

# ***BLUE BIRD DAY CARE AND LEARNING CENTER***

*“Within Every Child is A Seed of Greatness”*

## **PARENT HANDBOOK and Policies and Procedures**

*Regulation 8.16.2.21 D*

1512 WYOMING BLVD. NE  
ALBUQUERQUE, NM 87112  
(505) 294-3635

Revised (8/09)

**Introduction:** Welcome to Blue Bird Day Care and Learning Center. The center has been in operation since 1975. The center's primary goal has been and continues to provide high quality childcare service to our community. The center is genuinely interested in maintaining open channels of communication with parents in order to better understand and care for their children. We hope that you will always feel welcomed to share your thoughts, suggestions and/or ideas with us. We want to know how you feel about the care we provide to your child(ren). Also, we encourage you to visit the center and spend some time observing your child(ren) and the others as they grow, learn and play.

**Mission Statement:** Blue Bird Day Care and Learning Center is a state licensed and nationally accredited center that provides excellent high-quality childcare for children ages six weeks to five years old, in a clean, safe, nurturing, and multi-cultural atmosphere.

**Philosophy Statement:** Blue Bird Day Care and Learning Center is dedicated to encouraging our children to be appropriately challenged towards developing their own individual learning awareness. We believe that in order to meet the basic needs of our children, they will need to be able to feel secure, and in doing so, form safe friendships with the other students, as well as the staff. We want our children to become self-disciplined adults, so we will help them by using redirection.

Children learn through play and at different rates of speed, and that is why we offer our children multiple learning centers as well as hands-on activities that really get their creativity and imagination wheels turning. At Blue Bird, our children will learn about their feelings, about others and how to communicate with them, as well as how to move their bodies using their muscles, and last but not least they will learn how to think for themselves. Therefore, they will have met all six developmental areas.

The staff at Blue Bird knows that knowledge is critical in our children's lives. It give them self-esteem, self-worth and understanding. Our teachers are committed to providing our children with choices, so that they have the opportunity to direct themselves and become independent children. That is why the staff at Blue Bird is committed to adherence to developmentally appropriate practices and is dedicated in continuing to receive further training in all areas of early childcare, and will use this knowledge to help better our center as a whole.

The environment of Blue Bird is very child-friendly with brightly colored walls, cognitive and literacy posters, pictures of their families as well as them playing here at Blue Bird, and of course the children's artwork right at eye-level. Each room is equipped with a child-size restroom, child-size furniture, and defined interest centers for play that meet all areas of development and help them master everyday situations, while minimizing distractions.

Our commitment as the staff at Blue Bird is to provide the children with positive reinforcement, and to form a partnership with the families. Parents are encouraged to visit us whenever they would like, so that they may spend time observing their child(ren) as well as the others, as they grow, learn and play. Together, we will be able to give the children the support, encouragement, and the tools they need to succeed in life.

***Program Information:***

Location: Blue Bird Day Care and Learning Center  
1512 Wyoming Blvd. NE  
Albuquerque, New Mexico 87112

Days and Hours: Monday – Friday 6:30 am – 6:00 pm

Services Offered: Child Care 0-3, PreK, After School

Licensing Level: Blue Bird Day Care and Learning Center is a **5 STAR LICENSED** center by the New Mexico Children, Youth and Families (CYF) Department. Blue Bird complies with all New Mexico rules and regulations governing childcare facilities. Blue Bird is licensed to provide service for 30 children under the age of two (2) and 100 children over the age of two (2).

**National Accreditation:** Blue Bird Day Care and Learning Center is accredited through the National Early Childhood Program Accreditation (NECPA). The NECPA is a nationally recognized organization responsible for reviewing and evaluating childcare centers to ensure that all local, state and national requirements regarding early childhood services are met.

***Daily Schedule:***

7:00-9:00	Breakfast
9:00 – 11:00	Activities
11:00 – 12:00	Lunch
12:00 – 1:30	Rest period
1:30 – 2:00	Activities
2:00 – 2:30	Afternoon snack
2:30 – 5:00	Activities
5:00-6:00	children go home

A monthly calendar of activities is available as well as a weekly lesson plan prepared by your child’s teacher. See your child’s teacher for more information.

***Food:*** We participate in the CYFD Food Program. We have eligibility forms available, which need to be filled out by the end of September every year. These forms are confidential and are only used to determine the amount of reimbursed funds we receive. This is a contract between the parent and the USDA. We administer the program using the funding to feed the children.

***Meals/Snacks:*** The center provides nutritious and tasty meals and snacks. The center participates in the Federal Adult and Child Care Program, which set standards for food quality serving portions and serving times. A menu for each week is posted on our bulletin board located in the lobby. Please feel free to review it as often as you desire. Breakfast is served from 7:00 am to 9:00 am. Lunch is served from 11:00 a.m. to 12:00 p.m., and afternoon snack from 2:00 p.m. to 3:00 p.m. **Please be aware that no outside food is allowed in the center.**

***Child Orientation:*** Newly enrolled children will be given a tour of the facility. We will explain the rules that apply to the child, both indoors and outdoors. After introducing the child to the teachers, they will help make the child feel at home by pairing him/her with another child.

***Birthdays:*** Birthdays will be recognized during snack time and you may send a healthy treat. If you plan to send a treat, please notify your child's teacher the day before you send it.

***Equal Opportunity Policy:*** We do not discriminate against any child(ren) because of race, creed, handicap or special disabilities, sex, national or ethnic origin.

***Security Cameras:*** Security cameras have been installed in every room to monitor the child(ren)'s academic and social learning skills.

***Security Key Code:*** Blue Bird is dedicated to providing a safe learning environment. A keypad is located on the outside entrance door. An individual security code number will be provided to parents to enter the center. The code number is not to be shared with anyone outside your family circle. A green button is located inside the lobby area, next to the front door. Please push the green security button on your way out to unlock the door. The green security button is to help us ensure that the child(ren) are not exiting the center without his/her parent. ***We kindly ask you that you do not allow your child to press the green security button.***

***Signing Child(ren) In and Out:*** As per State mandate, parents are required to sign and initial his/her child(ren) in and out of the center. The sign-up sheets are conveniently located on the entrance counter. If any person other than the parent wants to pick up his/her child(ren) without the parent's written and/or verbal consent provided to the Director, the child will ***not*** be released to that individual. Blue Bird is responsible for taking care of the children, and in order to ensure child(ren)'s safety we request your assistance in signing your child(ren) in and out of the center. We will not release your child to anyone under 18 yrs of age. Must show ID

***Child Abuse and Neglect Reporting Procedures:*** Blue Bird is committed to providing a safe learning environment. Administration and staff have been trained to look for signs of abuse/neglect on a child(ren). In the event of suspected abuse/neglect the teacher immediately reports to the Director. The Director is responsible by law to report any alleged or suspected child abuse or neglect to the Children, Youth and Families Department.

***Guidance Policy Discipline:*** Our principal method of discipline is to redirect energy. We use positive discipline and fair guidelines. The staff will explain what is expected of each child to help them understand limits. The age and individual needs of each child will be considered. We help the children learn to express their emotions verbally. The teacher molds the appropriate behavior, and teaches the children acceptable vocabulary to express anger, happiness, sadness, etc. Most behavioral problems are easily resolved in this manner. Staff is trained to emphasize positive guidance techniques, such as re-direction. Staff will prepare a written report describing the child(ren)'s behavior and ask for immediate intervention from the parents, and we will request a parent/teacher conference if the behavior continues. We encourage parents to help us in following through with disciplinary steps.

**Parent Involvement/Open Door Policy:** The center has an open door policy to allow you, the parent, to visit with your child unannounced. The parents are highly encouraged to volunteer their skills and talents by assisting the teacher in the classroom with activities such as reading to the children, arts/project time, outdoor activity time, circle time, and lunchtime. Parents are also invited to share their culture and family traditions with the children at the center. The Director has an open door policy to encourage parents to communicate openly and freely regarding any questions, concerns, suggestions, and/or recommendations. Curriculum meetings for the school year begin in July if you wish to contribute, please let the Director know, we welcome your input

**Toilet Training:** When you feel your child is ready for toilet training, we ask that you begin this teaching at home during vacation or other time off from work. Toilet training must be done in a relaxed manner with the cooperation of the entire family. The child must be at least 2 ½ years old and showing signs of readiness. When the child is ready, the process should go pretty quickly. Once the child is able to communicate to you that he needs to be taken to the bathroom, we ask that you bring extra underwear and we will continue to encourage your child to use the bathroom on a timely matter. We know this will be an exciting and rewarding process.

**Dress Code:** Children should dress appropriately for weather and temperature. Please send your child in comfortable play clothes so he/she can experiment with a variety of our activities and play comfortably on the playground. Please do not send your child to school in special clothes that you do not want to get dirty. In the fall or spring please provide a light jacket or sweatshirt to prepare your child for weather changes. Each child needs a complete set of clothes including underwear and socks, in case of accidents. Diapers—parents will furnish both diapers and wipes.

**Toys and Personal Belongings:** Blue Bird Day Learning Center is *not responsible* for any personal lost items. We strongly recommend that you do not allow your child(ren) to bring personal items to the center. These items include but are not limited to: toys, toy guns, balls, jewelry, stuffed animals, make-up, dolls, hair items, such as, combs, hair brushes, hair pins, gum, candy, hats, purses, money, etc. These items can create contention among the children and also are inadvertently taken home by other children. *All personal clothing items must be identified with the child(ren)'s name.*

**Naps:** All children between the ages of 12 months up to five (5) years of age are required to rest after lunch for at least an hour and thirty minutes or more. **Please do not bring your child(ren) during naptime from 11:30-1:45.** Those children who do not wish to sleep are encouraged to quietly read a book or look at a book or play with quiet toys.

**Curriculum Statement:** Blue Bird Day Care and Learning Center offers a complete Early Childhood Curriculum, which includes computers, pre-math, science, reading readiness, music, art, social studies, social skills, physical education, language development, and motor skills development. We also use objective observations to assess the children and celebrate their developmental achievement. We use these assessments to help develop a curriculum that meets the children's needs and interests.

Our curriculum is designed to primarily strengthen our children's cognitive development, but we also offer activities that focus on the other five areas of development: social, emotional, physical, motor and language. At Blue Bird, the staff wants our children to know that they have a voice. We allow them to discuss activities with each other, help in planning the classroom curriculum, and we are there for them whenever they just need a hug.

Each room has a daily schedule, but these schedules are very flexible, so that we may meet the needs and interest of the children. Each room also has the following interest centers: manipulative, science, nutrition, dramatic play, block building, art-n-crafts, wood working, tools, language arts, music, multi-cultural, and tabletop games.

These centers are all at the child's eye level and are all accessible for use whenever the children choose to do so. We also offer classes in dance and fine arts.

We want the children to find themselves, learning how to master everyday life skills, so we offer them choices in a variety of hands-on activities that promote opportunities to explore, without the fear of failure. We also want to be able to stimulate their desire to learn, and help them practice skills in all areas of development, and ultimately master life experiences.

Together, with our staff and your families, all of our children will turn out to be well-rounded adults.

***Enrollment Procedures:*** Before a child can begin attending our program, the parent must have completed the enrollment procedures.

1. Complete enrollment packet
2. Pay the registration fee and first week's tuition in advance.
3. Provide a copy of immunization record.
4. If the parent is on the CYFD Child Care Program, State Contract must be signed by both parties and complete before starting. Parent must pay co-payment and registration fees in full (cash only) before child can start school.

***Immunization Records:*** Please provide an update copy of your child(ren) shot records on the first day of enrollment.

***Save money by paying monthly.*** Monthly fulltime tuition rates will receive a **5% discount at the time of payment.** Payment is due by the 1st of each month. There will be a \$30.00 late fee for payments received after the 5th.

**Contact Us today for our Daily, Weekly, and Monthly rates: 505-294-3635**

**Note:** Part-time - 3 days only \$150.00 (infants) approved by the Director

**Registration Fees:** A one-time fee for the first child is \$50 and \$40 for any additional child. The one time registration fee is **NON-REFUNDABLE** no exceptions!

**Part-Time Fees:** A minimum of three full days per week is considered part-time. No half day childcare is available. The fee for part-time infant and toddler care is \$120 for a minimum of three full days. The fee for childcare ages two through five is \$110 for a minimum of three full days.

**Late Payment Fee:** A \$30.00 late payment fee will be added to your account if payment is not received by the 1st of every month when paying by the month. A 30.00 will be added to your account if weekly payment is not received by 5th of each month. The 30.00 fee is also applies to parents who have a State contract with a co-payment. Please note that the co-payment is due by no later than the 10h of each month, after the 10th there will be a 30.00 fee

**Late Pick-Up Fee:** Blue Bird Day Care and Learning Center **closes promptly** at 6:00 p.m. **NO EXCEPTIONS** will be granted. However, a \$30 late pickup fee will be charged after **6:00p.m** and an additional \$10 every 5 minute thereafter. Payment is expected on the same day. Or first thing in the morning of the next day in order for child care services not to cease.

**Preferred Method of Payment:** We accept all major Credit cards however there is a \$10.00 service charge and no charge if you pay with your Debit card. If you choose to pay cash the amount needs to be for less than \$30.00.

**Referral Credit:** A \$40.00 credit will be offered to parents who refer their friends and family to the center on a full time basis. Payment from the referred family must be received in advance before credit can be issued.

**APS or Parent Schedule Changes/Fees:** Parents are responsible for notifying the center of any schedule changes such as school schedules, vacations, days missed due to illnesses, and/or other unscheduled change. The center will accommodate your child(ren) due to any changes in the Albuquerque Public Schools (APS) schedules such as teacher's in-service training, holidays, election days, children's suspension and/or illnesses for an additional fee. We do close due to snow days. Please call us to let us know if your child will not be in school due to illness or bad weather.

**Termination Policy and Fees Procedures:** You are required to provide written notice (14) days in advance when planning to disenroll your child(ren) from the center. You will be responsible for full tuition the week in which the center received notice of your plans to disenroll your child(ren). Blue Bird Day Care and Learning Center reserves the right not to accept for enrollment or to disenroll any child(ren) whose needs the center cannot serve, or whose family does not agree or abide by the center's policies and procedures.

**Applies to Cash paying families-Vacation Written Notice and Fees:** In order to ensure your child(ren) space at the center, a seven (7) day written notice is required, which will also qualify you for a half (1/2) week tuition fee during his/her absence from the center. In addition, the child(ren) must be physically absent from the center. *However, in the event that the*

*child(ren) returns ONE day to the center, during his/her scheduled vacation, **tuition will be due in full for the entire week.*** Without the above notice you will be financially responsible for your child(ren) tuition during his/her absence. PLEASE NOTE THAT THERE IS A TWO (2) WEEK MAXIMUM VACATION per year, anything over two weeks you will be required to pay full tuition.

**Summer Tuition Fees:** The kindergarten and school kids' rates change during the summer. The fees are as follows: **Full Time** \$160 for the first child, \$150 for the second child, and \$140 for the third child. All field trips and meals are at NO additional cost. **Part Time** which is a minimum of 3 days a week is \$140.00 for the first child and \$130.00 for the second child.

**Summer Program:** Blue Bird Learning Center has an excellent Summer Program for children between the ages of four (4) and 12. Blue Bird's summer program ignites the joy of learning in young children. Our environment stimulates critical and creative thinking in all participants, through exploring, experimenting, problem-solving and brain building.

Interactive storytime with "Mother Goose" with props and puppets, UNM Maxwell Museum traveling trunk offering: weaving, pottery making, yarn painting, ramilletes, and much more Arts and Crafts enrichment. Magic shows, jugglers, gardening, ABC Bakery tours, music and movement, just to name a few.

The fundamentals of Karate taught by Master Chavez.

Our summer program is designed with all different interests and talents in mind. We focus on play, originality, imagination, and individual growth. We foster an atmosphere of community and cooperation.

Summer program for children ages 5 to 12 years.

Two sessions June 6<sup>th</sup> to July 29<sup>th</sup> and August 1<sup>st</sup> to August 19<sup>th</sup>.

These are morning-afternoon or full day sessions.

Cost is \$150.00 for full time sessions. We offer second child discount. **Scholarships are available. Please provide the center with a sun block permission slip, and a bottle of sun block of each of your children.**

**Field trip guidelines:** Blue Bird follows strict disciplinarian guidelines. That is, the seat belt must be in place while traveling and they are not allowed to stand up while the van is moving. NO EXCEPTIONS. Also, no use of foul language, yelling, pushing, punching, or hitting will be tolerated. The child(ren) is expected to remain close to his/her group and near the teacher's view at all time. No child will be permitted to wonder alone. The child(ren) are encouraged to keep their hands to themselves, to be respectful to teachers, peers and other people's properties. In the event the child misbehaves and/or fails to follow a directive, the child will lose his/her trip privilege, and parents will be immediately notified of the child's behavior.

**Child Accident/Incident Report/Illness Report:** The center will provide the parent with a written accident/incident/illness report. The teacher will fill out the appropriate accident/incident/illness report. The Director will assess the situation and will take necessary

steps to either contact the parent or discuss the best approach to handle the accident/incident/illness, or simply sign the form and leave a copy for the parent to pick up at the sign-in/sign-out counter.

***Emergency Procedures and Safety Policies:*** If your child(ren) is (are) unable to attend the center due to unexpected illness, please be advised that half (1/2) tuition will be charged, **only**, if the child(ren) is out for the entire week. If the child is out for one to three days, the weekly fee will remain the same.

If your child is injured and does not require medical attention, but we feel you need to know, you will be called.

If your child is injured and requires medical attention or becomes sick, i.e., diarrhea, vomiting, fever over 100 degrees, unexplained rashes, chicken pox, measles, hand, foot and mouth diseases, ring worm, head lice, and any signs of other communicable diseases, parents will be notified immediately and if they cannot be reached, the emergency contact listed next will be called and asked to pick up your child(ren) from the program.

Please note that you must pick up your child(ren) within **30 minutes** from the time we call you. This is necessary in order to ensure your child(ren) well being. Please note that the child(ren) can return to the center **ONLY** with a doctor's note, in order to prevent other children being exposed. (See attached Disaster Preparedness plan).

***Common illnesses and Fees:*** If your child becomes ill any time during the week and you want to keep him home the rest of the week, we ask that you pay the full tuition regardless of how many days he/she attended school. If your child's illness continues into the following week and you want to keep him home all week we will ask that you pay 1/2 tuition provided your child is out all week. Please, keep your child home when he/she is exhibiting any of the following symptoms:

- Elevated temperature 100 degrees or more
- Diarrhea
- Vomiting
- Unexplained/ infectious Rash
- Sore throat / Pink eye (discharge from eye) or Head lice
- Persistent cough/ear infection, ETC.

**Your child should be able to return to the program with your physician's approval 24 hours after antibiotic treatment has begun or 24 hours after the child's temperature has return to normal. Please provide us with a doctor's note before your child can return to school.**

***Medication:*** The center will administer both over the counter and prescribed medication to your child(ren). A sign up sheet is provided at the front desk, which you will be asked to fill out with pertinent information such as name of medication and dosage amount. Your child's teacher will administer the over the counter or prescribed medication to your child(ren). Failure to fill out the medication form will prevent the Director or the Teacher from administering the prescribed medication, and the parent will be required to return to the center to either fill out the medication form or to administer the medication to his/her child.

**Teacher / Parent Conflict Resolution:** Blue Bird follows a chain of command when a problem arises. That is, parents must first address their problems and/or concerns to the Director. The Director will in turn ascertain the parent's issues by inquiring from the individual(s) involved in the matter. Then the Director will report back her findings to the parent. If necessary a parent/teacher conference will be arranged to ensure that all parties involved are given the opportunity to address and respond to any concerns the parent may have.

**Teacher's Red Cross Certified:** All current Blue Bird Staff is required to be First Aid and CPR certified. Additionally, all new employees are required to become American Red Cross certified within their first 90 days of employment.

**Teacher's 45-Hour Certification:** Blue Bird Day Care Center complies with state regulations by requesting that all current and prospective staff receive their 45-hour Entry Level Courses in Early Childhood and Child Care Training. Professional on-site training is provided to staff and additional Early Childhood training is required of staff up to 24 hours per year.

**Teacher's Criminal Background Check:** Our teachers are carefully selected to ensure that they are committed to fostering self-esteem and instilling in your child(ren) a determination to enjoy learning. In addition, the center adheres to State guidelines by conducting a criminal background check prior to hiring the prospective teacher.

**Teacher's Behavior:** Teachers will model acceptable behavior. They will reinforce appropriate behavior with positive statements. They will redirect children to an alternative behavior or activity. Withdrawal of special privileges or time out procedures may be used.

The following disciplinary practices are never used:

- Physical punishment of any type/ Withdrawal of playtime
- Withdrawal of food, rest or bathroom opportunities
- Abusive or profane language
- Any form of public or private humiliation including the threat of physical punishment.

**Holidays:** Blue Bird Day Care and Learning Center observes the following holidays:  
We will be closed on the following holidays.

- New Year's day/week  
(based on calendar year)
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Day or
- Christmas week
- We do close or open late due to snow days. Please call us if your child will not be in school due to illness or bad weather.

# ***BLUE BIRD DAY CARE AND LEARNING CENTER***

1512 Wyoming NE  
Albuquerque, NM 87112  
(505) 294-3635

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## **PARENT HANDBOOK AGREEMENT FORM**

Dear Parent and/or Guardian:

We are providing you with Blue Bird Day Care and Learning Center's Parent Handbook listing the center's Policies and Procedures. Please read the entire Parent Handbook *especially note the policies on late payment charges, absences, and disenrollment of your child.* Blue Bird Day Care follows and adheres to these written policies very closely. NO exceptions! This is necessary in order to help ensure a quality program, as established by the National Early Childhood Program Accreditation (NECPA) Agency, and the Department of Children, Youth, and Families (CYF).

Sincerely,

Ms. Aida Rascon, Director

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I/We have read and understand the policies and rules of Blue Bird Day Care and Learning Center, and I agree to abide by said policies and procedures.

Child's Name: \_\_\_\_\_

\_\_\_\_\_  
Signature of Parent and/or Guardian

\_\_\_\_\_  
Date

## **CONFIDENTIALITY POLICY**

I/We at Blue Bird day care understand that all information regarding all clients and file material for all families are strictly confidential. This means that any information that I/We may derive, through conversation or written statement regarding any clients or their families should not be discussed in any way to those outside of the program.

\_\_\_\_\_  
Director's signature

\_\_\_\_\_  
Date