

# Western Heights Learning Center Child Care Parent Handbook

Western Heights is a 5-Star Childcare Center



Is a ministry of:

Western Heights Church  
6415 Sage Road SW, Albuquerque, New Mexico 87121

[www.westernheightsABQ.org](http://www.westernheightsABQ.org)

Office (505) 247-2079  
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**Dr. Wallace and Norma Franklin**  
Founder

**Chrissy J. Jeter**  
Director

**Melissa Padilla**  
Co-Director

***Business Hours***  
Monday through Friday - 6:30 AM to 6:00 PM  
Saturday and Sunday – Closed  
Federal Holidays - Closed

This handbook was last revised on Thursday, March 03, 2016.



### **Introduction**

Western Heights is a non-profit, Christian childcare center sponsored by Western Heights Church. The Center stands, without apology, for the Bible, God's word, and the highest levels of morality and Christian behavior. Additionally, praying to and talking about our Lord and Savior, Jesus Christ, is common and encouraged within this learning center. This Handbook is presented to you for your reference and review. Should there be any questions or comments, please do not hesitate to contact us. Western Heights can edit this handbook at any time, without notice.

### **Program Information**

Welcome to Western Heights Learning Center, a 5-star childcare center, nationally accredited by NECPA. We are located at 6415 Sage Rd. SW and are open from 6:30am to 6:00pm (see calendar for closings). Caring for your children since 1968, we are committed to providing excellent childcare year round for ages 2 through 5 (potty trained). In addition to the childcare facilities, we provide a school program from K5 to 5<sup>th</sup> grade. If you have any questions or concerns you may reach the Directors, Chrissy Jeter or Melissa Padilla, at (505) 247-2079 or (505) 242-3135 between 8:00am and 4:00pm.

### **Admission Policy**

This Learning Center admits children of any race, nationality or ethnicity to all the rights, privileges, programs and activities of Western Heights Learning Center and Church. We do not discriminate on the basis of race, color, national origin, sex, or disability in administration of our educational policies, admissions policies, or other school or church administered programs in accordance with Federal law and U.S. Department of Agriculture policy.

### **Mission Statement**

Our mission is to provide quality, Christian childcare with the highest of ethical standards. We commit to provide a safe, nurturing, and stimulating environment for our children.

#### **To our Children:**

We will provide excellent childcare within an environment that stimulates the children physically, spiritually, emotionally, cognitively, and intellectually.

#### **To our Families:**

We commit to provide a safe environment in which your child will thrive and grow, with your help. We will involve you in every aspect of their development.

#### **To our Staff:**

We will maintain a team oriented, caring, trained staff to care for you children. We will be consistently working to grow in knowledge and wisdom through education and prayer.

#### **To our Community:**

We commit to be a beacon of light to our community through excellent education and spiritual outreach.

### **Our Philosophy**

- † We believe that the learning environment should be a safe, nurturing and Godly environment, providing physical, emotional and intellectual stimulation.
- † We believe in positive feelings within the child about self, family, church, school, and our community as good citizens of the United States of America. To discover the world around us and to assure the child's feelings of success through fair and proper means.
- † We believe there should be ample opportunities for adjustment to others and to school through encouragement of respect for the properties and rights of others through the positive channeling of any aggressive behavior.
- † We believe that the home is the most integral part of the child's development. We will support and work with the family in order to promote the positive development of your child.
- † We believe that each child has a unique personality and way of learning, and we will strive to meet the needs of each, individual child.

### **Curriculum Statement**

Western Heights uses learning through play to encourage cognitive, physical, spiritual, social, emotional, creative and language development in our classrooms. We use an academically solid, biblically sound curriculum called Bob Jones Press in our K4 class that has been developed over almost 50 years. Bob Jones is firmly grounded in the Word of God and has had an extremely positive response from our children, who learn at a fascinating level through phonics, language, arts, science, social studies and math. Our 3-year-old classroom uses minimal Bob Jones curriculum in order to familiarize your child with the curriculum. Our 2-year-olds use play based learning to build solid foundations for learning.

We believe that play is the primary mode of learning in young children and we have customized our learning areas to compliment your child's development. These centers give them the opportunity to experiment, explore, socialize and develop into wonderful works of God's Hands!

Children will be encouraged to make their own choices. Through play they will be constantly developing social skills that will guide them through the rest of their lives. We promote moral, Christian values, along with indoor and outdoor play and structured learning time. We believe this is a quality combination!

### **Parent's Responsibilities**

1. Keep in close communication with the Director or teacher concerning your child. Discuss any concerns that you may have about your child with either person. Your child's teacher will be glad to briefly discuss your child's day with you when you drop off or pick up your child. Please remember to be brief when talking to a teacher during class time. Teachers need to keep their attention on the children, which is critical to ensure a safe environment for them. For uninterrupted time with the teacher, please make an appointment for a

parent conference. Any special requests or instructions a parent may have MUST BE GIVEN TO THE DIRECTOR IN WRITING.

2. Inform center of any changes in address, work or home phone numbers or other numbers in case of emergency. Help us to keep accurate and up-to-date contact information!
3. **Parents must escort their child into and out of the center to pick up their child each day.** As you do so, remember to **clock in** and check bulletin boards, posted notices and your child's cubby. **Once you clock your child out, he/she is your responsibility.**
4. Mark your children's clothing and belongings with a permanent marker, so they can be easily identified. Although, all children must be potty trained before they are allowed to attend the Center, **send two extra changes of clothes for your child**, to be used in case of an accident. Your child's bedding will be marked with permanent marker/permanent cloth paint. If your child does have an accident, their dirty clothes will be placed in the "yucky" box in the lobby. Items must be picked up within two days or it will be thrown away.
5. You are the most important part of your child's learning experience! Be involved in your child's education by assisting them and ensuring time is blocked out for homework assignments. Encouraging good study habits and stressing education as a priority will be important to their development and success throughout their school years.
6. Western Heights has an open door policy. We encourage parent involvement and support in every aspect of your child's education. At any time, you may visit our classrooms to assist us in meeting the needs of your child. We believe in building a bridge from the classroom to the home. We will occasionally post a calendar on the parent board in the classroom and ask different members of the family or community to volunteer in our classrooms for different themes.
7. Your participation in parent/teacher conferences two times per year. These conferences are for every family in our center. At this time we will update you formally on how your child is developing in their classroom, academically, social and developmentally.
8. Your participation in an anonymous parent survey. This survey helps us to assess and direct our curriculum, our staff training and our business planning. We appreciate your participation.

### **Curriculum**

Bob Jones Press curriculum is used in our K-4 program, and minimally in our K-3 classroom as a base for the academic learning that is presented in Kindergarten. We also use play-based center activities to teach other developmentally appropriate skills that are necessary and absolutely important to each child's unique development. Our weekly curriculum is posted on the parent board in your child's classroom and is based on the children's interests and areas where they are learning. You are always welcome to come share any talents or knowledge you have with the class!

## **STAFF AND TRAINING**

### **Staff Qualification**

All lead teaching staff must be at least 21 years of age and must have a high school diploma or general education diploma. Support staff must be 18 years or older. All new staff members working with children, regardless of how many hours, must complete the 45-hour entry level course through CNM, within (6) six months of employment. Lead Teachers are required to have a minimum of 12 credit hours of Early Childhood Multicultural Education (ECME) classes, Assistant Teachers must have a minimum of 6 hours of ECME classes, Support Staff must have 24 hours of continuing education hours each year. A minimum of 24 hours of continuing education is required of any staff member that has completed minimum ECME hours.

### **Staff Training, and Professional Development**

All Training must include the following areas:

1. First aid, CPR, Infection control
  - a. (3) Three competency areas within (1) one year
  - b. (7) Seven competency areas within (2) two years
2. You must have the following (7) seven competency areas covered
  - a. Child growth, development and learning
  - b. Health, Safety, nutrition and infection control
  - c. Family and community collaboration
  - d. Developmentally appropriate content
  - e. Learning environment and curriculum implementation
  - f. Assessment of children and programs
  - g. Professionalism

Staff may also take one (1) college level course in Early Childhood Multicultural Education per year (after accreditation requirements are met) to meet training requirements. College courses are not required in all levels of employment, but encouraged. Please see director for specific educational requirements.

### **Staffing and Ratios**

All of our employees and substitutes are required to pass a background check. Each classroom ratio is posted on the capacity sign for each room. We maintain our ratios at all times of the day. If a staff member has to leave the room, another staff member must replace them or they must take their ratio of children with them. We are a community of workers that are constantly helping each other to maintain our ratios and to have continuous supervision.

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## **ENROLLMENT AND REGISTRATION**

### **Enrollment Policies**

Open enrollment begins April 1<sup>st</sup> for the following summer and winter programs. Once our capacity is met, the class closes. Upon availability, spaces will be opened for new enrollment. In order for your child to be officially enrolled, we must have your enrollment packet including the following documents: enrollment application, discipline policy, pick-up list, emergency card,

handbook signature form, medical statement, and enrollment checklist. We also need current immunization records, and the proper registration and educational supply amounts (Educational supply fee applicable to K4 only). These fees are non-refundable.

### **New Mexico PreK**

Our New Mexico PreK classroom requires that children turn 4 before September 1<sup>st</sup> of the current school year. Please see the New Mexico PreK addendum if your child is enrolled in this class.

### **Enrollment Referral**

If you refer someone to us and they enroll, one month after they enroll, you will receive a gift in the amount of \$50.00 to be placed on your ledger.

### **Late Enrollment**

If your child enrolls any time after the first day of school, it is considered Late Enrollment. For those enrolling late, the registration fee and educational supply fees (if applicable) **MUST BE PAID** at the time of enrollment, regardless of how many days are left in the session.

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## **TUITION AND PAYMENTS**

### **Tuition Information: Full-Time or Part-Time Payment Options**

When you enroll your child, we will give you two (2) payment options to choose from: *Full-Time* or *Part-Time*. You will need to determine which option best suits your needs, regarding the time your child will be clocked in.

Part-Time is 0 – 25 hours per week  
Full-Time is over 25 hours a week

**PLEASE NOTE:** We will not alternate between full time and part time. If you choose Part-Time and you exceed your 25 hours, you will be charged the Full-Time rate for that week. If you exceed your hours more than three (3) times, we will automatically switch your account to a fixed, Full-Time rate, no exceptions. Please remember that payments are due EVERY FRIDAY PRIOR TO THE CURRENT WEEK or MONDAY OF THE CURRENT WEEK, and **there will be no reduction in tuition for holiday closures, other closures, or when your child is absent.**

### **Tuition payments**

Tuition payments are to be **PAID IN FULL EVERY FRIDAY in advance or the current MONDAY.** Each day after Monday tuition is not paid; a \$5.00 daily late fee is applied to the account. If your account is not paid in full and becomes two weeks delinquent, your child will not be allowed into class until the account is **paid in full.** Your tuition payments are VITAL to the daily operation of our program. When account balances are not up-to-date, it is difficult for Western Heights to meet financial obligations. Therefore, should your account become continually delinquent, we will have no other recourse but to drop your child from our school's enrollment.

**There will be no reduction in weekly tuition for any holiday closures, excluding one week for Christmas, other closures or when your child is absent.**

### **Late Fees**

**Payment late fees** - Childcare payments are always due on the Friday prior to the current week or at the beginning of every week on Monday. For every day the payment is not made, there will be a \$5 late charge, per child, applied to your account.

**After-hours late fee** - The Childcare Center closes at 6:00pm every day. Any and each child left after 6:00pm will be assessed a late fee of \$25.00 and an additional \$10.00 for every 15 minutes thereafter. This fee is not included in any assistance program and must be paid within the next billing period.

**NOTE: If any child is left one hour after the center closes, and no emergency contacts can be reached, the Bernalillo County Sheriff's Office will be contacted.**

### **Returned Check Policy**

If your check is returned we will charge a \$25.00 fee.

### **Refund Policy**

Registration and Educational Supply Fees are non-refundable. Tuition will only be refunded if payment has been made in advance for the weeks the child has not yet attended. We will not refund for any weeks previous to the disenrollment date.

### **State of New Mexico Child Placement Program**

The State of New Mexico offers assistance for those that qualify. The State pays a portion of tuition and establishes a co-payment amount. The co-payment must be made on or before the 15<sup>th</sup> of each month. Failure to do so will result in a late fee of \$25. Continuous delinquency may also lead to notifying your caseworker and the discontinuance of this assistance.

### **New Mexico PreK Class**

We have a New Mexico PreK Classroom that is funded by the state of New Mexico. This classroom is free of charge for the hours of the program. Please check with office for our current classroom hours for NMPreK. We do offer discounted rates for child care needed outside of PreK hours. Please check with office for current pricing.

### **Winter and Summer Sessions**

Our school year is divided into two (2) sessions. Please check with the front desk for the current calendar and session dates.

<b>Winter Session</b>	-	<b>40 weeks</b>
<b>Summer Session</b>	-	<b>12 weeks</b>

### **Vacation**

Western Heights offers one free vacation week for parents who choose the **Full-Time Option**. **You must give us at least 2 weeks prior notice, in writing, before using your Vacation Days.** The following rules apply:

1 free week per year

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August – July



1. Parents must give us at least 2 weeks prior notice.
2. Vacation Days are not accumulative and cannot transfer to the next year.
3. Vacation Days must be used within one year.
4. Vacation Days are only to be used consecutively: five days at a time, Monday through Friday.
5. Vacation Days cannot be applied to a previous absence. You must request your time in advance.
6. You will not be reimbursed any dollar amount for any absence. You will simply not be charged for the week you request in advance.
7. The center will be closed Christmas week. You will not be charged for this, ONE week only.

## **CALENDAR AND HOLIDAYS**

### **Holidays**

Western Heights is closed on the following Federal Holidays: New Year's Day, Dr. Martin Luther King Day, President's Day, Independence Day, Labor Day, Thanksgiving Day, and \*\*Christmas.

\*\*Please note that Western Heights Learning Center is closed the week of Christmas. There is no charge for this one week only.

### **Severe Weather/Snow Days**

In case of severe weather, please follow APS closures and delays. For early dismissals, please contact the school office.

### **Very Flexible Daily Schedule for K2&K3**

6:30-7:30	Quiet Areas & Tabletop Activities
7:30-8:15	Breakfast
8:15-8:45	Arrivals & Greetings/Tabletop & Quiet areas or Outside Free Play
8:45-9:00	Clean up & bathroom/Transition Time
9:00-9:15	Circle Time Activities
9:30-9:45	Bathroom Break
09:45-10:30	Themed Activities/Center Self-Selection
10:30-10:40	Clean Up and Transition
10:40- 10:45	Wash up and Prepare for lunch
10:45-11:20	Lunch
11:20-11:30	Clean up and bathrooms
11:30-12:00	Outdoor Play
12:00-12:15	Prepare for Nap
12:15-2:15	Nap/Quiet Time
2:15-2:20	Prepare for snack/Bathrooms &

Washing Hands	
2:20-2:40	Snack
2:40-3:00	Transition to Indoor/Outdoor Area
3:00-4:00	Outdoor Free Play (If Cold, Indoor Gross Motor Activities)
4:00-4:15	Transition
4:15-5:45	Indoor Center Self-Selection & Quiet Areas
5:45-6:00	Farewell & Cleanup

### **Very Flexible Daily Schedule for K4**

8:00 – 8:30	Arrivals& Greetings/ Quiet Areas & Tabletop Activities
8:30-8:45	Pledges, Prayer, Attendance, Weather
8:45-9:00	Circle Time
9:00-9:15	Phonics
9:15-10:15	Small Group Work & Projects /Centers
10:15-10:45	Clean-Up & Transition

10:45-11:00	Bathrooms & Handwashing	2:20-2:50	Snack
11:00-11:30	Lunch	2:50-4:00	Outdoor Play (If Cold, Indoor Gross Motor Activities)
11:30 – 12:00	Outdoor/Indoor Self-Selection	4:00-4:15	Transition
12:00-12:15	Bathrooms & Handwashing	4:15-5:45	Indoor Center Self Selection & Quiet Areas
12:15-2:15	Nap & Quiet Activities	5:45-6:00	Farewell & Cleanup
2:15-2:20	Transition to Bathrooms & Handwashing		

Please check with office for current New Mexico PreK class schedule.

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## **GETTING STARTED**

### **Prayer in our Center**

We are a Christ-centered learning center. Prayer is a regular occurrence and is encouraged!

### **Checking In and Out**

As you escort your child into the Center, check them in at the front desk by clocking them in with the computer, using your fingerprint (You will have to be registered). When you pick up your child at the end of the day, clock them out on the computer. DO NOT SEND THEM IN ALONE. Children will not be allowed to use the computer screen to check in or out. Please accompany your child all the way into the classroom. If the teacher is engaged in a project, please give them a quick hello! We want to make sure your child is comfortable when you leave them in their classroom.

We will not release any child to leave the Center except to those who have been authorized to pick them up. If at any time, the person picking up your child is suspected of drug or alcohol use, we reserve the right to contact law enforcement for the safety of the child. Also, if there is a custody issue or dispute we must have an official court document in order to restrict anyone on the pick-up list from picking up your child.

### **Complaints and Suggestions**

Parents are encouraged to discuss any complaints, concerns or suggestions concerning staff members or other parents with the Director. If further action is needed, the director can work out a time for conference that works for all parties involved.

### **Parent Conflict Resolution Procedure**

Occasionally, a parent might have a conflict with an employee or another parent. In this case take the following action:

1. Teacher and Parent/Guardian will meet in a timely, considerate and confidential matter to discuss how to resolve the conflict.
2. If a resolution is not achieved, the Parent/Guardian and teacher will meet with administration to resolve the conflict
3. If an agreement cannot be reached, the conflict will go before the Advisory Council of Trustees as written documentation of the entire situation and the Advisory Council will decide

### **Attendance**

Children can attend at any time of the day, but in order to get the most out of our day, it is helpful if your child arrives at the center by 8:30. As always, please be in communication with your child's teacher in regards to attendance. As mentioned previously, there is no reduction in tuition for absences. If your child is going to be absent for more than 2 days please notify the office.

### **Treasures from Home**

Please do not allow your children to bring toys to the Center, unless they are brought in for official show-and-tell times. We do not have a lot of room for extra toys and treasures and also do not want them to get misplaced! The teacher will retain any toys brought to the Center until the end of the day. Western Heights is NOT responsible for lost or broken property. Children are NOT ALLOWED to bring the following:

- ✓ Toys and toy guns
- ✓ Chewing gum
- ✓ Jewelry
- ✓ Purses/coin purse

### **Birthday Parties**

If your child wishes to share his/her birthday with the other children, you are welcome to bring treats such as cupcakes and cookies to share with the class. We suggest bringing nutritious snacks such as sliced fruits and veggies, or oatmeal cookies, etc. All drinks have to be 100% juice. *All food and snacks are subject to our approval.* Please notify your child's teacher at least a week in advance before bringing your snacks.

If your child is having a party outside of school hours, you may only bring invitations to the center if the whole class is invited. If you are only inviting certain children, please mail the invitations or speak with the individual parent.

### **Nap Time**

Naptime is approximately from 12:15 to 2:15 each day. **Parents must provide a small blanket for your child. Please write your child's name on the blanket in permanent ink!** Please note, we cannot accommodate large items because we do not have the space and because we do wash these items weekly. Your child is not required to sleep, but is, however, required to lie quietly for a certain time period. After this, if the child is still awake and not comfortable, they will be allowed to get up and participate in a quiet activity.

### **Chapel Day**

Every Wednesday is Chapel Day. All the children assemble in the Big Room for a children's church service where they participate in singing and Bible lessons. We encourage the children to bring an offering. This offering supports the Hillcrest Children's Home and Calcutta Mercy. If you would like any further information about the Hillcrest Children's Home or Calcutta Mercy, please contact the office.

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## **PARENT PARTICIPATION**

### **Parent Conference**

We require three parent/teacher conferences a year to discuss the development of your child academically, socially and developmentally. Parents are welcome to visit the Center at any time to observe or participate in the activities. If at any time you feel that an additional Parent/Teacher conference is necessary outside of our scheduled meetings, please make an appointment for a time when class is not in session. This ensures that you will have uninterrupted time with the teacher.

### **Field Trip Policy**

According to New Mexico State Law, all children under 60 lbs. must be in a car seat or booster seat, while traveling in any vehicle, including a bus. Due to this law, we will not be able to transport our students to and from every field trips. This means most field trips need to be a family affair. We must have complete family involvement in order to get each of our children to any location. We do also bring field trips to the children, inviting community members into the center.

### **Classroom Activities**

We have an open door policy. We encourage and create curriculum based on family participation. You will often see sign up calendars on the parent boards in the classroom. You may sign up for activities based on the theme or speak with the teacher about any ideas you may have. If you have any ideas for activities at this program, please use our suggestion box or set up a time to speak with your child's teacher. We encourage and appreciate your ideas.

### **Parent Committee**

If you are interested in being on our parent committee, please let us know in the office. As a parent committee member, you will assist in planning and activities.

### **Parent Trainings**

We will occasionally offer parenting classes or trainings that are applicable to parents. We also make available any trainings that are offered within the community that we know about. All of these items will be made available in the entry area and posted on the bulletin board in the entry way.

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## **CLASSROOMS**

### **Assessments and Observations**

We use authentic observation techniques to assess the children's development. This type of observation is observed as the children learn and play. These assessments help us to direct our curriculum towards age-appropriate areas where the children need to develop. We also use these assessments when presenting progress reports and parent/teacher conferences.

### **Confidentiality Policy**

Western Heights is required to keep certain information on file regarding children, families and staff that may be considered personal in nature. All staff members are mandated to keep this information confidential and to not discuss it or release it to persons outside the Center unless

prior written permission is obtained from the parties involved. We can assure you that your rights to confidentiality will be protected.

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## **MEALS AND NUTRITION**

### **Snacks**

Because of State Food Program policies, we do not allow children to bring any outside foods for breakfast, lunch, or afternoon snack.

### **Special Diet**

If your child requires a special diet, your doctor must fill out a Diet Prescription Form, which is available upon request.

### **Meals**

Because of the many children involved, please note the times that our meals are served. We cannot make exceptions to feed any children after times listed below.

Breakfast	7:30- 8:15	AM	All Students, K2 through 5 <sup>th</sup> grade
Lunch	10:45-11:15	AM	K2 – K5
Snack	2:00 PM		K-5
	2:15 PM		K-2 thru K-4

We participate in the CACFP Food Program, which helps us to provide hot, nourishing, and delicious meals for our children. In order to participate in this program, you will need to complete an eligibility form each year. We will provide this form as needed.

### **Children's Garden, Health and Nutrition**

Healthy living and nutrition is an integral part of our curriculum. We not only provide at least monthly health and nutrition activities that also include sun safety, we also have a "No Junk Food" policy within the childcare center. The only times these types of snacks are allowed are for birthday party celebrations, and parents provide these snacks.

We also have a Children's Garden where a lot of our nutritional learning happens. The children plant the seeds and the plants and help with watering. When the plants grow, they are encouraged to take these vegetables and fruits home with them. We also keep a basket of extra edibles in the lobby and families are encouraged to take these home.

### **PPPP Day**

Every Thursday we sell popcorn, pickles, popsicles and pretzels. Please check with the front desk or your child's teacher for current prices. There is no purchase necessary for the K-2 children. We give them one free popsicle each week. If your child orders an additional item, it will be placed in their cubby in the lobby.

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## **HEALTH AND SAFETY**

### **Reporting Child Abuse and Neglect**

In accordance with New Mexico State law, staff members of Western Heights are required to document and report any suspected child abuse or neglect, and we will do so.

### **Drug, Tobacco, Alcohol and Firearm Policy**

The campus of Western Heights is drug, tobacco and alcohol free. We prohibit the use of any of these substances on campus. We also prohibit firearms on campus.

### **Sick Child Policy**

When your child is ill, please make alternate arrangements for his/her care. It is our policy that if a child has a fever, or does not feel well, he or she is too ill to be at the Center. Any child who has:

- Fever of 101 or more
- Scabies head lice or other infestation
- Vomiting
- Persistent cough
- Diarrhea
- Rash
- Discharge from eyes or ears
- Runny nose with colored discharge
- Other conditions contagious to other children, or needing close attention

should be kept at home. If your child has a temperature of 101 or higher or any of the prior symptoms while they are at school, we will notify the parent or an emergency contact. You or another authorized person must pick up your child within one half hour of our call. If your child has any of the conditions listed on the exclusion list at the end of this handbook, please follow the protocol listed.

### **Medication Policy**

In the State of New Mexico, a childcare center is not permitted to give medication, prescription or over-the-counter, except upon written authorization by the parent or guardian. You **MUST** fill out a **Request for Administration of Medication**. **Do not send medication in with your child.** A parent or legal guardian must bring the medication in its original container to the office and fill out a form. We cannot give your child expired medication or medication that is not in its original container. The original container must have the proper labeling including: dosage, expiration date side effects, and medicine name. Prescription medication must be accompanied by the prescription insert that includes side effects and medical information.

**NOTE:** Lotion, Chapstick and Sunscreen are considered to be medication. We must have a **Request for Administration of Medication** for any lotion, chapstick or sunscreen.

**IMPORTANT:** Each child's folder must contain a signed statement allowing the staff to transport the child and obtain emergency medical treatment. This is in the event that the parents, responsible person, or the child's physician cannot be reached in an emergency situation.

**ALL MEDICATIONS MUST BE IN THE ORIGINAL CONTAINER WITH MANUFACTURER'S INSTRUCTIONS OR PRESCRIPTION LABEL WITH SPECIFIC, LEGIBLE INSTRUCTIONS FOR ADMINISTRATION, STORAGE AND DISPOSAL.**

### **Special Health Needs and Medical Statement Form**

Any special instructions or health needs that your child may have must be included in the medical information form. This form is available in the office. We also REQUIRE a Medical Statement Form to be included in your child's records. This form is included in the enrollment application and you may also obtain a copy from the office. If your child is going to their pediatrician for a well child check, please take this form with you! You must have a medical statement on file before 2 months of enrollment.

### **Handwashing**

Handwashing is a very important aspect of keeping our center healthy. Your child will at least wash their hands with soap and water before and after meals/food handling, after using the bathroom, after helping feed pets, after blowing or wiping noses, upon arrival to the center and upon reentering from the playground.

### **Health Records**

A copy of each child's current immunization records must be submitted with the enrollment application. WE WILL NOT ACCEPT ANY APPLICATIONS WITHOUT CURRENT SHOT RECORDS AND A MEDICAL STATEMENT FORM.

### **Health Related Services**

We have many resources within the community that we can refer you and your children to if you need to access health related services. We also have a "Parent Resource Page" for you with many helpful phone numbers and websites in the lobby that you can access. Please ask us if you have any questions so that we can help you in any way we can. We will provide dental and vision screenings in our center, free of charge, for each child through community organizations. We also utilize a local community health service to provide speech and language screenings for a minimal charge. New Mexico PreK children are required to have dental, vision hearing and medical screenings in the first three months of school. We will work with parents to achieve this goal. Please see addendum for more details about New Mexico Prek.

### **Pets**

Our classrooms have either a beta fish or a tarantula. The tanks are frequently cleaned.

### **Sanitation**

Sanitation is very important. Handwashing is a very large part of sanitation at this center. Gloves are worn if working with food or with bodily fluids. The children and adults wash hands frequently! Hands are washed at the following times but not limited to:

1. Before food preparation, handling or serving
2. After toileting
3. After assisting a child with toilet use or changing clothing
4. After coming into contact with blood
5. Before any food service activity (including setting the table)
6. Before and after eating meals or snacks
7. After handling pets or other animals
8. After blowing noses
9. Upon arrival and departure

### **Center Cleanliness**

We sanitize doorknobs, tables, chairs and any toys that go in the mouth, daily. Our classrooms are cleaned weekly and we also do laundry weekly (read below).

### **Laundry**

We wash all bedding and dress up items once a week, unless you take your child's bedding home every week to wash. Please make sure you send small blankets to help accommodate the amount of laundry we have. If your child has sensitivity to certain laundry detergents or dryer sheets, please notify the child's teacher and the office, and we will make sure your child's items get sent home.

### **Dress Code & Hygiene**

Boys and girls may wear pants, shorts (weather permitting), and t-shirts. Girls may wear skirts or dresses, but shorts **must** be worn underneath. **Please put your child's name on the tag of any jackets or sweaters that might be removed. Children are not allowed to wear jewelry.** Girls may wear small, stud earrings. Girls and boys hair must be natural in color. Tattoos, fake or real, are not allowed. We reserve the right to use our judgment and discernment regarding Western Heights' dress code policies. Flip flops may not be worn due to safety regarding our playground equipment. Please also remember to bring two changes of clothes for your child's cubby.

Please remember that in this child care center play and art are encouraged and a regular occurrence so please be aware that paint and dirt are going to be frequent. We will, however clean them up the best we can.

### **Change of Clothing**

Please remember, we need two changes of clothing for your child. This needs to include, shirt, pants, socks and underwear. Please also check to make sure your child's change of clothing is seasonally appropriate.

### **Daily Health Checks**

Our teachers are trained to look for health and hygiene when your child arrives in the morning. If they notice something, you will be asked about it and it will go in their file. This health check also helps us to keep you informed about any changes or perhaps illnesses that we might observe. Please let us know if any incidents have happened while the child is away from school so we can document this for your child.

### **Health Consultation**

We use the "Nurse Advise Hotline, which is a hotline that is run as a public-private partnership between hospitals, the primary care association, and the UNM Department of Family Medicine. The number is 1-877-725-2552 and it is a 24/7 line.

### **Incident Procedures**

If your child gets a scrape, bump, bite or any other type of small injury that does not require major medical attention, we will write up a note for you. You will be given a copy of the note and a copy will be kept on file.



### **Photographs**

We do take photographs for yearbook, website, observations and classroom activities. If you do not want your child's picture taken, please let us know. There is a permission form in the enrollment packet.

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## **EMERGENCY PROCEDURES**

### **Emergency Procedures**

We have regular fire and disaster drills at the center. If there is an emergency or natural disaster, our Disaster Relief Plan will be put into effect. You may request a copy of our Plan from the office. In case of evacuation, contact KOB Radio. We will evacuate to one of two locations:

1. 6421 Sage Rd. SW, Located approximately 500 yards west of the school and child care facility
2. 1255 Old Coors Rd. SW, Located approximately 500 yards east of the school and child care facility
3. La Academia De Esperanza, 1401 Old Coors Dr. SW, Albuquerque, NM 87121, Located approximately .3 miles south of child care and school facility

If we must leave the premises, our destination will be Alamosa Community Center. Our evacuation plan is located in the office.

### **Emergency and Safety Policy**

90% or more of Western Heights' staff is certified by Red Cross in CPR, Pediatric CPR and First Aid. We also train our staff on Blood borne Pathogens and Universal Precautions. If your child is injured, employees trained in First Aid will administer first aid, and then you will be contacted. If the emergency requires immediate medical attention, we *will not hesitate* to call 911. If you cannot be reached, your emergency persons will be contacted. It is very important that your contact card be updated frequently.

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## **GUIDANCE AND CONSEQUENCES**

### **Guidance Policies, Procedures and Methods**

The main use of discipline is the redirection of energy. Different ideas will be used when the redirection of energy is not working for a particular child. Children are encouraged to accept responsibility for their actions and to respect all property. Physical punishment, frightening or humiliating methods are not used as disciplinary procedures. If the child is frequently disruptive in class or on the playground, documentation will be completed and forwarded to the Director and the parent. We reserve the right to dismiss any student whose behavior proves to be consistently disruptive, without improvement, or unsafe for others.

### **Termination of Enrollment**

Again, if any student is consistently disruptive, without improvement, or actions become unsafe for others, you will be asked to find another arrangement for your child. We will give you two weeks' notice to find another placement and to make any adjustments to any contracts you have with CYFD, if any. If you, for any reason want to disenroll your child, you must give us two weeks'

notice, in order for us to fill the spot your child will be vacating. You will be charged for these two weeks. In either instance, a Termination of Enrollment form must be filled out in the office.

### **Dismissal/Disenrollment Policy**

A student may be dismissed from Western Heights for any of the following reasons:

1. Failure to comply with immunization policies.
2. Refusing to abide by or being unable to adjust to the standards of school conduct and regulations set by Western Heights.
3. Frequently failing to make weekly payments in a timely manner, or habitually delinquent (unless prior arrangements have been made with the Director).

If you wish to disenroll your child at anytime, please let the Director know at least two weeks prior to their leaving. No registration or Educational Supply fees will be refunded.

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## **TRANSITIONING INTO SCHOOL AGE PROGRAMS**

### **Transitioning into Kindergarten**

Our preschool and teaching staff communicates regularly about transitional needs of the children. You will receive your child's folder from their classroom with all of their developmental progress and assessments on the last week of school. If you choose to take your child into another school for Kindergarten, that school will fax us a release for information, which you have to sign. We will then review and mail any progress reports over to that school. If you need assistance in finding another school or locating another school, we will be glad to assist you with this. We have established relationships with several nearby schools.

### **Notice**

***We reserve the right to make changes to all or part of these guidelines at anytime without notice.***

## CHILD CARE CENTER EXCLUSION LIST

### Child Care Center Exclusion List

The following list outlines exclusion for children attending day care centers who develop specific infectious diseases.

INFECTION	EXCLUDE?	DURATION OF EXCLUSION
AIDS/HIV	NO*	
Campylobacter	YES	Until diarrhea stops
Chickenpox/varicella	YES	Until all sores are dried and crusted
Conjunctivitis (pink eye) with white or yellow discharge	YES	Until provider evaluation and approval for return
Cryptosporidium	YES	Until diarrhea stops
Diarrhea – uncontrolled	YES	Until diarrhea stops
E. coli 0157 (or other STEC)	YES	Until diarrhea stops and 2 negative stool cultures (at least 24 hours apart)
Giardia	YES	Until diarrhea stops
Head Lice	YES	Until 1 <sup>st</sup> treatment has been given
Hepatitis A	YES	Until one week after onset of illness or appearance of jaundice
Hepatitis B and C	NO*	
Herpes – multiple mouth sores with drooling	YES	Until fever is gone and no drooling
Herpes – single fever blisters	NO*	
Impetigo	YES	Until 24 hours after treatment has begun
Mumps	YES	Until 5 days after onset of parotid gland swelling
Pertussis	YES	Until 5 days of appropriate antibiotic therapy has been completed
Rash Illness with fever	YES	Until provider determines not contagious
Ringworm (scalp & body)	NO**	
Rubeola (measles)	YES	Until 4 days from appearance of rash
Rubella	YES	Until 6 days from appearance of rash
Salmonella	YES	Until diarrhea stops
Scabies	YES	Until after treatment has been given
Shigella	YES	Until diarrhea stops and 2 negative stool cultures (at least 24 hours apart and at least 48 hours after antibiotics completed)