



**Country Living  
Learning Center**  
*Play, Learn and Grow Together*

## **FAMILY HANDBOOK 2022-2023**

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Approved by CLLC Board of Directors October 24, 2022



Country Living Learning Center Family Handbook  
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## **WELCOME**

Welcome to Country Living Learning Center (CLLC) childcare center. Our vision is to be linked with families in your child's growth, development, and learning. At Country Living Learning Center (CLLC), we provide a stimulating environment for your child to learn through play; our teachers promote development in the areas of social, emotional, cognitive, & physical development. Thoughts, ideas, and suggestions from families are greatly appreciated. We encourage interaction between you and your child at any time. An enlightening, enriching, and rewarding experience awaits both you and your child at CLLC.

## **MISSION AND HISTORY**

"The mission of Country Living Learning is to provide childcare that meets the needs of each child and family in a safe, educational environment. CLLC prides our focus on the individual needs of each child, while providing quality, reliable and safe childcare."

We are a non-profit organization. Funds for our facility are raised through grants, community fundraisers, tuition, and donations. CLLC has been made possible by the hard work, dedication, and support of our community.

## **LICENSING**

Country Living Learning Center is a licensed childcare facility and subject to all rules and regulations determined and issued by the Colorado Department of Human Services, Division of Early Care and Learning. CLLC provides qualified staff each day to maintain compliance with the rules and regulations established by the State of Colorado.

## **SCOPE OF SERVICES**

Country Living Learning Center provides services to children from 6 weeks through 5 years of age. Placement in a classroom is determined by your child's age and developmental level. Placement will be decided by the Director with input from the teachers and you, the families. Children in the Infant Room may transition to the Toddler Room after 12 months, based on motor skill development (including but not limited to eating table food and walking). Toddlers may be transferred to the Pre-school Room before 36 months if they show developmental readiness. Your child will be placed where his/her needs will be best met, and interests challenged.

Infant Room	6 weeks to 18 months
Toddler Rooms	12-36 months
Preschool Room	2 ½ years -5 years

Occasionally it is necessary to move children or combine groups due to emergencies or number of attendees. Families will be notified if this routinely occurs. Continuity of care is important to your child's development and every effort is made to minimize such disruptions.

### **Transition Support**

CLLC helps prepare families and children for transitions from the home setting, and from one classroom to another, through an overall approach that includes open house events and printed information. Meetings between families and teachers will be scheduled to discuss transition strategies (i.e. visiting the new classroom, pictures and bio of the new teacher, pictures and family stories about the child, information about schedules, daily routines, etc.) in order to have a mutual understanding of expectations and to develop an approach that compliments the individuality and circumstances of each child.

### **Primary Care Giver Practice/Continuity of Care**

Children enrolled at Country Living Learning Center will be cared for primarily by the same one-two adults daily to promote formation of a strong emotional bond. While substitute staff and support staff (which allow classroom staff to take lunches, breaks, etc.) may be found in the classroom on occasion, the majority of the child's day will be spent with the same caretaking adults.

### **Home Language**

If a second language is dominant in a classroom, every attempt will be made to provide a caregiver in that classroom who is fluent in the language of the children.

Further, using the best reliable resources available, CLLC will provide printed information (i.e. forms, newsletters, messages) in home languages for family communication purposes.

### Screenings

Resource lists and information about screenings for hearing, vision, dental and other support services can be requested from the Director. CLLC will conduct screenings for hearing, vision, and dental yearly for Preschool students ONLY.

### HOURS OF OPERATION/HOLIDAYS

Country Living Learning Center is open Monday through Thursday from 7:00 a.m. to 5:00 p.m. Country Living Learning Center will be closed to observe the following holidays: New Year's Day, Memorial Day, 1 full week in June or July (the Director will announce the week chosen in advance), 4th of July, Labor Day, Thanksgiving, day after Thanksgiving, Christmas Eve, and Christmas Day. The CLLC Board of Directors reserves the right to approve additional closures as deemed appropriate.

### CLOSURE DUE TO INCLEMENT WEATHER

Closure of Country Living Learning Center due to inclement weather or other extenuating circumstances will be announced with a sign at the center and/or sent through the ProCare App. In the event area public schools close due to a snowstorm, CLLC will make every effort to remain open to provide childcare services. The Director will determine when/if CLLC will close based upon staff availability and area road closures. Call CLLC if ever in doubt. If CLLC is cancelled while already in session, you will receive a phone call and will be expected to pick your child up in a timely manner. If a funeral is scheduled during normal business hours for CLLC the center will be closed, and parents will be informed as much in advance of the funeral as possible.

### CHILDREN WITH SPECIAL NEEDS

Services for children with special needs (physical, emotional, educational, etc.) will be provided contingent upon the availability of qualified staff and the determination that CLLC best meets the needs of the child. The parents/guardians, Director and staff will make this determination.

### ENROLLMENT/ADMISSION

Country Living Learning Center accepts registration for admission throughout the year. Families who register for full-time care will be given priority in scheduling days and hours.

### Enrollment Fee

A \$30.00 non-refundable administration fee will be due when enrollment packet is submitted. The administration fee will be applied to the enrollment fee upon enrollment. An enrollment fee of **\$30.00 per child** will be charged at the time of enrollment and annually thereafter. This fee assists in covering the cost of supplies such as paper, markers, paint, etc., as well as any assessment tools and staff training.

### Waiting List

In the event, that there are no openings for enrollment, an active waiting list will be maintained. This active waiting list will be utilized when filling a vacancy that may occur. The vacancy is filled by an age eligible child on a first come, first serve basis.

### Family Handbook

At the time of enrollment, families need to familiarize themselves with policies and procedures of the center which are set forth in this handbook and in the CLLC Policies and Procedures Manual. Any time a change is necessary to the Handbook, families will receive a notice of the change.

### Required Forms

All required forms must be filled out **completely** prior to the first day of attendance. Incomplete or missing paperwork will result in non-admittance.

Required documents are as follows:

- Enrollment Form
- Authorization for Emergency Medical Care Form
- General Health Appraisal Form (signed by a health care provider)
- Immunization Record (up to date & on provided form)
- Topical Preparations Permission Form

Safe Sleep Policy Form  
 Contracted/Drop-in Care Agreement  
 Any Additional Forms as Determined by State Licensing

Applicable and/or Classroom Specific Forms:

Health Action Plan  
 Medication Administration Form  
 Rest Time Cot permission form (under age 2)  
 Formula Decision Form (Infant Room)  
 Any Additional Forms as Determined by CLLC

Re-enrollment & Updating Forms

All enrollment forms must be updated yearly. Medical information should be updated in a timely manner when there are any changes in your child's information (i.e. after immunizations, yearly physicals, etc.).

**CHILD CARE TUITION AND PAYMENT SCHEDULES**

Country Living Learning Center provides services at the rates below:

<u>Age</u>	<u>4 Days/Week</u> (Daily Rate)	<u>3 Days/Week</u> (Daily Rate)	<u>2 Days/Week</u> (Daily Rate)	<u>1 Days/Week</u> (Daily Rate)	<u>Drop In</u> (Daily Rate)	<u>Half Day</u> <u>Mon-Thurs ONLY</u> <u>7:00 am-1:00 pm</u>
<b>Infant</b> (Under 2 yrs)	<b>\$35</b>	<b>\$36</b>	<b>\$37</b>	<b>\$39</b>	<b>\$42</b>	<b>X</b>
<b>Toddlers</b> (Over 2 yrs)	<b>\$33</b>	<b>\$34</b>	<b>\$35</b>	<b>\$39</b>	<b>\$42</b>	<b>X</b>
<b>Preschool</b>	<b>\$33</b>	<b>\$34</b>	<b>\$35</b>	<b>\$39</b>	<b>\$42</b>	<b>\$25</b>

- half-day rates are four hours or less
- extended half day rates are five hours or less
- Drop-In days available only if space allows.
- Please call or email ahead of time if you need a drop-in day.
- Same days each week for contracted care (If work schedule changes weekly, please contact the Director.)
- CLLC closure (snow, holiday, etc..) daily tuition is waived

Tuition Payments

Billing cycle will be every 1<sup>st</sup> and 15<sup>th</sup> or monthly. Tuition will be due on the 5<sup>th</sup> and 20<sup>th</sup> of every month; all unpaid balances will be charged a 10% late fee if not paid by the 5<sup>th</sup> and 20<sup>th</sup> of each month. This does not apply to any family with CCCAP, as the parent fee is due on the 1<sup>st</sup> of every month (per CCCAP rules). If the 5<sup>th</sup> or 20<sup>th</sup> land on a weekend or holiday, payment will be allowed the following business day before the end of the business day. Any family who has not made a payment for 2 months will have childcare services suspended until the solution is resolved between both parties. CLLC accepts checks, cashier checks and payment options through the ProCare App.

Past Due Accounts

Past due childcare tuition payments may result in the loss of your child's space at Country Living Learning Center. Failure to pay will constitute a default, which will entitle Country Living Learning Center to all remedies as prescribed by law including reasonable attorney's fees.

Returned Checks

A \$25.00 fee will be charged for all returned checks. Any additional charges incurred due to the returned check (for example, bank charges) will also be charged to the responsible party. Nonpayment of check

fee and additional charges will result in termination of child's enrollment at CLLC.

#### Delinquent Accounts

Country Living Learning Center will attempt to collect any unpaid balance with utilization of a collection agency and court if needed. Any fees incurred with the collection or court costs will be added to the outstanding balance. If CLLC turns the account over to the collection agency, 45% of the balance will be added to the amount in order to recover costs.

#### Colorado Child Care Assistance Program (CCCAP)

It is the policy of Country Living Learning Center to accept Colorado Child Care Assistance Program (CCCAP) as payment for childcare services. Any family using CCCAP, must have proof of an approved application with Lincoln County Human Services AND the required PIN number in order for the child(ren) to be enrolled. Childcare services by CLLC cannot begin until the PIN number is confirmed.

### **CHILD FOOD PROGRAM**

#### Meal Times

CLLC requires snacks (2 per day) and Meals for child(ren) are to be provided by the parents. No refrigerator or microwave is available for use to store or provide meal preparation. CLLC reserves the right to deny services until appropriate supplies are provided by parent and/or guardian. If meals are not provided CLLC staff will provide meals for students with a charge of \$3 per snack (AM and/or PM snack) and \$5 per lunch. These changes will be reflected in your next bill.

### **OPERATING PROCEDURES**

#### Daily Structure/Activity Schedules for Classrooms

##### Infant Room

All activities with infants are on demand; babies sleep, play and eat on demand. Diapers are checked hourly. All cries are attended to immediately. Older infants are slowly adjusted to more of a schedule to get them ready for when they transition into the Toddler room.

Infants are given one-to-one and group time. Social interaction is encouraged as infants develop. Infant room teachers apply developmentally appropriate practices daily in order to create meaningful experiences that respond to an infant's developmental strengths, interests, and needs. Activities may include but are not limited to: talking and singing to the infant, sensory activities, walks with the use of strollers/wagons, and reading.

##### Toddler Room

Toddlers will be involved in various activities suitable for their development during the course of the day. These activities will take place on an individual and group basis. Toddler room teachers apply developmentally appropriate practices to create daily meaningful experiences that respond to toddler's developmental strengths, interests, and needs. Social and problem-solving skills are also part of the daily curriculum.

Other activities include but are not be limited to: walks with the use of strollers/wagons, field trips (with parent/guardian written permission), indoor structured/free play, and outdoor structured/free play.

The Toddler daily schedule is posted in the classroom. The times will be approximate, and organized activities will sometimes be changed or modified if the children are deeply engaged in another activity.

##### Preschool Rooms: 3-5 Preschool

The goal of Preschool is to make a child's first experience in a structured school setting positive and nurturing where they can feel secure, competent, and valued. Each child will be provided with an environment where learning evolves through play, social interaction, and developmentally appropriate activities. Activities may include, but not limited to: circle time, arts and crafts, music and movement, indoor structured and free play, outdoor structured and free play, and story time. The Preschool daily schedule is posted in each classroom. Field trips will require written permission from parent/guardian.

### Arrival and Departure from CLLC

Some children have a harder time saying goodbye than others. If your child has a hard time transitioning from home to CLLC, it will be easier for the child if the process is not prolonged. Please keep goodbyes brief and allow the teacher to provide comfort and reassurance to your child.

Should your child arrive, and his/her class is currently out of the building, please contact the front desk. A staff member or Director will help you locate classmates on the playground. Should the class be at a location that is not easily reached in a timely manner, the child will remain with a staff member or Director until the class returns. Children are not allowed to stay if they don't have their food.

### Sign In/Sign Out

State regulations require that the arrival and departure of each child be recorded daily through the sign in/out process in ProCare. **Parents and/or** Teachers are required to ensure students are signed in and out in the system. CLLC staff will use attendance to track children throughout the day. Name to face checks will take place throughout the day during transitions times and when leaving and entering the room.

**Approved by CLLC Board on 5/30/2023.**

### Late Pick-ups

**Please call or message by 4:45pm if you are going to be late picking up your child, however it is the policy of Country Living Learning Center to charge the additional fee of \$5 per minute/per child for late pick-ups after 5:00pm and a first instance has occurred. The late fee will be due the following business day before your child is allowed in the building. If parents are late picking up their children more than 3 times in a month, contract will be put on probation and termination of services will be considered.**

The following procedure will be utilized when a parent is late picking up their child:

1. Staff members will make every effort to contact parent/guardian.
2. Staff members will make every effort to contact emergency phone numbers.
3. If the above procedures prove ineffective, and the child has not been picked up by 5:30 p.m., the staff member is required to contact the Department of Social Services or local police department. The staff member will care for the child until he/she is picked up. The lack of provision for the child's care by the parent/guardian may be considered as possible neglect.

**Approved by CLLC Board on 5/30/2023.**

### Release of Children and Procedure for Unauthorized Pickup Attempt

#### Release Authorization

The CLLC Enrollment Form designates written authorization by the child's parent or guardian, including the names, addresses, and telephone numbers of individuals approved to pick up the child from CLLC. It is the policy of Country Living Learning Center to release a child to ONLY those persons listed and authorized for release unless there has been prior written permission from the parent or guardian. Authorization by phone is permitted only in cases of an extremely urgent situation. **All adults on a child's release authorization must provide a photo identification when picking up a child from CLLC.**

#### Unauthorized Individuals

Any unauthorized person who is not recognized by staff will be required to provide photo identification before the child is released. If any unauthorized person attempts to pick up a child, the child will be kept at CLLC until an authorized individual is contacted and arrangements are made for the release of the child. In the event that a threatening situation develops, the child will be allowed to leave, and the proper authorities will be notified immediately.

#### Safety Risk to Child

No child will be released to anyone who cannot safely care for a child. Staff will notify the local police department to manage an adult under the apparent influence of drugs/alcohol or an individual who poses a safety risk. The emergency contact person will be called to make arrangements for the child's care. If no one is available to care for the child after the hours of childcare, the Department of Social Services will be contacted.

#### Guidance Procedures

It is the policy of Country Living Learning Center that corporal punishment will never be used as a means of discipline by ANY ADULT at CLLC. (This also applies to parents disciplining their own child AT CLLC.)



Good behavior is praised. Prevention, setting clear limits, redirection, distracting, modeling and discussing techniques are used to encourage self-discipline. No harsh discipline (pinching, spanking, rough handling, hair pulling, hitting, kicking, biting, etc.), corporal punishment or other humiliating methods are used. Discipline is never associated with food, toileting or sleep. Verbal abuse and derogatory remarks about any child are not permitted. Separation, when used for guidance, must not exceed five minutes and must be appropriate for the child's age. The child must be in a safe, lighted, well-ventilated area and be within sight and hearing of an adult. Guidance procedures will be a joint effort between the child, families, teachers and other staff.

Country Living Learning Center allows continuous opportunities for making choices. We desire to empower children and allow them to have control over themselves, their environment, and help minimize inappropriate behaviors. When the need for intervention arises, the staff member will handle the problem. If a serious problem arises, the staff member will consult with their immediate supervisor and/or Director to establish a plan of action. The Director will discuss this plan of action with the family. Should this plan prove ineffective, a conference will be scheduled with the family. If the family's cooperation proves ineffective, alternative plans will be made to meet the child's needs. This may include termination of childcare services.

### Suspension/Expulsion

When an individual child's behavior proves to be consistently disruptive, and/or demands so much individual attention the supervision of the entire group is compromised, and/or there are concerns for the safety of other children or staff, the following actions will be required:

1. Staff will document the child's behavior and the staffs' actions to modify the behavior.
2. The parent/guardian will be provided with a written notification requesting a conference with parent/guardian, the child, and the staff to address the problem.
3. Staff will implement a plan (discipline written plan; signed by parent/guardian and CLLC Director) mutually agreed upon with the parent/guardian, and the child, to modify the child's behavior.
4. A second conference will be arranged to provide positive feedback, and if needed, any modifications of the behavior plan.
5. If all attempts, as outlined above, result in little or no change in the child's behavior, CLLC reserves the right to suspend childcare services for a period of up to one week. At this time, the parent/guardian will be required to pay tuition in order to reserve the child's space at CLLC.
6. If upon returning to CLLC, the child's consistent disruptive behavior continues, CLLC reserves the right to terminate the child's enrollment with one week's notice to the parents.

**\*\*\* If a child's behavior results in causing purposeful physical harm to other children or staff, CLLC reserves the right to **immediately** terminate the child's enrollment. Parents are responsible for any belongings left at the center before 7 business days or items will get discarded\*\*\***

Approved by CLLC Board on 5/30/2023.

### Rest/Nap Time

Per state regulations, each classroom at CLLC observes a rest/nap time. For this time, please send a fitted crib sheet, blanket, pillow, and any other item (i.e., stuffed animal) that your child would enjoy during this time. Please label items with your child's first and last name. Children will be required to keep these items in their cubby or on their cot when not at rest time. Items may be kept at CLLC, or transferred daily to and from CLLC. It will be the parents/guardians responsibility to wash bedding each week.

Children who remain awake after 30 minutes will be allowed to participate in quiet activities during rest time.

A cot permission form is necessary for children in the Toddler Room who are under the age of 2. This form is part of the enrollment packet.

### Infant Safe Sleep Practices Policy

To reduce the risk of sudden infant death syndrome (SIDS), all staff, substitute staff, and volunteers at CLLC will follow this safe sleep policy. This policy applies to infants up to 12-months old.

#### Sleep Position:

- Infants will be placed flat on their backs to sleep every time unless there is a health care professional's signed sleep position medical waiver up to date on file. Any waiver notice will be posted at the infant's crib without identifying medical information. The full waiver will be kept in the infant's file.

- Infants will not be placed on their side for sleep.
- Devices such as wedges or infant positioners will not be used.
- Pacifiers will be offered when infants are placed to sleep, and will not be put back in should the pacifier fall out once they fall asleep. Parents wishing to not have pacifiers used, will be asked to indicate this on a signed form.
- While infants will always be placed on their backs to sleep, when an infant can easily turn over from back to front and front to back, they can remain in whatever position they prefer to sleep

#### Sleep Environment:

- CLLC will use Consumer Product Safety Commission guidelines for safety-approved cribs and firm mattresses.
- Only one infant will be placed to sleep in each crib. Siblings, including twins and triplets, will be placed in separate cribs.
- The crib will have a firm tight-fitting mattress covered by a fitted sheet and will be free from blankets, loose bedding, toys, and other soft objects.
- To avoid overheating, the temperature of the rooms where infants sleep will be checked and will be kept at a level that is comfortable for a lightly clothed adult.
- Sleep clothing, such as sleepers, sleep sacks, and wearable blankets, will be used as alternatives to blankets.
- Smoking will not be allowed in or near CLLC.

#### Supervision:

- When infants are in their cribs, they will be within sight and hearing of staff at all times.
- A staff member will visibly check on the sleeping infants frequently.
- When an infant is awake, they will have supervised "tummy time."
- Infants will spend limited time in car seats, swings, and bouncer/infant seats when awake.

#### Training:

- All staff, substitute staff, and volunteers at CLLC working with infants will be trained on safe sleep policies and practices.
- Safe sleep practices will be reviewed with all staff, substitute staff, and volunteers each year. In addition, training specific to these policies will be given before any individual is allowed to care for infants.
- Documentation that staff, substitutes, and volunteers have read and understand these policies will be kept in each individual's file.
- All staff, substitutes, and volunteers at CLLC will be trained on first aid for unresponsive infants as well as what to do when they have a question or need assistance before they are allowed to care for infants.

#### Communication Plan for Staff and Parents:

Parents will review this policy when they enroll their child at CLLC, and a copy will be provided in the family handbook. Parents are asked to follow this same policy when the infant is at home. These policies will be posted in prominent places. Information regarding safe sleep practices, safe sleep environments, reducing the risk of SIDS in childcare as well as other program health and safety practices will be shared if any changes are made. A copy will also be provided in the staff handbook.

*\*\*\*The above information should not be used as a substitute for the medical care and advice of your health care provider. There may be variations in treatment that your health care provider may recommend based on individual facts and circumstances.\*\*\**

#### Children's Personal Belongings

Country Living Learning Center will provide children enrolled with a cubby to store their belongings. The belongings must be labeled before bringing them to CLLC. Children are asked to provide a backpack or carrying bag for transporting daily papers, projects, etc.

#### Attire

Children must arrive clean, dressed in comfortable clothing that is appropriate for the season, and that will not cause worry if soiled. Please send your child with closed toed shoes because we do play outdoors, and shoes are required. Parents are responsible for providing gloves, hats, jackets, swimsuits, etc. These items should be labeled with the child's first and last name.

### Change of Clothes

CLLC also requests a complete change of clothing to be stored at CLLC for emergencies. The change of clothing should include: underwear, long pants/ shorts, shirt, and socks. These items can be kept in your child's backpack or in the basket in their cubby. Please make sure these items are labeled with your child's first and last name.

### Items from Home

Country Living Learning Center discourages the practice of bringing money. Also, due to the threat of damage and increased risk of spreading illness, CLLC also discourages the practice of bringing personal items, such as toys, stuffed animals, books, etc., to CLLC except on special occasions. Families will be informed of these special occasions. Exceptions include a blanket and special item for naptime only.

### Family Involvement/Responsibilities

Newsletters, statements, notices, etc. will be provided by the Director and/or each child's teacher at appropriate times. Annual events will happen to help families engage with staff, board members and other families these events consist of Spaghetti Dinner, Family Game Night, Nutrition Night, holiday related events, birthday, etc.

### Quality Improvement

CLLC will also conduct annual surveys about the center to allow families to share their feedback and input about the center which will guide and inform the center's quality improvement goals posted on the welcome board in the hallway.

Approved by CLLC Board on 5/30/2023.

### Communication is Key!

Please notify staff of any changes that are occurring outside of CLLC that may be affecting your child.

### Home Language Communication

Country Living Learning Center will make all efforts to provide an interpreter or bilingual staff for families in their home language to aid in communication during family meetings. Further, using the best reliable resources available, CLLC will provide printed information (i.e. forms, newsletters, messages) in home languages for family communication purposes.

### Family-Staff Conferences

In order to create a partnership between families and CLLC, it is the policy of Country Living Learning Center to provide opportunities for the parent/guardians to participate in family-staff conferences throughout the year. These conferences will be held in the fall & spring and will consist of a conversation with parent/guardians about their child's progress in the following areas: social/emotional, cognitive, and motor skills. These conferences will enhance the care and well-being of each child enrolled at CLLC.

### Assessments and Referrals

Staff will conduct various assessments of children who are enrolled at CLLC. Possible, but not limited to, assessments may include: Ages & Stages Questionnaire (given to families), informal classroom assessments, Teaching Strategies Gold Assessments (Cognitive/Physical/Emotional/ Language Literacy.) These assessments are considered confidential information and will be treated with the same care as any other child's information at CLLC.

Assessment results will be discussed with the family and, if needed or requested, referral information will be given to the family.

If a referral results in an Individual Education Plan (IEP) or other individual learning/developmental plan, every attempt would be made for services to be provided within the CLLC classroom during the child's scheduled attendance.

### Referral Connection for Family Services or Support

If a family member expresses to a CLLC staff person that they may be in need of additional support services (mental health, health, developmental, education or any other support services) the CLLC staff person will forward this information to the CLLC Director. The Director will provide contact information to the family, meet with the family or call the service provider directly, depending on the nature of the support needed.

Pamphlets and other information can be found in the brochure distribution area at the reception desk. Family members, and staff, are encouraged to contact the Director if they have questions or would like more information about any support needed. For trauma and/or adversity CLLC will help provide the appropriate references for any trauma and/or adversity concerns.

#### Fundraisers

CLLC uses fundraisers to help keep childcare costs affordable for all. Fundraisers may be planned throughout the year. A parent/guardian from each family may be asked to volunteer for at least one fundraiser per year.

#### Absences

Please notify Country Living Learning Center if your child will not be attending by **8:00 a.m.** This notification of absence **MUST** be given to the Director and/or staff directly from the parent/guardian either by phone message, direct conversation, or in writing.

#### Sick Days

Each student will be gifted 7 sick days per year, credit will be given each month based on personal contracts.

#### Failure to Notify

If CLLC does not receive a phone call and your child does not arrive within **30 minutes** of the scheduled time, the full daily tuition will be applied. Country Living Learning Center also reserves the right to fill the spot with a drop-in.

#### Special Occasions

Country Living Learning Center allows families to celebrate special occasions, birthdays, etc., by providing treats. Participation in this is optional for families. Families providing special treats must coordinate this with the staff prior to the celebration. As per health department regulations, any outside food items must be in a sealed package with all ingredients listed.

#### Bottles/Meals for Infants

The requirements of the meals for the infant room vary by age. Parents will be notified of these requirements at the time of enrollment and then as needed as the child grows. Parent and teacher will make individual meal plans for infants. Children will not be allowed to be dropped off without adequate bottles/meals. **All bottles must be labeled with child's first and last name.** Babies, who cannot hold their own bottle, must be held while drinking a bottle. At least 6 clean bottles and feeding utensils for 3 meals must be provided by parents each day. All items will be returned to parents at pick up to be cleaned at home.

#### Breastmilk

Breastmilk must be provided daily and must be clearly labeled with the **child's first and last name** and the date expressed. Breastmilk must be brought thawed. If previously frozen the milk must be labeled with the date expressed (less than 3 months prior) as well as the date and time thawed (less than 24 hours prior).

#### Formula Decision Form

If an infant is being fed formula, parents must provide their own. Please send a new, sealed container and label it with your child's first and last name. Formula must be iron-fortified, unless signed documentation is provided by a health care provider. **Bottles must be labeled with child's first and last name and come prefilled with appropriate amount of water.**

#### Baby Food/Other Meals

For older infants, Parents are responsible for sending age and ability appropriate baby food weekly for their infant. If refrigeration is needed, food must be brought daily.

#### Pacifiers

Pacifiers will be offered for every sleep time unless the parent/guardian has signed a waiver that the infant is not to be given a pacifier.

### Transportation/Field Trips

Transportation to and from CLLC is the responsibility of the parent/guardian. Field trips will be taken on foot only.

### Media Use

#### Movies

Country Living Learning Center will provide movies on occasion in connection with the curriculum established to enhance the learning opportunities for the children involved. Colorado Child Care Licensing Rules and Regulations state that no more than 30 minutes per week of TV time is permitted. Movies shown will be rated strictly G or PG and contain no violence, profanity, nudity, sexual or other inappropriate content.

#### Music

Appropriate music is played daily during play time and in certain activities.

Music will contain no references to violence or inappropriate content and will contain no profanity.

#### Computer/Tablet Time

When available, each classroom has access to computers and tablets. Computer/tablet time will be limited to no more than 30 minutes per day.

### Volunteers/Visitors

#### Requirements

All volunteers/visitors must check in upon entering CLLC and check out when departing. Nametags will be worn by all visitors/volunteers while checked-in at CLLC. Volunteers/visitors must be under the supervision of CLLC staff at all times and are never allowed to be alone with children. If needed, Country Living Learning Center will provide training for volunteers. This training may include, but is not limited to: guidance, classroom, and emergency procedures.

## **HEALTH AND SAFETY PROCEDURES**

### **Standard Precautions**

All CLLC employees are required to complete Standard Precautions training annually to ensure that proper procedures are established and followed when handling situations requiring first aid, diapering, and toilet training.

### **Sanitizing & Disinfecting**

Country Living Learning Center will do everything in its power to keep disease and illness at bay. One of the ways we accomplish this is by following a sanitizing and disinfecting regimen.

#### Schedule

##### **Daily:**

Classrooms are swept, mopped, and sanitized. Toys, tables, etc., are sprayed with a sanitizing solution at the end of the day and allowed to dry overnight.

Bathrooms are swept, mopped, and disinfected. Tables are washed and sanitized before and after activities, meals, and snacks. The walls, sinks, tables, cribs, highchairs, cubbies, and other furniture are constantly maintained, washed, and sanitized. Diaper changing tables are disinfected after each use.

##### **Once per week:**

Toys in the classrooms and large motor room are sanitized and allowed to air dry. Cot and crib bedding will be sent home once a week to be washed by parents/guardians. Cots are disinfected on Fridays.

\*All above-mentioned items are laundered/disinfected more often if needed.

#### Hand washing

Another way to prevent the spread of illness is by hand washing. At CLLC, children are taught the process of washing their hands sometimes while singing (ABC's or other songs) or practicing counting. Children will be required to wash their hands at the following times including but not limited to: upon arrival to CLLC, before meals, after using the restroom, and reentering the room from outside.

### Soiled Clothing

If a child soils their clothing, the un-rinsed items will be sent home in a plastic bag. Per Colorado licensing rules and regulations, CLLC staff is not allowed to rinse soiled clothing.

### **Illness & Exclusions**

We ask that you help us keep CLLC as healthy as possible by following these guidelines and keeping your child at home if any of the following are present.

1. Illness that prevents the child from comfortably participating in program activities.
2. Illness that results in a greater need for care than what the staff can provide without compromising the health and safety of other children.
3. A fever greater than 100.5° or higher. Your child may not return until fever free (*without the use of fever reducing medicine*) for 24 hours and no other symptoms (sore throat, vomiting, diarrhea, behavior changes, etc.).
4. Lethargy, irritably, persistent crying, difficulty breathing, severe coughing or other manifestations of possible severe illness. Your child should stay home until symptom free for 24 hours.
5. Diarrhea or stools that contain blood or mucus, or are watery. 3 or more episodes in a 24-hour period, child must be excluded for 24 hours after final episode.
6. Exclusion after the first episode of vomiting. Your child should stay home until 24 hours after final episode.
7. Unexplained rash or outbreak on skin, until a health care provider has determined that the illness is not a communicable disease, or treatment has begun, and child is no longer contagious.
8. Conjunctivitis (pink eye): Exclusion not necessary unless other symptoms are present, such as fever, sore throat, vomiting, diarrhea, behavior changes, rash, etc.
9. Strep throat, excluded until 24 hours after treatment has been initiated.
10. Head lice, excluded until after the first treatment.
11. Chickenpox, excluded until all lesions have dried and crusted (usually 6 days).
12. Whooping cough, excluded until 5 days of appropriate antibiotic therapy.
13. Mumps, excluded until 9 days after onset of parotid gland swelling.
14. Measles, excluded until 4 days after onset of rash.
15. Hepatitis A virus infection, excluded until 1 week after onset of illness or jaundice.
16. If a child is sent home from school (Little Indians, Elementary, Middle School, etc.) due to sickness, and/or is too ill to attend a regular day at school then they are too ill to attend CLLC.

The average child will become ill between five and twelve times annually. Children attending with a mild illness such as the common cold are expected. However, when a child is too sick to participate to the extent that it interrupts care or endangers the health of other children, it will be necessary for you to make other arrangements for your child.

Country Living Learning Center staff asks parents to:

- 1) Notify CLLC when their child has a communicable disease, excluding colds (i.e. Chicken pox, head lice, strep throat, etc.). Notes will be sent home to notify parents of their child's exposure to a communicable disease.
- 2) Make arrangements to keep your child home when they are within our exclusion criteria. This is an important step in keeping all of our children healthy.

If your child becomes ill while at Country Living Learning Center, they will be isolated from the other children and a parent/guardian will be notified to come and pick up the child. We will care for your child until a parent/guardian arrives. Please make every effort to pick up your child within **30 minutes** of being notified.

### **Reporting Communicable Illness**

As required by Colorado regulation, it is the policy of Country Living Learning Center that persons treating or having knowledge of a reportable communicable disease, whether the disease is suspected or confirmed, including food borne outbreaks, must report the case to the state or local public health agency. A list of communicable diseases and conditions reportable is available at [colorado.gov](http://colorado.gov).

### **Accident/Injury**

#### Minor Injury

In the event of a minor injury occurring at CLLC, the teachers will apply first aid immediately, which consists of only washing with water, applying ice, and bandages. Depending on the severity of the injury, parents

will be contacted immediately, or notified at pick-up. A written report will be completed by the staff member attending to the child. The staff member will inform the Director, who will sign the report. At pick-up, parents will be informed of the incident. A copy will be made for the parents; the original will be placed in the child's file.

#### Serious Injury

In the case of an accident or serious injury, CLLC will immediately contact emergency medical care first, then the parent/guardian. If unable to reach the parent/guardian, CLLC will call the emergency numbers listed in the child's file. The necessary emergency and medical personnel will be called. **The family will be responsible for any resultant expenses.** The staff will provide appropriate care until the parent/guardian and/or medical emergency personnel arrive. In the event of a serious accident or injury occurring at CLLC that results in medical treatment by a health care professional, hospitalization or death, a written report will be submitted to the Department of Human Services within 24 hours of the incident.

#### **Diapering & Toilet Training**

It is the policy of Country Living Learning Center to provide a safe, private area for all children in need of diaper changing. The parent/guardian is responsible to provide the supplies needed for their child.

#### Diapering

As stated above, it is the parent/guardian's responsibility to provide diapers, wipes, and cream for their child. If not provided CLLC has the right to charge \$2 per diaper change, amount will be added to next bill. CLLC will have some extra supplies on hand in case of an emergency.

#### Toilet Training

Country Living Learning Center is not allowed to participate in toilet training before the child is 18 months old. The staff will provide guidance and support in helping a child become toilet trained after 18 months of age. As stated above, it is the parent/guardian's responsibility to provide all necessary clothing and supplies. When starting out, pull-ups or diapers are used during nap time.

When ready to begin toilet training, please communicate that with your child's teacher. Please bring ample clothing to accommodate accidents. After three accidents, a pull-up or diaper will be used for the rest of the day. Parents/guardians are welcome to bring reinforcers such as stickers, sticker charts, edibles, etc. Any edibles must be peanut and tree nut free.

Toilet training is a learning process. Children are never disciplined in any way for toileting accidents.

#### **Medication Administration**

It is the policy of Country Living Learning Center to follow the state licensing requirements in administering medication. Parents are welcome to personally administer medication to their child while at CLLC.

#### Requirements

CLLC is only allowed to administer medication with an authorization form signed by a health care provider. One of these forms is included in the enrollment packet. Additional copies are available upon request. This includes both prescription **and over the counter medications.** Below are the requirements for each type of medication:

**Prescription medication** must come in its original container labeled with: child's name, name of medicine, time to be given, dosage, route, date medicine is to be stopped, licensed health care provider's name, and pharmacy name and phone number. For medication that needs to be given daily, please ask the pharmacist for a separate medicine bottle to be kept at CLLC.

**Over the counter medication** must be packed in the original container labeled with the child's first and last name. The dosage must match the signed health care provider authorization.

#### Storage

Medication will be stored in a locked medication box/refrigerator in the front office.

For children who have an epi-pen or inhaler, CLLC must have a health action plan from a health care

provider on file. Epi-pens and inhalers will be kept in an easily accessible, unlocked cabinet in the classroom, out of reach of children. These items will be taken on field trips/outings and kept on the teacher's person.

#### Expired/Unused Medications & Refills

Expired or unused medication will be returned to the parent/guardian for proper disposal.

For children who take medication daily while at CLLC, parents are responsible for refilling medication when necessary.

#### **Inclement Weather/Sun Safety/Insect Repellent**

In Colorado, we experience many wonderful changes in the weather: snow, wind, rain, and heat. At CLLC, children are given the opportunity to play outside as much as possible.

#### Extreme Temperatures

When the weather reaches temperatures below 35 degrees or above 90 degrees children are kept indoors. Staff will be attentive to signs indicating that a child is becoming uncomfortable in the weather conditions while playing outdoors.

#### Attire

Parents are encouraged to dress children appropriately for the weather outdoors. Please send snow boots, gloves, hats, coats, and hats when necessary.

#### Sunscreen

The sunscreen permission form must be signed in order for staff to apply sunscreen to your child. CLLC will provide sunscreen. If families prefer a different and or a child needs a specific brand due to health reasons, families MUST provide their own, labeled with their child's first and last name. CLLC staff will apply sunscreen every two hours, or more often if needed, throughout the day.

#### Insect Repellent

CLLC will provide insect repellent. Staff will apply repellent as needed when playing outdoors. If families prefer a different brand or a child needs a specific brand due to health reasons, families MUST provide their own, labeled with their child's first and last name. The insect repellent permission form must be signed in order for staff to apply insect repellent to your child.

### **EMERGENCY PROCEDURES**

#### **Earthquake**

Tables and doorway structures will be used to help with shelter from falling items.

#### **Emergency Communication**

A working telephone will be provided during CLLC's hours of operation. Staff members will have access to this phone at all times. CLLC's phone number will be made available to the public.

#### **Emergency/Evacuation Attendance**

In all emergency situations, the Director and staff members will have the list of children who have been signed in for the day, and have available the emergency contact information for each child.

When children are gathered as a group in a safe room at CLLC, or in a designated alternative safe location, an immediate head count will be taken to ensure that all children signed in for day are present.

#### **Bomb Threat, Lock Down, & Evacuation**

It is the policy of Country Living Learning Center to ensure the safety of all children and staff in the event of situations that may result in harm to persons inside the child care center, including but not limited to a shooting, hostage incident, intruder, trespassing, disturbance, or any situation deemed harmful. The decision for following a Procedure for Bomb Threat, Lock Down or Evacuation is at the discretion of the Director or public safety personnel. *Procedure details available upon request.*

#### **Fire**

It is the policy of Country Living Learning Center to establish and practice a fire emergency evacuation procedure. This procedure includes the evacuation of the students and staff in a timely and safe manner from the building to a safe place and a method of counting children staff and volunteers to ensure the safety of everyone at CLLC. Staff will be informed of a fire by the alarm or other designated system. All students will be escorted out of the nearest and safest exit. All classes will meet in the field located to the West of CLLC. After everyone is accounted for, everyone will move to Lincoln Community Hospital and



Care Center. CLLC will practice fire drills once a month and know how to exit each classroom and the building. Fire Extinguishers are located in each classroom by the exterior doors. Hugo fire Protection District will inspect annually.

### **Flooding**

CLLC staff and children will seek higher ground if needed. The off-site designated emergency assembly area will be used if warranted.

### **Lost Child**

Monitoring procedures are established to maintain the location of the children at all times. Staff constantly count children and are required to monitor the location of all students in attendance at CLLC. In the event of a child being lost, staff members will join together in search for the child. If necessary, parents/guardians and/or proper authorities will be notified.

### **Off-Site Designated Assembly Areas for Emergencies**

Depending on the level and type of emergency, the following assembly areas have been designated. Primary: the open area immediately outside of the west playground fence. Secondary: cross 5<sup>th</sup> street to the Catholic Church lawn, and if warranted and after everyone is accounted for, proceeding up 1<sup>st</sup> Avenue to the Lincoln County Hospital. If the Hospital is not available, proceed west to the Genoa-Hugo School.

### **Tornado/Severe Storm Precaution**

It is the policy of Country Living Learning Center to ensure the safety of all children and staff in the event of a tornado or severe storm threat. The decision for following the Procedure for Tornado/Severe Storm Precaution is at the discretion of the Director or public safety personnel. The Director will make the announcement in the most expeditious way possible that all persons are to seek shelter in the designated interior rooms of CLLC. *Procedure details available upon request.*

### **Winter Storm**

CLLC is equipped with blankets, first aid kits, extra food, bottled water and flashlights, and staff is aware of where these resources are located. In the event that children are required to wait out a storm at CLLC, parents will be contacted, and qualified staff will stay at CLLC until all children have been picked up.

Children with disabilities will be evacuated as stated in the plan made between parent and CLLC staff.

### **Notification of Authorities**

Local authorities will be notified of disaster by calling 911 or a number listed by the telephones. Disasters are the following: fire, gas leaks, electrical problems, bomb threats and any other emergencies that we, Country Living Learning Center, have no control over.

### **Notification of Families**

Families will be notified by telephone as soon as possible. A sign will be posted on the front door of CLLC, if children and staff should leave CLLC. The sign will state new location: Lincoln Community Hospital and Care Center.

## **REPORTING PROCEDURES**

### **Parent Complaints**

Country Living Learning Center will provide parent complaint forms in person or through a PDF found in our website (cllc2018.com). This parent complaint form is for filling any complaints related to staff and/or events at the center. Complaints could be related but not limited to scheduling, handbook policies, staff to parent encounters, etc. Parent complaint forms can be emailed to [cllcboard@yahoo.com](mailto:cllcboard@yahoo.com) and the board will discuss the complaint in the following board meeting or discussed prior with a meeting scheduled with board members.

Approved by CLLC Board on 5/30/2023.

### **Grievance Procedures**

Country Living Learning Center will provide procedures for the prompt and equitable resolution of parent/community member grievances at the lowest possible administrative level. These procedures are provided to work toward a constructive solution to problems that have not been solved in an ordinary manner. Those involved in the process agree to keep matters confidential, and to conduct them in a

professional manner. The requested procedure listed below can be followed when a parent or community member has a grievance:

1. The staff member receiving the grievance shall refer the person to the Director. The staff will make every effort to resolve the grievance at the lowest possible level.
2. The grievance will be discussed informally between the person making the complaint and the Director. If the grievance is not resolved, the person making the complaint must present the grievance to the Director in writing in 10 working days. The Director has 5 working days to decide how to resolve the grievance.
3. If the complainant is not satisfied with the decision, or if no decision is made within the time limit, he/she may file a grievance in writing with Country Living Learning Center Board of Directors within 10 working days. The board shall have 10 working days to decide how to resolve the grievance.

Concerned persons may file a complaint/concern directly by contacting:

Colorado Department of Human Services  
Phone #: 800-799-5876 or 303-866-5958  
Division of Child Care Services  
1575 Sherman Street, First Floor  
Denver, CO 80203-1714

### **Licensing Violation**

Country Living Learning Center will provide the following information for filing a complaint concerning suspected licensing violations.

Contact: Colorado Department of Human Services  
Phone #: 800-799-5876 or 303-866-5958  
Division of Child Care Services  
1575 Sherman Street, First Floor  
Denver, CO 80203-1714

### **Suspected Child Abuse or Neglect**

All CLLC employees are **mandated reporters**. Country Living Learning Center will provide staff with training for defining child abuse and neglect. Any staff member who has reasonable cause to know or suspect abuse or neglect must immediately report or cause a report to be made of such fact to the Yuma County Department of Social Services at (719)743-2404 or the local law enforcement agency. The appropriate child abuse/neglect reporting form will be completed and maintained on file at CLLC. Any parent who has reasonable cause to know or suspect abuse or neglect has the right to file a complaint with the Lincoln County Department of Social Services at the above number or the local police department.

### **Withdrawal of Services**

It is the policy of Country Living Learning Center to establish and implement the following procedures in the event of a child being withdrawn from CLLC. Document the following:

1. Reasons for withdrawal
2. Date of withdrawal
3. Status of payment schedule
4. Any information pertinent to the situation.

Country Living Learning Center requires a 2-week notice prior to withdrawal. This will provide time for the vacancy to be filled. CLLC reserves the right to charge for the two weeks tuition if sufficient notice has not been provided.