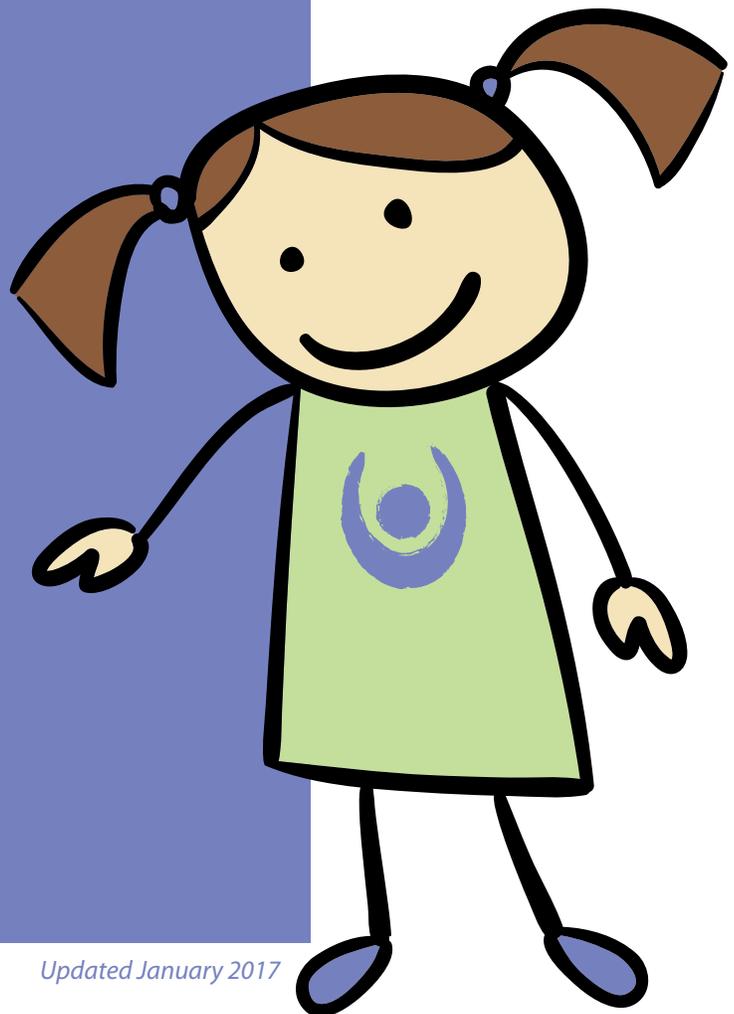


# PARENT ORIENTATION

*childserve childcare center*

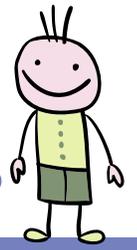
1915 Philadelphia St.  
Ames, IA 50010  
tel: 515.232.7220  
fax: 515.232.3834



*Updated January 2017*



# childserve childcare center



## • PARENT ORIENTATION •

*we partner with families to help children with special healthcare needs live a great life.*



ChildServe is proud to partner with families to help children with special healthcare needs live a great life. We believe that all children of various abilities, even developmentally on track with ages and stages, have a special need for a safe and nurturing environment. Our childcare centers' demographics have been able to integrate children of various medical needs due to select therapy and nursing resources. Each child and family's needs are different and through partnerships we will collaborate to provide care through applicable ChildServe services.

Throughout our childcare centers, children of all ages learn and grow with Teaching Strategies GOLD curriculum. Our degree certified and tenured teachers apply the knowledge that children "learn best by doing." Each classroom is created to encourage exploration in the critical developmental areas of cognitive, social/emotional, physical, and language goals and objectives for young children. Interactions within a group setting prepare children for kindergarten.

With our four individually sectioned play structures, infants through age five experience safe and secure outdoor play. With large grassy play areas, bike paths, and pour in play surfacing each age group has special features to support enjoyable outdoor experiences. All of our children can enjoy the outdoors without the need to share with other age groups.



### Administrative Staff



**BRENDAN MESSMER**  
Site Supervisor

✉ [brendme@childserve.org](mailto:brendme@childserve.org)



**EMILY HOFER**  
Childcare Supervisor

✉ [emilyho@childserve.org](mailto:emilyho@childserve.org)



**LUANN MURGATROYD**  
Service Manager

✉ [luanmu@childserve.org](mailto:luanmu@childserve.org)



## Age-Appropriate Curriculum:

Throughout our childcare centers children of all ages learn and grow with the Teaching Strategies GOLD Curriculum. Our degree certified and tenured teachers apply the knowledge that children “learn best by doing.” Each classroom is created to encourage exploration in these critical developmental areas.

## Teaching Strategies GOLD Curriculum



# Objectives for Development & Learning

Birth Through Kindergarten

### Social-Emotional

1. Regulates own emotions and behaviors
2. Establishes and sustains positive relationships
3. Participates cooperatively and constructively in group situations



### Physical

4. Demonstrates traveling skills
5. Demonstrates balancing skills
6. Demonstrates gross-motor manipulative skills
7. Demonstrates fine-motor strength and coordination

### Language

8. Listens to and understands increasingly complex language
9. Uses language to express thoughts and needs
10. Uses appropriate conversational and other communication skills



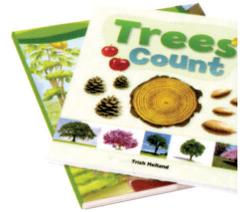
### Cognitive

11. Demonstrates positive approaches to learning
12. Remembers and connects experiences
13. Uses classification skills
14. Uses symbols and images to represent something not present



### Literacy

15. Demonstrates phonological awareness
16. Demonstrates knowledge of the alphabet
17. Demonstrates knowledge of print and its uses
18. Comprehends and responds to books and other texts
19. Demonstrates emergent writing skills



### Mathematics

20. Uses number concepts and operations
21. Explores and describes spatial relationships and shapes
22. Compares and measures
23. Demonstrates knowledge of patterns



### Science and Technology

24. Uses scientific inquiry skills
25. Demonstrates knowledge of the characteristics of living things
26. Demonstrates knowledge of the physical properties of objects and materials
27. Demonstrates knowledge of Earth's environment
28. Uses tools and other technology to perform tasks



### Social Studies

29. Demonstrates knowledge about self
30. Shows basic understanding of people and how they live
31. Explores change related to familiar people or places
32. Demonstrates simple geographic knowledge



### The Arts

33. Explores the visual arts
34. Explores musical concepts and expression
35. Explores dance and movement concepts
36. Explores drama through actions and language



### English Language Acquisition

37. Demonstrates progress in listening to and understanding English
38. Demonstrates progress in speaking English

© 2010 Teaching Strategies, Inc. All rights reserved.

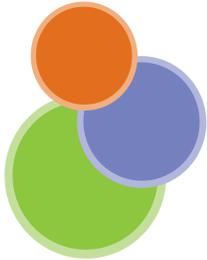
## Conferences:

Parents may arrange for a conference with their child's teachers at any time. Formal conferences are offered in the fall and spring with your child's teacher. The Center's Program Director, Service Manager, and/or Program Supervisors may schedule conferences as needed, and parents may ask for conferences with administration as needed. At the time of a conference, your child's portfolio for Teaching Strategies GOLD will be reviewed.



## Positive Behavior Intervention Support (PBIS):

What is PBIS? PBIS is a classroom model and center-wide model that focuses on promoting social emotional development, providing support for children's appropriate behavior, and implementing strategies to decrease challenging behavior. Our center's center-wide expectations are for staff, families, and children. We refer to these expectations as our Three Bees.



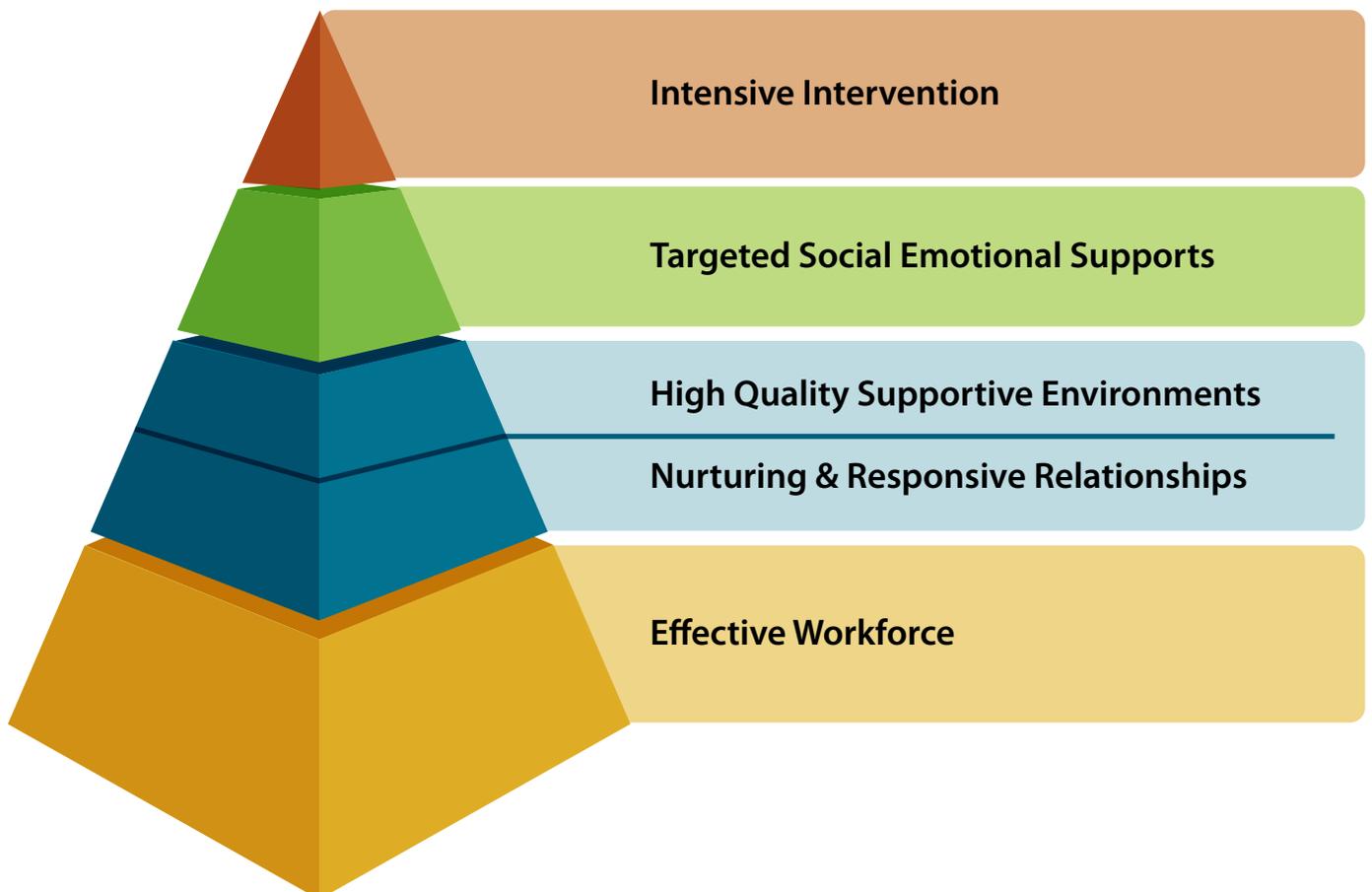
PBIS is most successful when universal language, rules, and expectations are infused throughout the center and at home. We must all start at the base of the pyramid and work our way up. Partnerships, relationships, and consistency are essential for PBIS to be successful. It is our intention to build positive relationships with children, families, and colleagues as the foundation of our effective early education program. These relationships are the key to teaching and guidance in social, emotional, and behavioral development.



**1. Be Safe**  
Follow classroom rules  
Listen to teachers  
Use walking feet

**2. Be Kind**  
Say please and thank you  
Ask nicely  
Help your friends

**3. Work Together**  
Take Turns  
Clean up your space  
Share with everyone





## Child Requirements:

Children 6 weeks up to 5 years may enroll in the Center for childcare. Program applications may apply dependent on specific children's needs upon and during enrollment. Upon enrollment each family will receive a ChildServe welcome packet which contains the following required documents.

- Each child must have a medical examination and provide the Center with a report prior to being admitted. A physical form will be provided.
- Each child must provide the Center with an immunization record prior to enrollment. Sheets are provided by the Center for reporting the record of shots.
- An enrollment packet consisting of the Child Fact Sheet, Health Information, Consent and Authorization Sheets must be completed and returned to the center 3 days prior to the child's start date.
- A fee agreement, including guidelines for notification of termination of childcare, must be completed prior to enrollment.
- Child specific care plans must be completed by the family prior to enrollment.

## How do I enroll my child?

- First, a tour will be scheduled with the Site Supervisor at a time between 8am and 4pm, Monday through Friday. The majority of the children nap between the hours of 12:30pm-2:30pm.
- Prior to confirming enrollment at ChildServe Childcare Center the child must also tour, meet the teachers, and Site Supervisor. We want to provide a quality early childhood education for each child. This is based on the individual child's need and ability to learn, have fun, and be safe in group care.
- Once the family and Site Supervisor are in agreement for a starting date, based on classroom availability, the family will pay the \$50 enrollment fee.
- If you are holding a spot for an infant there is a service agreement form to be completed. This form indicates that the infant spot will be reserved for the month determined, based on need and availability, and that the \$50 enrollment fee has been paid with one week of infant tuition. This full deposit is non-refundable. The one week of infant tuition will be applied to the family account during the first week of attendance. The \$50 is reserved for the enrollment fee and is not credited to the tuition account.
- Prior to the child's first day of attendance the family/ guardian will visit with the child for a ½ hour to 1 hour period of time in the classroom of enrollment. This will be coordinated by the Site Supervisor or Childcare Supervisor. The purpose of this is for the child to experience their new classroom with the comfort of their family/guardian. Our intent is to have the transition to our center and their new classroom as smooth as possible. Some children may require more transition time than others.





## Classroom Ratios:

Each classroom has specific child to teacher ratios that will be maintained throughout the day.

**Dragonflies:** 8 infants (6wks – 2 yrs), two teachers

---

**Fishies:** 8 infants (6wks – 2 yrs), two teachers

---

**Frogs:** 8 infants (6wks – 2 yrs), two teachers

---

**Turtles:** 8 infants (6wks – 2 yrs), two teachers

---

**Ducks:** 12 children (1 yr – 2 yrs), three teachers

---

**Whirligigs:** 12 children (2 yrs – 3 yrs), two teachers

---

**Minnows:** 12 children (2 yrs – 3 yrs), two teachers

---

**Mudskippers:** 24 children (3 yrs-4 yrs), three teachers

---

**Fireflies:** 24 kids (4yrs to K), two teachers

---

**Maximum Enrollment: 116**

## What to Bring on Your Child's First Day:

First days can be hard enough as it is...skip the stress by following our first day preparation guide!

- Program applications complete
- Extra clothing. We recommend at least 3 extra outfits for your infant. At least one complete change of clothes for children older than infancy. Sturdy, washable play clothes are recommended for your child's safety and comfort at the center. In accordance with the Iowa Quality Rating Scale for childcare providers, your child should not wear clothing with drawstring ties near the neck. To prevent injury, your child should wear rubber-soled, closed-toe shoes, preferably sneakers, especially on the playground. Jellies, sandals, and crocs are discouraged. Flip-flops are not permitted.
- Rest and Naptime for children over the age of 12months may be accompanied by a favorite blanket from home. We provide a cot and sheet. Please label all items from home. Parents are encouraged to bring a sleep sack for their infant for naptimes. Swaddling is not permitted.
- Label all items from home. All bottles must be labeled as detailed below.
- Bottles: Must each be labeled with the child's first and last name, date prepared, and the type (formula or breast milk). Labels will be provided but the date must be recorded each day in the space provided on the label.





### Fees:

A fee of \$50.00 for 1 child and 75.00 for 2 or more children per family is due at the time of enrollment in the Center. This is a non-refundable fee.

Families of children who have dropped services and wish to re-enroll need to pay a \$50.00 enrollment fee.

Payment is due each week on Tuesday by 9:00am.

### Rates Effective August 8, 2016

Infant and Toddlers \$234.00

---

2 Year Old \$202.00

---

Three Year Olds \$192.00

---

Four and Five Year Olds \$192.00

---



### Hours:

The Center is open Monday through Friday from 6:30 am to 6:00 pm. There is a late fee charged for every 1 minute period a child is picked up after 6:00 pm. The fee is \$1.00 per every 1 minute. Each sibling will be charged the late fee. Repeated abuse of picking up a child past 6:00 pm will result in termination of care. Please see our Family Handbook for a list of scheduled days closed.

### Attendance:

If your child will not attend on a given day, or arrive late, please notify the center no later than 9:00am.

### Discharge Policy:

If your child is not ready for group experiences or if your child's needs are not being met in a group setting, we will ask for removal of your child in a confidential conference with parents. Please refer to our Family Handbook for more details. Families wishing to discontinue services must give two week's paid notice and turn in a letter of discharge.

### Sick Children/Medication:

A child with a temperature of 101 degrees or higher, diarrhea or vomiting should not be sent to the Center. If your child has been diagnosed as having a contagious disease please advise the Center. Sick children must remain home for 24 hours and they must be symptom free 24 hours before returning.

Medication must be brought in a container labeled with the prescription. Prescription and over the counter medications will require a doctor's note giving directions and dosage. The parent must sign written authorization for medication.



## Student Files:

A student file is maintained for each child enrolled in the center. Please inform the center of any name, address or phone number changes. Please inform the center/Staff of any family status changes or pick up permission changes. A court order will be required to restrict a biological parent from pick up if that parent has been named as a legal guardian at a point of enrollment.

## When children are excluded from the ChildServe Center:

Sometimes children have developmental behaviors or needs that may require Intervention; treatment or care beyond what is available ChildServe (e.g., biting, hitting, scratching, pushing, and use of inappropriate language). In determining whether to continue or terminate care:

- Lead teachers will keep parents informed of any concerns regarding the child's behavior and adjustment.
- The parent(s), Lead Teacher and the Supervisors may meet to brainstorm strategies. The strategies may include procedures for guiding behavior at home and school, or recommendations and referrals for alternative care. If staff recommends alternative care, the service manager will be consulted and will review the staff and parents' recommendations. If a child's behavior jeopardizes the health and safety of other children, we may ask you to remove your child without notice.

## Handbook:

A full copy of our Family Handbook is available electronically at our childcare website. [www.childserve.org/childcare](http://www.childserve.org/childcare) Hard copies are available for reference in the front lobby by the parent boards. Please let a supervisor know if you do not have access to the electronic form or if you need assistance with translation.



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