



## **PARENT HANDBOOK 2017-2018**

### Mission Statement

**To inspire, equip and validate  
children while providing a safe and  
rich learning environment**

The Resource Room Child Care & Learning Center

**3050 N.W 183<sup>rd</sup> St.**

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**Website: [theresourceroom.org](http://theresourceroom.org)**

# Welcome to The Resource Room Child Care!

We are delighted that you have chosen our center to provide for the needs of your child. You and your family are encouraged to visit our center prior to the first day of enrollment to give our teachers, and your child, an opportunity to meet and become better acquainted. It will make separating on the first day a bit easier.

The *Parent Handbook* has been written to describe our program, philosophy, policies, and all the practical details that go into making each day as happy and successful as possible. Please carefully read this handbook and keep it for future reference. The staff at The Resource Room Child Care & Learning Center would be glad to address any of your questions or concerns. Once again, welcome!

## Our Philosophy

### ***We believe...***

- That children are precious and must receive care from adults who are capable and caring—whose values enable them to be excellent role models.
- That children should experience numerous positive learning milestones, leading to an increased sense of competence and independence.
- That children's play is extremely vital to healthy physical development, acceptable social skills, and cognitive growth.
- That teachers, drawing upon their training and experience, must create an appropriate educational environment which carefully guides children from one developmental, and cognitive, level to another.
- That parents contribute to, and enhance the quality of care offered at The Resource Room Child Care & Learning Center.

## **The Resource Room welcomes those of diverse faiths, ethnic origins, and race.**

While diversity may include different faiths, gender roles, socioeconomic status, and ethnicity it is not limited to just these areas. We believe that diversity also includes the different physical, cognitive, and social abilities that one possesses. We strive to create a developmentally appropriate classroom environment that not only reflects each child's unique ability but also encompasses their home culture and experiences as well.

## **Enrollment and Tuition**

Children between the ages 3 months and eight years are eligible for enrollment at The Resource Room Child Care & Learning Center. Children may attend the center anytime between 6:30 a.m. and 6:00 p.m., Monday through Friday.

Documents to be completed and returned before enrollment are:

- Child Enrollment Application
- Health Records

**A registration fee of \$50 is due once the director has assigned a start date. This is a one-time, nonrefundable charge. If a child is withdrawn then reenrolls at a later date, a second enrollment fee will be expected.**

## **Fees**

Weekly fees are due no later than Tuesday mornings. A \$10 fee is charged for late tuition payment paid after Tuesday of each week. Special payment arrangements may be made in advance with the Director. Payments can be made by check, money order, or credit card through our website at [www.the-resource-room.org](http://www.the-resource-room.org) and select Childcare payments No Cash Please. A service fee of \$25 will be charged for any returned checks.

\*Please do not write on the bottom of checks or Money Orders.

## **Absentee Policy.**

After extensive research, we have found our policy to be consistent with other schools and child day care centers. Because our costs remain the same throughout the year, we rely on the specified tuition to be paid each week in order to meet our expenses. Therefore, The Resource Room Child Care & Learning Center will honor 2 weeks a year with non-payment and for every other week that your child is absent a \$30 holding fee will be charged to reserve your child's spot.

The Director at The Resource Room Child Care & Learning Center reserves the right to cancel the enrollment of a child at his/her discretion, or for the following possible reasons:

- Non-payment or excessive late payments of tuition and fees.
- Not observing the rules of the center as outlined in the parent agreement.
- Child has special needs that we cannot adequately meet with our current staffing patterns.
- Physical and/or verbal abuse of staff or children by parent or child.
- Expired immunizations and/or physical.

## **Communication**

Proper communication between our parents, teachers and staff of The Resource Room Child Care & Learning Center is extremely important. Teachers will be sending home information on a regular basis. You are welcome to call to arrange a meeting with your child's teacher--even just to become better acquainted! Concerns about any aspect of our program, or your child's care, may be expressed to the center Director. Please check parent's news board daily for additional information that we may share.

Remember to communicate in writing any changes in your child's schedule. We must be informed, in writing, regarding any changes in the person picking up your child. You may add or delete names of authorized adults allowed to pick up your child on the Child Information Record.

### **Our Center must be informed of any of the following changes:**

- Address and/or phone numbers, or e-mail address
- Insurance coverage,
- Parent/guardian employment,
- Health/immunizations up-dates, or;
- Other pertinent information related to your child.

## **Drop-off and Pick-up Policies**

Parents are expected to accompany their child into the center and sign in daily, during pick up parents or designated person should sign child out.

Only the individuals listed on the Child Information Record, or on a written permission note from the parent, will be allowed to leave with a child. The staff is expected to request a picture I.D. from any unfamiliar person (including grandparents). If there is any concern, the staff of The Resource Room Child Care & Learning Center reserves the right to deny a person's request to pick-up a child.

A late fee of \$1.00 per minute will be charged to all children who remain in our care after 6:00pm. All late fees are expected by 6:00 p.m. the following day. This fee applies per family. Payment should be given directly to the staff member.

## **Opening and Closing of the GATE**

The side gate is open daily from 7:00 – 9:00am and 4:00 -6:00pm. On occasions, when the security is unavailable to open the gate, please enter through the main entrance of Job Corps. In addition, if you drop off or pick up your child before or after the open gate times, you will have to enter through the main entrance. \* Please display The Resource Room Child Care sign dashboard when entering thru gate.\* Feel free to take additional signs for other drivers.

## **Custody Orders**

Until custody has been established by a court action, one parent may not limit the other from picking-up a child in our care. The center must be notified immediately of any changes in custody orders. Certified custody orders must be given to the center director.

## **Holidays**

The Resource Room Child Care & Learning Center will be closed on the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, and Christmas Day. If any of the above holidays fall on a weekend, the closest Friday or Monday will be selected. Regular tuition is expected. Please see Holiday Schedule on Parent News Board.

## **Unexpected Closings**

The Resource Room Child Care & Learning Center follows the emergency closing based on Dade County Public school. In an event that we are experiencing an emergency please tune in to the news to determine if we are opened or closed.

## **Child Abuse and Neglect**

Staff members are required by law to report any suspected child abuse or neglect.

## **Treasures and Possessions**

Each child will need a blanket to use at naptime. A pillowcase is also requested for storing the blanket. Your child's name must be clearly written on the pillowcase and blanket. The pillowcase and blanket are taken home each Friday to be washed and returned the following Monday. A small pillow or small stuffed toy is permissible. Sometimes children need to bring special toys or newfound treasures to use as a "bridge" between home and school. On these occasions we will work with you and your child to make it a positive sharing experience. Past experience has shown us that often toys from home create problems at school. We encourage you to keep personal belongings and toys at home unless the teacher has scheduled a "show-n'-tell" day. Videos brought in to share with the class must be 'G' rated. The Resource Room Child Care & Learning Center will not be responsible for any lost items. \*Important...there are four things we feel strongly must remain at home: toy guns, gum, money, and candy.

## **Uniform/Clothing**

Uniform Colors are: Khaki or Navy Blue Bottoms, White, Purple or Gold tops

Because of the wide range of activities it is recommended that children be dressed in washable, comfortable clothing. Plastic aprons will be provided by the center for art and water activities. Water activities, sand play, and occasional bathroom accidents necessitate that an extra set of clothing be kept at the center at all times. All extra clothing should be marked with the child's name and placed in a labeled plastic bag. Clothing should include underwear, socks, pants, and shirt. If wet or dirty clothes are sent home, please return a clean extra set of clothes the next morning.

## **Diapers & Potty Training**

Parents supply all diapers and wipes at The Resource Room Child Care & Learning Center. Our teachers are experienced in training young children in how to use the bathroom. It is essential that the parent and teacher communicate about the needs of the child and work together to make this developmental milestone positive and successful. We recommend that when in training, your child be dressed in "user-friendly" clothing. Overalls, zippers, and snaps are difficult for small children to manage--especially in a hurry! While potty training, parents are to provide lots of thick training underwear, plastic pants, socks, and outer clothing.

### **Bottles, Blankets and Pacifiers**

You may send extra bottles, a small security blanket and/or a pacifier for your child. Staff will make every effort to keep track of these items but will not be held responsible if lost. When you are ready to wean your child, please communicate with your child's teacher so a consistent strategy between home and our center may be established.

### **Field Trips**

Field trips and nature walks are considered an important part of the educational program and will be taken periodically. The center will provide the same adequate responsible adult supervision for these excursions as is provided children while in attendance at the center. Your permission for your child to participate in walking excursions is part of this agreement.

We will occasionally take classroom field trips to museums, parks and other community places. Families will be notified prior to any trips involving transportation. A permission slip must be signed and returned--including emergency phone numbers for that day. Parent volunteers are welcome to assist with field trips (and other special events). A child may be excluded from participation in a field trip for safety, health, or disciplinary reasons.

### **Birthday Celebrations**

Parents are welcome to send cookies, cupcakes or cakes to share with their child's classmates on birthdays or special occasions. Some classrooms have strict allergy guidelines. Inform your child's teacher in advance about what kind of treat you plan on bringing. This is for the safety of all of the children. Please do not bring in any treats that contain peanuts or peanut products. Ask your child's teacher for suggestions. Parents are always welcome at their child's birthday celebration. If a birthday is to be celebrated away from school and the entire class is not invited, please mail the invitations. If the entire class is invited, you may distribute the invitations into the cubbies. Our center will not distribute mailing lists or phone numbers.

### **Photographs and Publicity**

Photographs of the children participating in our programs may be taken from time to time and may appear in newsletters, website, brochures or other publicity materials. Your permission for photographs including your child, to be used without compensation, is part of this agreement.

## **Meals**

The Resource Room Child Care & Learning Center provides breakfast, lunch and snack using an approved cater that prepares meals based on the USDA guidelines for healthy, nutritional meals and snacks for children. Parents are welcomed to provide breakfast, lunch and /or snack for their child whenever you would like.

\*All children enrolled must have a completed food application in order to receive meals daily

\*Breakfast ends at 8:30am. To receive breakfast students must arrive by 8:15am

## **Immunizations and Physicals**

All children who attend child care programs in Florida are required by law to be fully vaccinated.

**\*Important: It is your responsibility as parent or guardian, to maintain up-to-date immunizations and physicals for your child(ren). Updates must be reported to the center director in writing.**

## **A health record must be submitted**

## **Illness**

You are the best judge of your child's health and we trust you will not bring a sick child to the center. However, if while in our care your child becomes ill or displays an unknown rash, your child's teacher will consult the director and you may be called to come take your child home. When called, you (or an alternate emergency person) are expected to come immediately. This is to protect the health of your child and his/her classmates. Your cooperation is greatly appreciated.

**The following criteria will be considered in determining if your child must go home:**

- Unknown rash.
- Fever of 100.5° or higher
- Highly contagious condition such as head lice, chicken pox, strep throat, pin worms, mumps, impetigo, conjunctivitis (pink eye), etc.
- Diarrhea or vomiting (more than two loose, watery stools). Consideration will be taken if your child is allergic to certain food/drink products or on medication. If your child is too ill to play outside with his or her class, then your child is too ill to attend the center.

## **Your child may return to the center after:**

- Obtaining written verification from a doctor.
- Fever-free for 12 hours without the aid of Tylenol.
- In the case of chicken pox, when all the lesions are scabbed over.
- In the case of head lice, following treatment with appropriate shampoo (such as Kwell or RID) so that all the live eggs are gone.
- In the case of a contagious illness, your child should take an antibiotic for 24 hours before returning.

\*If questions arise to the appropriateness of a child's return to the center, the final decision will be that of the Center Director or Owner.

## **Medicine**

Non-prescriptive medication (Tylenol, cough medicine, nose drops, etc.) as well as prescription medication will only be administered after a parent signs, and dates a form entitled, Medication Permission and Instructions for Day Care Homes/Child Care Centers. The parent must provide all medications. The Resource Room Child Care & Learning Center does not supply any medications.

Prescriptive medication must be in the original container and labeled with the child's name. A parent or guardian must administer the first dosage; never the center staff.

Please inform a teacher if your child's medication needs refrigeration.

A Non-Prescription Release form for other applications such as diaper wipes, sun block, soap, etc. will be signed upon enrollment.

## **Injury**

Every consideration will be taken to ensure the safety of your child while in our care. Should an injury occur, a Minor Incident Report would be completed by the closest adult and signed by the center Director. A copy of this report will be sent home. A parent or guardian will be notified regarding any injury suspected of needing immediate care by a physician. In the event of a major medical emergency or an accident, the center teacher or Director will call 911 first. The child will be transported to the hospital noted on the Child Information Record (or the closest hospital). The parent/guardian and family physician will be called immediately.

## **Family Gatherings and Community Events**

The Resource Room Child Care & Learning Center families have a chance to meet with other families and the teachers several times a year. These gatherings are meant to provide a sense of community and to celebrate the families. Dates and times will be posted on the parent news board.

## **Center Happenings**

The Resource Room Child Care & Learning Center makes every attempt to keep parents up to date on happenings here at the center and in the community please see parent board for upcoming happenings.

## **Changes in Policies**

The fees, procedures, and policies stated in this handbook are subject to be changed at the discretion of the center director or center owners. This The Resource Room Child Care & Learning Center Parent Handbook revised: August 2017.

## **The Resource Room Child Care and Learning Center Discipline and Guidance Policy**

At The Resource Room Child Care & Learning Center the term guidance is used

for several reasons. It is a positive term and implies working with the children to develop internal control of their behavior. Our goal is to encourage the children to become creative, independent, responsible, and socially mature human beings. This involves learning to make responsible choices and accepting the consequences of such choices. Guidance takes several forms within our center:

- Environment--A place designed for children. Each room is age-appropriate in furniture size, large and small manipulates, and supplies required for hands-on experiences.
- Logical Rules--Such as keeping our hands to ourselves and taking care of the learning environment. These are discussed with the children as well as why such rules are needed.
- Curriculum--Is developmentally appropriate, based on the children's interest and level of readiness.
  - Positive Behavior--We reinforce the behaviors we wish to see repeated.
  - Redirection--Often interesting a child in another activity can eliminate potential difficulty. We might ask a child to help us or send a child to a different area to play.
  - Positive Reminder--Telling the children what we want them to do rather than using "no" or "don't."

- Renewal Time--Occasionally, as a last resort, a child needs to be removed from the situation for a brief time out. This allows the child time to calm down and consider an alternate behavior.

### **Difficult Behavior**

We will make every effort to work with the parent or guardian to ensure a cooperative approach for children having difficulties with behavior. We are here to serve and protect all of our children! A parent may be called at work or home at any time the child exhibits uncontrollable behavior that cannot be modified by the center's staff. The parent may be asked to take the child home immediately. The following steps may be taken regarding children who display chronic disruptive behavior, upsetting to the emotional or physical wellbeing of another child or an adult.

#### **Initial Consultation:**

The Director may request that the parent or guardian meet for a conference. The problem will be defined on paper. Intervention strategies will be discussed. The best solution toward solving the problem will be agreed upon by the center Director, teacher, and parent or guardian.

#### **Second Consultation:**

If the initial plan for helping the child fails, the parent will again be asked to meet with the Director and teaching staff involved. Another attempt will be made to identify the problem, and establish a new, or revised, approach for solving the problem.

#### **Dis-enrolled:**

When the previous attempts have been followed and no progress has been made toward solving the problem, the child may be dis-enrolled from the center at the discretion of the center director.

NOTE: Corporal punishment will not be allowed. This is defined as the use of negative physical touching (spanking, slapping, pinching, etc.). No unusual punishment will be allowed such as humiliation, ridicule, threat, or coercion.

### **Spirituality**

The Resource Room Child Care & Learning Center is non-denominational and does not promote any set doctrine or actively pursue converts to a particular faith. The Resource Room Child Care & Learning Center welcomes children from all religious or non-religious backgrounds.

**Thank you for selecting The Resource Room Child Care & Learning Center as your child care provider.**