



Parent Handbook

Welcome Jugando Aprendemos! We are excited to have your family join our community. This handbook is designed to provide you with important information about our policies, procedures, and the services we offer.

Please take the time to read through it carefully.

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Introduction

Our Mission

At Jugando Aprendemos our mission is to provide a safe, nurturing, and stimulating environment that supports the developmental needs of every child. We believe in fostering a love for learning and promoting social, emotional, and cognitive growth.

Philosophy of Care

We believe that every child is unique, capable, and full of potential. Our program fosters curiosity, independence, and creativity by providing a nurturing and stimulating environment where children feel safe to explore and learn.

We emphasize play as the primary vehicle for learning. Through structured and unstructured play, children develop social, cognitive, and motor skills while building problem-solving and critical-thinking abilities.

Our program fosters kindness, respect, and an appreciation for different cultures and perspectives.

We believe that strong partnerships with families and the community are essential for a child's growth. Open communication, family involvement, and a collaborative approach ensure that children receive consistent and meaningful support.

Our center prioritizes a secure, warm, and loving environment where children feel comfortable expressing themselves. We emphasize positive guidance, respect for individual needs, and fostering a sense of belonging.

Daycare Center Enrollment Process

Enrolling your child at Jugando Aprendemos is a straightforward process designed to ensure that both you and your child have a smooth transition into our community. Below are the detailed steps, requirements, and important information to guide you through the enrollment process.

Registration Requirements

To begin the enrollment process, please complete the following steps:

-ProCare App

You will need to Pre-Register by accessing the link on our website

-Application Form

What to Include: Fill out the Application Form with your child's basic information, including name, date of birth, and parent/guardian contact details.

-Emergency Contact Form

What to Include: Provide at least two emergency contacts along with their relationship to your child and their phone numbers.

-Health Records

What to Include: Submit your child's current health records, including immunization records.

-Registration Fee

Cost: A non-refundable registration fee is required to secure your child's spot.

Payment Method: This can typically be paid via check, credit card, or electronic transfer.

-Enrollment Confirmation

Once we receive the completed forms and the registration fee, you will receive a confirmation email detailing your child's start date and other important information.

Ongoing Documentation

After enrollment, you may be required to update certain documents annually, such as health records and emergency contacts. We will remind you when these updates are due.

Orientation

What to Expect: We invite you to attend a Parent Orientation session, where you will learn about our programs, policies, and meet our staff.

Timing: Orientation typically occurs one week prior to your child's start date.

First Day Preparation

Required Items - Parents will receive a detailed packing list with all the items they would need to bring on the Day 1. Future replenishments will be requested via the ProCare App.

Drop-Off Process

Procedure: Upon arrival check in at the front using Procare, our student information system, and a staff member will assist you in settling your child. For your child's safety and security parents will be greeted at the main door for the handoff procedure.

Pick-Up Process

Procedure: We strongly recommend that you either call 10 minutes ahead or send a message via the ProCare App indicating that you are on your way to pick up your child. Always remember that it takes time to prepare your child for their departure.

Late Pick-Ups

Our latest pick-up time is 6pm but we understand that circumstances arise. Don't worry your child will be safe at the school always accompanied by 2 staff members until you arrive. There is a \$30 per half hour charge for the lateness to cover for the staff's additional time.

Payment Policies

Tuition Fees

- Tuition fees are due weekly on Monday for the start of the week.

Payments can be processed as follows::

- Via the ProCare App
- Cash or Credit Card - payment made at the main office
- Zelle

Late Payments

A late fee of \$25 will be applied if payment is not received by the indicated due date.

General Daily Schedule

- 7:00 AM - 9:00 AM: Arrival, Breakfast & Free Play
- 9:00 AM - 10:00 AM: Circle Time
- 10:00 AM - 11:30 AM: Learning Activities
- 11:30 AM - 12:00 PM: Lunch
- 12:00 PM - 1:30 PM: Nap / Quiet Time
- 2:00 PM - 4:00 PM: Learning Activities / Outdoor Play / Snacks
- 4:00 PM - 6:00 PM: Departure & Free Play

Meals and Snacks

We provide nutritious meals and snacks daily. Please inform us of any dietary restrictions or allergies. Parents will receive the weekly meal menu via the ProCare App the Friday before the following week.

Health and Safety Daycare Center Health and Safety Policies

At Jugando Aprendemos, the health and safety of your children are our top priorities. We have established comprehensive policies and procedures to ensure a safe and nurturing environment. Below are the key components of our health and safety protocols.

Illness Policies

When to Keep Your Child Home

To prevent the spread of illness, please keep your child home if they exhibit any of the following symptoms:

- **Fever:** A temperature over 100°F.
- **Vomiting or Diarrhea:** Any occurrence within the last 24 hours.
- **Contagious Illnesses:** Such as chickenpox, flu, strep throat, or RSV.
- **Severe Cough or Cold Symptoms:** Persistent coughing, runny nose, or difficulty breathing.

Return to Daycare

Children can return to the daycare once:

- They have been fever-free for at least 24 hours without the use of fever-reducing medications.
- They have completed a course of antibiotics for at least 24 hours for bacterial infections.
- They have received a doctor's clearance for contagious illnesses.

Emergency Procedures

Emergency Evacuation Plan

In the event of an emergency, such as a fire or natural disaster, we have a clear evacuation plan:

- Routes: Designated exit routes are posted in each classroom.
- Drills: Regular fire drills and emergency evacuation drills are conducted to ensure children and staff are familiar with procedures.
- Assembly Points: Children will gather at a predetermined safe location away from the building.

First Aid Administration

- Training: Staff members are trained in basic first aid and CPR.
- First Aid Kits: Fully stocked and accessible first aid kits are located in each classroom and common areas.
- Incident Reporting: Any injury or incident involving a child will be documented, and parents will be notified immediately on Procure.

Medication Administration

Guidelines for Administering Medication

If your child requires medication during daycare hours, please follow these guidelines:

- Medication Form: Complete a Medication Administration Form for each medication, indicating dosage and administration times.
- Original Containers: All medications must be provided in their original containers with clear labeling that includes the child's name, dosage, and specific instructions.
- Designated Staff: Only trained staff members are authorized to administer medication.
- Over-the-counter medications (e.g., pain relievers, allergy medications) will only be administered with written parental consent on the Medication Administration Form.

Hygiene Practices

Handwashing Protocols

- Children and staff are required to wash their hands:
- Upon arrival at the daycare.
- Before and after meals.
- After using the restroom.
- After outdoor play or any activities that may involve dirt or germs.

Cleaning and Sanitizing

- Daily Cleaning: All toys, surfaces, and common areas are cleaned and sanitized daily.
- Frequently used toys are cleaned and disinfected throughout the day, especially those that have been in contact with bodily fluids.

Health Alerts

- Parents will be notified of any illness outbreaks (e.g., flu, RSV) affecting the daycare.
- Parents are encouraged to communicate any health concerns or special needs regarding their child.

Safety Policies

Child Supervision

- Staff-to-child ratios are strictly maintained to ensure adequate supervision and safety.
- Children are never left unattended, and all activities are monitored by trained staff

Secure Environment

- Access Control: The daycare is secured during operating hours, with controlled access points. Visitors must sign in and out.
- Playground Safety: Outdoor play areas are fenced and equipped with age-appropriate equipment. Regular inspections are conducted to ensure safety.

Staff Qualifications

Staff members are hired or are working towards the following credentials:

- CDA Certification
- Associates or Bachelor's Degree in Child Development
- Bachelor's Degree in Teaching

All staff members are required to undergo criminal and child abuse background checks and complete training in child development, CPR, and Advanced first Aid.

Staff-to-Child Ratios

We maintain the following ratios to ensure quality care:

- Infants (0-18 months): 1 staff for every 4 children
- Waddlers (18 months up to 2 ½ years) 1 staff for every 6 children
- Toddlers (2 ½ to 4 years) : 1 staff for every 8 children
- School Age (5 years to 13 years): 1 staff for every 15 children

Parent Communication

At Jugando Aprendemos we believe that strong communication between parents and caregivers is essential to a child's success. We are committed to maintaining open, transparent, and respectful communication to ensure a positive experience for both children and families. Communications are managed through the ProCare App, calls to the main office or scheduled meetings.

Methods of Communication

Daily Communication

- **Drop-off & Pick-up:** Teachers will provide brief updates via the Procare App about your child's day, including meals, naps, and activities. If you require additional information you can send your question via ProCare
- **Daily Reports:** For infants and toddlers, a daily report will be provided via Procare the parent communication platform detailing diaper changes, meals, naps, and activities.

Announcements

- Urgent announcements will be shared via email, and on Procare, the parent communication platform and student information system.

Parent-Teacher Conferences

- Scheduled **twice a year** to discuss your child's development, progress, and any concerns. Additional meetings can be arranged upon request.

Digital Communication

- **ProCare/App:** Parents can log in to view updates, photos, and important messages.
- **Email & ProCare Messaging:** Used for general inquiries, updates, and emergency notifications.

Questions/Concerns

We value parent feedback and encourage open discussions about any concerns. Here's how we handle them:

1. **Speak with your child's teacher first** for concerns.
2. If additional support is needed, **schedule a meeting with the director.**
3. We aim to resolve all concerns professionally and collaboratively.

Emergency & Urgent Communication

- In case of illness, injury, or emergencies, parents will be contacted immediately via phone and the Procare app
- Severe weather or unexpected closures will be communicated through **Procare**

Behavior Management Policy

At Jugando Aprendemos, we believe in fostering a positive, nurturing, and respectful environment where children feel safe and supported. Our behavior management approach focuses on guiding children toward self-regulation, problem-solving, and appropriate social interactions.

Philosophy on Behavior Guidance

- We believe that children learn best through positive reinforcement and modeling.
- Our approach is **proactive**, emphasizing clear expectations, consistency, and redirection.
- We recognize that each child develops self-regulation skills at their own pace and will be guided with patience and understanding.

Positive Behavior Strategies

To encourage positive behavior, our staff will:

Model appropriate behavior (e.g., using kind words, sharing, and expressing emotions calmly).

Set clear and consistent expectations so children understand rules and boundaries.

Offer choices to help children develop independence and decision-making skills.

Use redirection to guide children toward appropriate activities when challenges arise.

Encourage problem-solving by helping children express feelings and resolve conflicts with peers.

Provide positive reinforcement such as praise, encouragement, and rewards for good behavior.

Addressing Challenging Behaviors

When behavior challenges arise, our staff will:

Use gentle reminders and redirection to encourage appropriate behavior.

Help children express feelings verbally instead of through actions.

Encourage self-regulation techniques such as deep breathing or taking a break in a quiet space.

Provide logical and age-appropriate consequences (e.g., if a child throws a toy, they will be encouraged to pick it up).

Communicate with parents if challenging behavior persists to develop a consistent approach at home and in the center.

Toilet Training:

1.Children will be supported in developing independence in toileting when they show readiness signs, such as staying dry for longer periods, expressing interest in using the toilet, or communicating needs.

- Parents will be informed about and encouraged to participate in the toilet training process.

2. Supervision:

- Staff will supervise children during toileting to ensure safety and provide assistance as needed.

- Children will be encouraged to use the toilet regularly, especially after meals and snacks.

3. Hygiene Practices:

- Children will be taught proper handwashing techniques before and after using the toilet.

- Staff will model and reinforce good hygiene practices.

4. Individual Needs:

- We recognize that each child is unique; therefore, we will accommodate individual toileting needs and routines.

- Parents should provide any necessary supplies (e.g., pull-ups, wipes) if their child is in the process of toilet training.

5. Communication:

- Parents will be informed of their child's progress with toileting during regular updates.
- Any concerns regarding toileting habits or accidents will be communicated to parents promptly.

6. Accidents:

- Accidents are a normal part of the toilet training process. Staff will handle them calmly and sensitively, ensuring the child feels supported.
- Parents will be notified if their child has frequent accidents to discuss any necessary adjustments or support.

7. Privacy:

- Staff will ensure that children's privacy is respected during toileting. Children will be encouraged to ask for help when needed.

8. Review and Updates:

- This policy will be reviewed regularly, and parents will be informed of any changes.

Use of Technology and Social Media

Devices:

Staff may use tablets, computers, and other devices for educational purposes to enhance learning experiences. Personal devices should not be used during working hours unless necessary for communication or emergencies.

Educational Software:

Only approved educational software and applications will be used in the classroom to support learning and development.

Photography and Videography:

- Consent Required:

Parents must provide written consent for their child's photographs or videos to be taken and shared. Consent forms will be distributed at the start of the enrollment process.

- Usage: Photos and videos may be used for educational purposes, classroom displays, or center promotions, but will not be shared publicly without parent consent.

- Staff Conduct: Staff members are prohibited from taking personal photos or videos of children using their personal devices.

Social Media:

- Official Accounts: The daycare center may maintain official social media accounts to share updates, events, and educational content with families.
- Privacy: No identifiable information about children, parents, or staff will be shared on social media without explicit consent.
- Interactions: Staff will maintain professional boundaries on social media and may not accept friend requests or engage in personal communication with parents or guardians.

TV Computer/Video Policy

To establish guidelines for the use of television and computers in our daycare center, ensuring that technology enhances learning while prioritizing the well-being of the children in our care.

1. Television Use:

- Educational Content: Television programs and videos shown in the center will be age-appropriate and focus on educational content that supports learning objectives.
- Limited Screen Time: Screen time will be limited and balanced with active play, hands-on activities, and social interaction. We aim for no more than 30 minutes of screen time per day for preschool-aged children.
- Supervision: Staff will supervise all television viewing to ensure content is appropriate and to engage children in discussions about what they are watching.

2. Computer Use:

- Educational Software: Computers will be equipped with age-appropriate educational software and applications that promote learning and development.
- Supervised Access: All computer use will be supervised by staff to ensure safe and appropriate usage. Children will be guided in how to use the software effectively.
- Time Limits: Computer use will be limited to 20 minutes per session to encourage a variety of activities throughout the day.

3. Internet Access:

- Filtered Access: If internet access is provided, it will be filtered to restrict inappropriate content. Staff will monitor internet use to ensure safety.
- Online Safety: Children will be taught about online safety and the importance of not sharing personal information.

4. Staff Training:

- Staff members will receive training on the effective use of technology in the classroom, including how to integrate TV and computer activities into the curriculum while maintaining a focus on child development.

5. Parent Communication:

- Parents will be informed of the technology policy and the rationale behind the use of TV and computers in the center. Feedback from parents is encouraged and welcomed.

6. Review and Compliance:

- This policy will be reviewed regularly, and any updates will be communicated to staff and parents. Compliance with this policy is mandatory for all staff and volunteers.

Communication:

- Parent Communication: Important updates and information will be communicated to parents through the official channel, ProCare.

- Feedback: Parents are encouraged to share feedback or concerns directly with staff or management rather than on social media platforms.

Internet Safety:

- Supervision: Children will be supervised when using technology to ensure safe and appropriate use.

- Students in the afterschool program will not be allowed to use personal cell phones while in the program.

Review and Compliance:

This policy will be reviewed periodically, and parents will be informed of any changes. Compliance with this policy is mandatory for all staff and volunteers.

Partnering with Parents

If a child displays persistent behavioral challenges, we will:

- Schedule a **meeting with parents** to discuss concerns and possible solutions.

Birthdays

Teachers will celebrate your child's birthday on their special day. Parents may send candy-free goodie bags. Please ensure that any snacks included in the goodie bags are peanut-free. If you are including toys or items, please make sure they are age-appropriate. Goodie bags will be distributed to students at the end of the day and placed in their backpacks. We ask that parents inspect any goodie bags sent home to ensure they are suitable for their child.

On your child's birthday, we allow store-bought cookies, cupcakes, and/or cakes. Please notify the teachers at least three days in advance if you plan to send in a treat for your child's birthday.

Field Trips

Field trips are planned periodically to enhance the learning experience. Notification and a permission slip will be provided in advance.

Conclusion

We are delighted to have your family consider Jugando Aprendemos for your childcare needs. If you have any questions or need further assistance during the enrollment process, please feel free to contact us at 201-854-1945. We look forward to welcoming your child into our learning and care community!