the same day if possible. If an injury needs more than first aid care, we will call 911 to have the injured person transported to the hospital. If it is a child, the parents will be notified. If the injury was for a child, the accident will be documented and put into the child's file.

Evacuation: In need of an evacuation, we will exit the building to the south fence out the designated exit doors. All of our evacuation maps are located on the exits throughout the building. We will follow our monthly practiced evacuation plans.

Lock down: In the case of a lock down children will remain inside their classrooms with their teachers. Lights will be turned off and blinds will be drawn for safety. Local authorities will be contacted, and parents will be notified. Locks downs will be practiced regularly in our facility.

Responsibilities of staff: Each teacher is responsible for the children within their room. They hold the responsibilities of implementing our emergency plans, and ensuring safety of all the children in their class.

Emergency Contacts/Supplies/Attendance/Handling of medication: The Children's emergency contacts are kept in each classroom and in the office, along with attendance records for each child. Our attendance records are updated as a child arrives, and leaves. First aid kit, and emergency bags are located in each classroom our emergency supplies are updated every six months. We keep any, and all medications that are to be administered to children in the office refrigerator, or medication drawer. Any medication that expires or no longer need to be administered will be discarded of. We do not administer medications without parent approval and a medication form is filled out and signed. We do not administer expired medication.

Reunification with parents: Our staff will reunite children with their parents as soon as any emergency situation is safe and under control. In the case of any emergency, we encourage parents to meet us at the off-site locations that we have mentioned in our emergency plan for reunification with their child.



Snow Days/School Closings

We are open from 6am to 6pm Monday through Friday year-round. We will be open on snow days throughout the winter. If, for any reason, we feel the need to delay or close the center for weather related reasons, we will do our best to notify families as soon as possible. Please provide, and update valid contact information.

Confidentiality Policy

The information that parents supply to Happy Feet Childcare will be kept confidential. We will at all times respect family privacy. Before any information is released the parent/guardian will sign a release form. All of the staff at Happy Feet Childcare have signed a confidentiality statement, which means that they will not, and are not allowed to release any information to anyone.

Child Abuse/Neglect Reporting

At Happy Feet Childcare we are required by law to report any and all signs of child abuse, and/or neglect. This includes any form of physical punishment by the parents in the center. We take these matters seriously. We are not required to report to the parents if a report is made against them.

Child Guidance Policy

NO CHILD WILL BE HIT, SPANKED, BELITTLED, OR OTHERWISE INTIMIDATED AT HAPPY FEET CHILDCARE---EVEN WITH PARENTAL PERMISSION. NO CORPORAL PUNISHMENT WILL BE USED.

Children having rough behavior moments will be spoken to using I- messages, and given choices to help redirect, and change the behavior.

Children endangering other children will be moved to a safer place in the center till they are calm. After the child is calm a teacher will talk to them about how they feel, and give them choices as to what they would like to do to redirect their own behavior. No child will be discriminated against for any reason. All children will be treated fairly and respected as a person. Children will be given choices in conflicts, therefore helping them to take control and problem solve.

All incidents and accidents will be documented and reported to the director/ assistant director. Behavior that is not manageable by our methods will be explained to parents to ask for guidance and strategies.

Behavior that continues to disrupt other children and the center for more than 1 week will be noted and a meeting with parents will take place to promote an action plan. Its encouraged that any employee that is having a difficult time managing a behavior with a child should report to their director for guidance and help.



Grievance Procedures

If you have a complaint, you should submit it in writing/email to the director within 5 days of the incident. Your complaint will be addressed in a timely fashion.

The director will set a meeting with you at her earliest convenience.

The director will strive to solve the issue the best way possible for all parties involved. If you have a grievance with the Director, you should address it to the owner. All the information in regards to the Director and owner are on pg. 3 of this handbook.



Parent Acknowledgment

I, _____ [Parent/Guardian's Name], hereby acknowledge that I have received and reviewed the Parent Handbook provided by Happy Feet Child Care. I understand that the Parent Handbook contains important policies, procedures, and guidelines that govern my child's enrollment and participation in the daycare program.

By signing this acknowledgement form, I confirm that I have read, understood, and agree to comply with the policies and procedures outlined in the Parent Handbook. I understand that it is my responsibility to familiarize myself with the contents of the handbook and seek clarification from the daycare staff if I have any questions or concerns.

I acknowledge that the Parent Handbook may be subject to updates and revisions, and it is my responsibility to stay informed about any changes by reviewing updated versions or receiving notifications from the daycare.

I understand that adhering to the policies and procedures outlined in the Parent Handbook is crucial for maintaining a safe, nurturing, and inclusive environment for all children, staff, and families at Happy Feet Child Care.

By signing below, I confirm my commitment to cooperate with Happy Feet Child Care and ensure a positive experience for my child and others within the daycare community.

Parent Signature

Date