



Parent Handbook

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The Villaggio Policies and Procedures

The following is a list of policies and procedures for The Villaggio. These policies and procedures are provided for the benefit of all concerned, and to aid in better understanding and communication between you, the parent, and your child's caregiver. Most important, they will help protect your child and give them a more secure feeling, minimizing their fears while away from you. It is our goal to provide a warm, loving, environment that your child feels comfortable in. With your cooperation and the adherence to the Policies and Procedures set forth in this document, the entire staff at The Villaggio will be allowed to make this goal a reality.

Please keep in mind that these policies are designed to adhere to the State of Colorado's licensing requirements. As such, modifications and addendums may prove to be necessary at any given time. Parents and caregivers will be given as much notification as possible to any changes in this document.

Philosophy

Here at The Villaggio, it is our purpose to create a loving, caring, and secure educational environment for your children, aged 6 weeks-13 years. It is our goal to provide developmentally appropriate care to help your child grow, create, explore, discover and thrive!

Admission and Registration Procedures

Facility Information

The Villaggio is located near downtown Castle Rock at 399 Gilbert St. Castle Rock, 80104. The Hours of Operation are Monday-Friday from 8:00 a.m.- 5:00 p.m.

Admission Interview and Registration Procedures

All families who wish to have their children attend The Villaggio will be required to go through a 3-step admissions process. The 1st step will be the initial tour of the facility with a member of our administration. This tour will provide your family with the opportunity to ask any questions you may have about our center. The 2nd step will be considered our "paperwork party". All signatory members of the childcare contracts will need to be present at this meeting, as we go over all of our policies in-depth to be sure that everyone is on the same page. Due to the importance of this meeting, we do ask for it to be parents and staff only. If separate meetings are required, please let us know when scheduling this step. The 3rd step will provide you with a chance to bring all your child's supplies for their first day, meet their teacher, create your door entry codes, and go over any missing paperwork before your child starts!

All childcare forms, payment for the registration fees, and first week's tuition must be returned before enrollment is complete. The Child's immunizations and general health appraisal must be submitted before or on the date that the child enrolls. Your child or children may not begin attending the center until the immunization records are submitted. You will be asked to return home or to your doctor and get the record.

If you require an immunization exemption form, please contact an administrator prior to the start of care. This immunization exemption form must be returned to the center before your child can begin attending the center.

Please keep in mind that we do accept children who may be exempt from some or all immunizations. Be advised that your children may be in care with children that are not fully immunized.

Trial Period

To ensure that the childcare arrangements are a good match for the child and the provider, there will be a two-week trial period. Within this period, either the family or the provider may terminate childcare for any reason without notice. If the arrangements don't seem to match your familial needs, we will assist you in any way we can to help you find alternative care. If care is terminated during this trial period, 50% of the deposit will be refunded.

Termination of Services

When the provider determines that it is in the best interest of a child to terminate the childcare, the provider will provide the parents with a written 30-day notice and a final statement of monies due.

In the event that the provider decides to terminate the childcare relationship due to a contract violation or violations, by the parent or legal guardian, the provider reserves the legal right to terminate the childcare relationship without notice. To avoid this unfortunate situation from occurring, parents and legal guardians are required to thoroughly read the entire policies and procedures. Parents and legal guardians are required to ask for a detailed explanation of any childcare rules and regulations they do not clearly understand prior to enrolling the child in the center.

If a parent chooses to terminate the childcare contract for any reason, the parent will be required to submit in writing and provide at least a 30-day notice. The full tuition amount for the following days will be due at the time of the written notice. The provider will calculate the balance due according to the contract.

Standard Operation Policies and Procedures

Contracted Care

To maintain ratio requirements, each family will have a contracted drop off and pick-up time. Children are to be dropped off and picked up within their individually contracted times each day. Any changes to these contracted times must be approved by an administrator at least one week ahead of time to make staffing adjustments.

Outside Employment of Our Teachers

To ensure that we have the best teachers on staff to provide care for your children, we spend a significant amount of time recruiting and training our employees. We understand that as these teachers spend most of their weekly hours with your child, a close teacher/family bond will form, and we very much encourage this. To avoid any potential conflict of interest scenarios, the following standards must be adhered to. Any deviation from these guidelines will result in a contract violation and possible termination of the family contract.

- Babysitting and care provided by our teachers outside of center hours is allowed, however, an administrator needs to be informed of the date/time that outside care will be provided.
- When a teacher provides care for a family outside of center hours, it is important to note that they are not providing care as an employee of The Villaggio. As such, the center will assume no responsibility or liability for any event that may occur outside of regular operating hours.
- If a teacher is no longer employed, either through voluntary withdrawal or termination from The Villaggio, a family may not seek care from the individual for one year after the termination of employment.
- If a teacher or any employee leaves The Villaggio to work for an individually contracted family, the family will be charged \$1500 to recruit and train a replacement.

Fee Schedule

The following fees are applicable to all contracted childcare families. Tuition will be required to be paid in advance. Failure to pay tuition in a timely manner will result in a \$10/day late fee being assessed to your account. Failure to stay current in your child's tuition fees may result in the termination of your contract and forfeiture of your child's spot at the center. If your child is disenrolled due to lack of payment, the account will be sent to a collection's agency with additional legal and collection fees added to the past due balance. For any fee and/or tuition increases, The Villaggio will give a 30-day notice to parents.

Fees

A pro-rated registration fee for each family is due at enrollment in order to hold your child's spot and every August thereafter at a variable rate based on contract pricing below. The annual registration fee of \$250 will be collected along with the 1st payment in the month of August.

Late fee is \$10/day until the account is brought current.

Tuition

The following are the current prices for 2022-2023. Prices will increase annually at the current rate of inflation. All families will be given at least a 30-day notice of any impending price increases.

**For children from 6 weeks to 18 months:
\$100/day**

**For children 18 months to 3 years:
\$90/day**

**For children 3 to 5 years:
\$75/day**

1:1 Fees will be determined on an as needed basis

Multiple schedules are available for all children. We offer 2, 3, or 5-day schedules. We do not offer schedules for 1 or 4 days a week in any classroom.

Tuition can be paid by cash, Credit/Debit card or automatic ACH transfer. The above listed late fee may be waived if a child is unexpectedly ill and not able to attend childcare. If a child is going on vacation, tuition will be due the week prior to the start of vacation. Credit cards will only be accepted for those accounts that have signed up for this feature at registration.

Payment Options and Late Payment Fees

As payment is required before care is given, we do offer several options for our families to pay their tuition, to make this process easy for you. You may pay by cash in person when you drop your child off, or you may sign up automatic payments, credit/debit card, or ACH (on a weekly, bi-weekly, or monthly basis). At any point, you may see your account ledger at www.mybrightwheel.com.

If your account is billed weekly, a \$10 per day (including weekends) late fee will be assessed to your account beginning on Tuesday and continuing until your account is brought current. If your account is billed monthly, the same late fees will begin accruing on the 2nd of each month until your account is brought current. Please note that these fees are automatically assessed to any account with a balance and cannot be adjusted.

Returned Payments

There will be a \$50.00 cash fee for any returned payments, in addition to the original amount ~~owed~~ to be paid in cash. Parents will be charged for all fees incurred by provider as a result of the returned payment. Following a returned payment, parents will be placed on a cash only basis and your child will not be allowed to attend care if the weekly tuition is not paid at/before the child's arrival.

Late Arrival/Early Drop Off Fees

Overtime fees will be charged at the rate of \$10 per minute, automatically assessed to your account based on checkout time. If you have multiple children in our care, it will be \$10/minute per child. We open the doors at 8:00 a.m. and close at 5:00 p.m. and on certain days, WE MUST LEAVE at 5:00 p.m. Children must be checked out of BrightWheel and in a parent or guardian's care by 5:00 p.m. If a parent or authorized pickups cannot be reached, we will have to contact the authorities. In the event of a late pickup, children will be fed and have activities to participate in until they are picked up.

Contract Renewal

Contracts will be renewed annually in August. Renewal registration fees will be charged with the first payment in August.

What are the fees for?

Your tuition, registration fees, and contract renewal fees pay for high quality childcare by state licensed teachers in a state approved facility designed to be a welcoming, loving environment for your child to be at while you are away. Your fees also pay for staff training, toys, state of the art equipment and maintenance, classroom supplies, and all of the other things that your child will use while at the center.

Supplies

Infants/Toddler Classrooms-You will be required to provide all the supplies for your child. This includes, but is not limited to- diapers, wipes, diaper cream, any topical ointments needed (accompanied by a topical ointment permission form), “loveys” and sleep sacks. When your child begins eating baby food and/or table food, you will be required to send in their daily meals and snacks, labeled with their first and last name as well as the date.

Pre-School/Pre-K Classrooms- You will be required to provide their daily meals and snacks. This includes an AM snack, Lunch, and PM snack. You will also need to bring in diapers or pull ups as needed. If your child has an attachment to any blanket or “lovey” we ask that you bring them daily.

Pick Up and Drop Off Procedures

At our center, your child’s safety is our primary concern. The following policies and procedures have been put into place to ensure that unauthorized or unfamiliar individuals are not allowed on premises or near your children. Each individual family will be given an entrance code which will be exclusive to that family. Upon arrival to the center, please enter your code to gain access through the front door. There will be a washroom present where parents will be required to wash their children’s hands upon arrival and before proceeding to their individual classrooms.

Drop Off

All children need to be dropped off at their individually contracted times. There will be no drop offs or pickups allowed during nap time which occurs daily from 12:30-3:00, unless arranged ahead of time or in the event of an emergency. Please ensure you check them in by scanning our Brightwheel QR code. We have several located throughout the building.

Pick Up

When arriving to pick up your child, make sure that you check them out via our Brightwheel QR code. We have several located throughout the building. Again, children must be picked up before the daycare is closed. If they are not, all appropriate individuals will be notified. A fee of \$1 per minute will be added to your account and this must be paid on your next billing cycle.

Any and all authorized pickup individuals must be added to the pickup list ahead of time. We will request a photo ID when a child is to be picked up by someone other than the parent. Parents will still be held responsible for any overtime fees if the authorized substitute is late in picking up your child or the provider does not release the child due to provider's discretion.

Curbside Pick Up and Drop Offs

For safety and health reasons, at times we may revert from inside to curbside for all pick up and drop offs. If we are to implement this change, you will be directed which door to meet your teacher at. Please use the messaging system in Brightwheel to inform your child's teacher when you are 10 minutes away. Upon arrival, send another message informing us that you are here. Your child's teacher or an administrator will meet you outside of your assigned door where they will take your child into the classroom. The teacher will check your child into Brightwheel, so you will not be required to. Immediately upon arriving in the classroom, your child's hands will be washed, and their temperatures may be taken. At the end of the day, hands will be washed before departing the facility. Again, please send a message 10 minutes before your arrival through Brightwheel. When you have arrived, please send another message saying that you are here, and a teacher or administrator will meet you at the same door with your child.

Visitors

We do understand that during holiday parties or special circumstances (such as grandparents visiting from out of town), it becomes ideal for someone to visit your child while they are at the center. Please understand that the security and safety of our children is our top concern and as such, we do have certain rules surrounding visitors. Please notify an administrator with any plans to have visitors so that we may be prepared. Any visitor will be required to sign in at the front desk, with their name, address, and purpose of the visit, as well as which child they are visiting. Any individual that is not known by the staff will be requested to show identification. A visitor badge will be provided to the individual to wear while they are at the center. Upon leaving, all visitors will be required to sign out as well. All visitor logs will be maintained by the center.

Restraining Orders/Restrictive Parenting Plans

In the event of a court order restraining one parent or guardian from a child, we must have a legal copy of the restraining order and a written note from the custodial parent. Without these items on file, we cannot prevent the non-custodial parent from picking up the child.

The safety of your children while on the premises is of our utmost concern. As such, it is a requirement for our teachers to know where their children are at all times- from drop off to pick up. When checking in, staff will place your child in the appropriate classroom on our Brightwheel app. Utilizing Brightwheel, teachers will continue to conduct “Name-to-Face” headcounts frequently throughout the day. In addition to frequent monitoring within the classrooms, teachers are required to do a “Name-to-Face” headcount whenever lining up to leave the classroom, arriving at another destination within the building (or outside playgrounds), lining up to return the classroom, and arriving back at the classroom. Although it is not anticipated, children that are moved from one classroom to another will also be transferred from one teacher’s Brightwheel to the other. This will ensure that the teacher in charge of that child has their name and face on their roster. Once a child is picked up by their parent, teachers will ensure they have been signed out of Brightwheel.

Emergency and Non-Emergency Parental Communication

For emergency communication or any notification regarding illnesses, accidents, and injuries that may occur during the day- we will attempt to contact you on your cell phone, then your work phone. If neither of these forms of communication prove to be successful, we will contact the emergency contacts provided until we are able to get in touch with someone. It is the responsibility of the parents to communicate any number changes with us immediately so that we can make sure our files are up to date. If there is a minor cut or injury that does not cause moderate discomfort or require immediate medical attention- we will apply first aid measures and notify parents via the Incident Report feature of Brightwheel and communicate upon pick up to verify that information was received.

If there is a moderate cut or injury, vomiting, diarrhea, elevated temperature, or symptoms of moderate discomfort- we will notify parents immediately via brightwheel and get instructions until the child can be picked up (within the hour as per our sickness policy).

If there is severe bleeding, an allergic reaction, injury leading to unconsciousness or symptoms of severe discomfort- we will seek emergency medical treatment immediately and notify parents as soon as possible.

All our non-emergency communication will go through the Brightwheel messaging app. Since most of our communication will occur on this platform, it will be a requirement that every parent sign up for this free application. In addition to messages, this is how we will send out pictures, daily updates, interim assessments, as well as curriculum information and center events.

All communications sent through the Brightwheel app will be received and responded to during our normal operating hours. Any messages that are sent outside of these hours will be read and responded to on the next operating day. If you have an emergency and need to get a hold of us outside of normal business hours, please contact an administrator directly.

Conferences

In order to maintain a close provider/family relationship and achieve our goals of being a developmentally appropriate environment for your children to grow and thrive in, we will have regular parent/teacher conferences. With the tools provided by our curriculum, *Teaching Strategies*, and the observational assessments it provides through the *Gold*® assessment standards, we can make sure that your child is on track in all the developmental domains:

cognitive, social, emotional, physical, and language & literacy. These conferences will be scheduled with your teacher at least twice a year and more if needed/desired. Regular interim assessments or progress communication will be provided through Brightwheel on a more frequent basis.

Emergency Procedures

Emergency Procedures will be posted around the building, in every classroom, by the front offices, as well as by every exit. It is a requirement of our teachers and staff that they know that safest exit from their classroom for each emergency situation. Our emergency procedures will be reviewed at every staff meeting. Any updates to emergency exits will be communicated immediately to the entire staff and parents. All critical incidents that happen at the facility, as defined in 7.701.52 B. of the regulations governing childcare centers, will be reported to The Office of Early Childhood, Division of Early Care and Learning.

The following emergency procedures are what we communicate to our staff members during pre-service training. We will review all emergency procedures quarterly to make sure that we are all up to speed on these processes should an emergency occur. If you have any questions about our emergency procedures, please communicate these concerns with an administrator.

Emergency Medical and Dental Procedure

Parents are required to complete and update, on an annual basis, an Emergency Contact and Parental Consent Form. This form contains contact information for both the parents as well as the individuals authorized to pick up the child in the event of illness or emergency. In addition, the form allows The Villaggio staff members to seek emergency medical or dental care from authorized care providers in the event of serious injury. It is the responsibility of the parent to complete this form and to make corrections to this information when necessary.

- If a child becomes ill or injured after arriving at the center, the Lead Teacher will attempt to contact the parent(s) at all available telephone numbers. If a parent cannot be reached, the individuals listed as emergency contacts/authorized pick-up persons on the Emergency Contact & Parental Consent form will be called.
- Children who are ill or seriously injured will be sent to the office and remain under the supervision of an administrator until a parent arrives.

IF THE CHILD REQUIRES IMMEDIATE MEDICAL ATTENTION:

- The staff member who witnessed the emergency situation will remain with the injured child and instruct someone else to call 911. If no one is available, they will first ensure the child is stable and, if possible, bring the child with them to call 911.

Call 911

- Provide the center's name and location "The Villaggio 399 Gilbert Street."
- Provide the child's name and a description of the incident. Follow instructions as provided by the operator.
- A staff member who witnessed the emergency situation will accompany the child to the hospital, bringing the child's physical exam, immunization records, and Emergency Contact & Parental Consent Form.

- Staff may not transport an ill and/or injured child in a personal vehicle.

Emergency Fire Procedure

- If you detect a fire, pull the nearest fire alarm signal (small red box mounted on the wall near the exits)
- If it is a small fire, attempt to extinguish the fire using the nearest fire extinguisher.

IF YOU ARE ON DUTY IN A CLASSROOM at the time of a fire, follow the instructions below and evacuate the children first.

- Exit the building and proceed to the designated meeting place.
- Call 911 as soon as you have reached the meeting place.
- Provide the center's name and location "The Villaggio 399 Gilbert Street."
- Describe the location of the fire.

IF THE FIRE ALARM SOUNDS WHILE YOU ARE ON DUTY IN A CLASSROOM:

- Assist in the evacuation of the children from your classroom.
- Collect the classroom first aid kit and assigned room device (for attendance purposes).
- Staff member closest to the outdoor exit is responsible for leading children out that exit and to the designated meeting place. ***Every classroom must stay together as a group.***
- Staff member farthest from the outdoor exit is responsible for ensuring everyone has evacuated the classroom.
- Once assembled at the designated meeting place, the Lead Teacher is responsible for using the classroom attendance on the assigned room device to ensure all children are accounted for.
- *If the Lead Teacher is not present, the Full Time Assistant Teacher will assume this responsibility.*
- An administrator will verify that all children are accounted for as soon as possible.

If unable to return to the building in a timely manner:

- An administrator will be responsible for contacting parents and informing them of the situation, including a safe pick up zone.

****FIRE DRILLS WILL BE PRACTICED MONTHLY****

An administrator will initiate all drills and maintain records of all drills.

Emergency Tornado Procedure

- If the tornado warning sirens are sounded, assist in the evacuation of the children from your classroom.
- Collect the classroom first aid kit and assigned room device (for attendance purposes).
- Staff member closest to the outdoor exit is responsible for leading children out that exit and to the designated meeting place. ***Every classroom must stay together as a group.***

- Staff member farthest from the outdoor exit is responsible for ensuring everyone has evacuated the classroom.
- Once assembled in the designated shelter area, the Lead Teacher is responsible for using the classroom attendance sheet in Brightwheel to ensure all children are accounted for.
- An administrator will verify, as soon as possible, with Lead Teachers that all children are accounted for.
- All children and staff must remain on the floor in the designated shelter area and wait to receive an “all clear” from an administrator.
- During a tornado warning, an administrator will be responsible for monitoring weather information by radio and will keep staff members informed of emergency weather changes.

Lost Child Procedure

With the security and monitoring measures that are in place, we do not anticipate ever experiencing a Lost Child emergency. With that being said, if at any point a teacher notices that they are missing a child, the following procedure will be adhered to:

- The teacher will notify an administrator about the missing child and remain with their classroom.
- The administrators and any and all available staff will conduct a complete exterior and interior sweep of the building and its surrounding premises.
- If the child is not located, the police will be called and notified that we have a missing child. If we are contacting the police, we will notify the parents immediately.
- Once a child is safely recovered, the authorities and parents will be immediately notified.

Attendance, Vacation, and Holiday Schedule

The Villaggio will be closed on all provider observed legal and religious holidays. Parents are responsible for alternate care on all observed legal and religious holidays. No reduction in fees will be made on these days as they are paid holidays. If the holiday falls on a weekend, the center will recognize the holiday on the previous Friday or following Monday.

The center recognizes and will be closed on the following holidays and teacher in service days:

Martin Luther King Jr. Day

President’s Day

Good Friday

Memorial Day

Juneteenth

The Week of Independence Day (Dates may vary)

Labor Day

Indigenous Peoples Day

Veteran's Day

Thanksgiving Day and the Friday After

The Week of Christmas (Dates may vary)

The week of New Year's (Dates may vary)

Vacation and Free Days

After six months of enrollment, families will be allowed a designated number of free days a year. For example, if your child attends three days a week, that's how many free days you can take a year. They may be used at your discretion for sick days or vacations. These free days are only good for one school year (August-July) and are not rolled over to the next school year. To utilize your vacation days, please alert an administrator at least two weeks prior to make sure that your account is credited properly for that week. Only accounts in goodstanding (tuition payments are made on time) will be eligible to receive free vacation days. All vacation credits are subject to administrative approval.

Absences

As a contracted care center, tuition is billed based on your enrollment schedule. If your child is absent for an illness, medical appointment, vacation, etc., tuition will still be due for that day. The only credits offered for absences will be when earned vacation time is utilized, or with administrative approval.

Public Health Closures

Any closures of our center due to guidelines or recommendations from (but not limited to) the CDC, the Colorado Department of Public Health, or the Douglas County Health Department will be communicated to you as soon as possible. There will be NO reduction in tuition for these closures.

Appointments

Please notify your child's individual teacher 24 hours in advance of all medical, dental, or miscellaneous appointments. This enables the center to keep track of your child when there is a deviation from the contracted schedule.

Health & Wellbeing Policies

The Villaggio operates as a "Well-Child Facility." A very thorough addendum is attached with the illness policy in its entirety. It has been kept separate intentionally to enable easy reference for you. Hang this addendum on your fridge or in a place that is easy to see. Please read through this addendum very carefully as it will be strictly adhered to.

Yearly Physicals

The Colorado Department of Health and Colorado Department of Human Services requires all children in childcare to have annual physicals until the age of eight (8). Infants are required to

have an updated health form at every well-child visit until they are two years old and then yearly afterwards. We will provide you with a “General Health Appraisal” form to be completed and signed off by your child’s physician and returned. Please keep in mind that we must follow strict guidelines regarding this matter and are required to refuse admission to any child who does not have a current “General Health Appraisal” and Certificates of Immunization on file. When your current General Health Appraisal on file expires, you will have a grace period of thirty (30) days to provide us with a current one.

Please keep in mind that at well visits where immunizations are given, the child may not return to the center for at least twenty-four (24) hours after receiving immunizations or boosters, in case of adverse reaction to the immunization. Parents are responsible for supplying provider with a written statement from the doctor regarding current immunization records.

Sick Care, Antibiotics, and Medications

For complete policies, please refer to the Illness Policy. All medications will be stored, administered, and recorded, and disposed of in compliance with the state department approved medication administration course, which all staff members have received training in. For ALL prescription OR over the counter drugs, please refer to the prescription medication release form.

Any routine medication, prescription or non-prescription (over the counter) must be administered only with a current written order of a health care provider with prescriptive authority and with written parental consent (see administrator for medication administration form). Home remedies, including homeopathic medications, will never be given to a child. Medications must arrive at the center in their original labeled bottle or container; any prescription medication must have a pharmacy label. Any over the counter medication must be in its original container that is clearly labeled with the child’s first and last name. Our administrative staff all have the proper training and delegation to administer medication. When arriving at the center with the medication, please ensure that it is given directly to an administrator. The medicine will be placed in a lock box in the administrator’s locked office to make sure that children do not have access to it. If the medication requires refrigeration, please let us know so that we may store it properly, in a locked container, away from any food and inaccessible to children.

All emergency medications will be stored according to our Child Care Health Consultant’s recommendation, not locked away, in a place that is easily identified and accessed by staff, but inaccessible to children. Any need for inhalers and/or epinephrine will be handled on a case-by-case basis with our Health Consultant.

If medication is administered to your child, a medication log will be kept in their file. The log will contain the following:

- Child’s Name
- Name of the medication, dosage, and route
- Time medication is to be given

- Special instructions
- Name and initials of the individual giving the medication
- Notation if the medication was not given and the reason

*When antibiotics are prescribed, there is a 24-hour waiting period after the first dose before your child is able to return to care. *

Infection Control

Provider and all children will practice good hand washing habits. Handwashing is required upon daily arrival at the center, after using the bathroom, and before and after handling food. Paper towels and liquid soap will be accessible in all bathrooms.

The Villaggio is a strict non-smoking facility. Please be sure to put your cigarettes out before entering the premises and please refrain from bringing vape pens within the facility.

Communicable Diseases, Epidemics and Pandemics

Any individual diagnosed with, is suspected of having, or exposed to, a reportable communicable illness must be excluded from contact with children and staff at our center for a period determined by the individual's health care provider, the local/state health department, Center for Disease Control, the facilities' healthcare consultant, and/or current childcare policies.

Children cannot be brought to the center if communicable illness/disease is suspected. Families must report to an administrator any exposure of their child to communicable illness outside of school.

Our facility will follow current CDC, CDPHE, or DCHD guidelines/recommendations to the best of its ability during times of communicable illness outbreaks (suspected or confirmed). **Certain childcare policies may be amended or suspended to meet best practices, current guidance, and/or mandates during public health emergencies, national emergencies, or national disasters. Any closures as a result of public health emergencies or other government mandated closures will not have a reduction in tuition.**

Safe Sleep Policies, Swaddling, and Pacifier Safe Sleep

To comply with licensing standards and safe sleep practices, all infants twelve (12) months and younger will be placed on their backs to sleep in a crib that has passed consumer safety standards and is compliant with all licensing rules and regulations. If you choose to deviate from these safe sleep policies, a health plan and signed physician statement must be onfile.

Pacifiers

Pacifiers are allowed with a signed parent permission form.

Provider/Family Relationship

Our center name is not an accident. “Villaggio” means “Village” in Italian, and we very strongly believe that when you bring your child or children to us, we become a family! It’s so important to us that you enjoy bringing your child here and that they love being here. Through formal (conferences, meetings, day-to-day assessments) and informal (movie nights, summer fun, parents’ night out, Christmas parties, etc.) events we hope to nurture this relationship with you and your family to become an integral part of ours.

Behavioral and Disciplinary Policies and Procedures

Certain rules have been established for The Villaggio which are essential to the safety and smooth functioning of this facility. These rules are taught to the children and need to be reinforced by the parents. For safety concerns and to maintain consistency, your children will not be allowed to do the following at The Villaggio whether you are present or not.

- No running indoors, please use “walking feet”
- No climbing, standing on, or jumping off the furniture
- No gum chewing at any time
- No offensive language or hurtful name calling
- No hitting, biting, pinching, punching, pulling hair, or spitting

Respect for each other will be taught and adhered to while at the center. On any occasion that your child is out of control and staff is unable to discipline them, you will be asked to come and get your child. After three occurrences of being sent home and noncompliance from parents, your child will be given a 30-day notice for termination. (This rule mainly applies to the older children, not to the infants and toddlers who are still learning the right and wrong way to treat others). As part of our philosophy and inherent desire to avoid suspension or expulsion with this age group, an age-appropriate learning to self-regulate is just beginning- a mental health consultant or other type of early intervention professional will be consulted (with the parent’s permission) to see if there are techniques or therapies that may be implemented in the classroom to prevent the child’s removal from our center.

Understanding and Guiding Behavior

Guidance is an interactive process between us and your child with a strong emphasis on problem solving. Our goal is to help your child learn by allowing them to work out solutions without undue interference, to make judgements based on their emerging inner controls, to model appropriate behavior for them, and to use guidance techniques that are appropriate. To us, guidance is not a single, quick-fix response to all behavioral situations. Instead, guidance is an intentional course of action based on our knowledge of the individual child, the group of children, the family, and their own developmental path. We will use various guidance strategies

that encourage and support behavior changes at various age and developmental levels.

It is our belief that children can be, and often, are influenced by their surroundings. If the environment is not developmentally appropriate, children can become frustrated. To alleviate this, we will provide a developmentally appropriate program with plenty of opportunities for the children to make their own choices. However, conflicts will arise, and teachers will respond in a positive, appropriate manner that maintains the child's positive self-esteem and dignity.

Teachers will use behavior management techniques such as setting reasonable and positive expectations, offering choices, and providing children an opportunity to verbalize their feelings, which encourages children to develop self-control and problem solving through understanding. Intervention techniques will be tailored individually to help children develop in the social and emotional domains, as well as the cognitive domain, in order to help alleviate any behavioral issues.

A variety of methods will be used to cultivate positive relations with family. Regular conference meetings are held to keep the provider and family members in close communication regarding the child. There will be events throughout the year designed to grow our relationship with our families. This environment is warm and welcoming, so all children and parents feel a sense of belonging to our village. Our goal is to foster relationships with our families and create a sense of community that allows for open communication should a challenge arise.

In this environment children are able to learn at their own pace based on their individual temperaments, development, and culture. Children will be taught and encouraged to express themselves, understand the feelings of others, and how to communicate their wants, needs, and feelings.

The provider, parents, and if needed, a mental health consultant, will work together on persistent challenges. As a team we will identify an action plan to support the needs of the child.

In addition, The Villaggio believes in the benefits of early intervention. The Villaggio will partner with a local early interventionist company one to two times a year. The individual company will have their own consent form that will be filled out by the parent/guardian. This is a benefit to the child and to the family to explore more resources if they choose to.

If you're feeling overwhelmed, helpless or need someone to talk to, [Colorado Crisis Services](#) offers free, confidential and professional 24/7 support. Call 1-844-493-8255 or text "TALK" to 38255.

Below are several links that can provide some insight on our methods to behavior guidance.

<https://consciousdiscipline.com/methodology/brain-state-model/>

<https://consciousdiscipline.com/methodology/school-family/>

<https://consciousdiscipline.com/methodology/seven-skills/>

<https://consciousdiscipline.com/methodology/research/>

<https://consciousdiscipline.com/parent-education/>

At The Villaggio we believe the differences in opinions and diversity of cultures and customs among our students and staff challenges each of us to better understand our fellow man. This often-difficult process increases our understanding and acceptance of others and makes us stronger citizens, more compassionate learners, and more effective future leaders in our community and the world.

In this regard, The Villaggio, welcomes, values, celebrates, and respects individuals of all races, ethnicity, gender, age, disability, and religion. We are committed to treating all persons with dignity and respect in an honest, open, fair, and friendly manner.

We are committed to the highest standards of civility and decency toward all. We are committed to promoting and supporting a learning community where all people can learn and work together in a safe and secure atmosphere free of fear, bias, discrimination, and other negative treatment. We affirm the right to freedom of thought and expression of opinion within the bounds of courtesy, sensitivity, responsibility, and respect to others with different views.

We seek to foster understanding and respect among individuals and groups through education and constructive approaches for resolving misunderstandings and conflict.

We are committed to the laws of our country and to the development and enforcement of policies, programs, and practices that promote the fulfillment of these principles.

We will continuously seek new ways to partner with families to meet ALL children's needs within the classroom and in regards to their learning and development goals.

Check out [Colorado's Early Learning and Development Guidelines](#) to learn about the path of children's learning and development from birth to eight.

Learn about [Early Intervention Colorado](#) (ages 0-3) and how it can help families learn ways to support and promote their child's development.

Staff-Child Ratios

State of Colorado

AGES OF CHILDREN NUMBER OF STAFF

6 weeks to 18 months (infants) 1 staff member to 5 infants MAX group 10
12 months to 36 months 1 staff member to 5 toddlers MAX group 10
24 months to 36 months 1 staff member to 7 toddlers MAX group 14
2 1/2 years to 3 years 1 staff member to 8 children MAX group 16
3 years to 4 years 1 staff member to 10 children MAX group 20
4 years to 5 years 1 staff member to 12 children MAX group 24
5 years and older 1 staff member to 15 children MAX group 30
Mixed age group 2 1/2 years to 6 years 1 staff member to 10 children MAX group 20

NAEYC

Infant (Birth–15 months) 1:4 MAX group 8
Toddler/Two (12–36 months) 1:6 MAX group 12
Preschool (30 months–5 years) 1:10 MAX group 20

Low child-to-adult ratios and small group sizes help ensure that your child gets enough one-on-one attention from an adult who is available to take care of each child's unique needs. This responsive caregiving is extremely important to your child's social and emotional development, physical well-being, and overall learning. We pride ourselves on maintaining below recommended ratios on not only a state level but nationally as well. In addition to low ratios our program implements continuity of care practices in which children remain with the same peer group and teacher for more than one year.

Transitions are a big part of not only early childhood, but life. We aim to successfully transition children and families through these life passages successfully and confidently. Please see our Transition Plan below for more details.

Transition Plan

The quality standards set forth by Colorado Shines and the Office of Early Childhood call for high quality care and learning programs to have and implement written transition plans for the children and families. The purpose of these plans is to identify and outline activities and strategies that facilitate the transition of children and families into and out of classrooms, early learning environments, community services, and school settings including transition to kindergarten.

The Villaggio has long implemented a variety of strategies to successfully transition children and families through these life passages successfully and confidently.

This document will summarize activities that Villaggio will do to help children and families navigate necessary transitions.

The five key transitions this policy will focus on:

1. Transitions into a program.
2. Transitions while enrolled.
3. Transitions within the program day.
4. Family transitions outside a program; and
5. Transitions when leaving a program.

1. Transitions **INTO** our Center.

a. Prospective family visits—families considering enrolling their children are invited to visit the Center for a tour. During this tour, families learn of our approach to teaching and learning (philosophy), see our learning environments, meet our teaching staff, and have opportunities to have their questions answered. The goal of this visit is to make sure that our Center is a “good fit” to prospective families.

b. New family orientation sheet—we use an orientation checklist to make sure the enhanced orientation is complete. The orientation includes: a tour of the building, showing children where their cubby is, meeting teaching staff, playing in their classroom with peers and teachers, conversations between parents and teachers and between children and teachers, learning more about the Villaggio policies and practices, learning drop-off and pick-up procedures, and much more. Teachers also speak with parents about a child’s first day and talk about how we will help the parent and child with common separation issues. The goal of orientation is to help children and families feel comfortable and part of the Villaggio family and ease the child into their first day of attendance.

c. Family interview form—when a family chooses to enroll, we provide the parents with several forms to complete. One form is a “Family Interview Form.” This three-page document provides parents the opportunity to tell us all about their child and their family. From this form we learn about child interests, typical guidance approaches, family dynamics, health history, etc. After this form is returned the Director, Assistant Director and teachers of the room, read the form as a means of getting to know the child and family better. A copy is put into the classroom binder, and the original is placed in the child’s file in the office.

d. Family Handbook—upon enrollment parents are provided with a comprehensive Family Handbook. This handbook clearly explains the Center’s purposes, policies, and procedures. The purpose of the handbook is to help the parent transition into the culture of the Center with a clear understanding of how the Center operates. Choosing a childcare center is an important task and we use our Handbook as one way of telling families all about who we are and what we do.

e. New family welcome—teachers warmly welcome new (and continuing) children into the classroom with a well prepared learning environment and warm interactions. Teachers help children who may be having a difficult time separating by speaking calmly to them, helping them get involved in activity, singing to them, listening to them, looking at a family pictures from home, etc.

f. New family info sharing—teachers encourage parents to message on Brightwheel later in the day to see how their child is doing. Teachers will always send photos and updates via Brightwheel so parents can know how their child’s first day is going.

2. Transitions **WHILE** enrolled:

a. Transition schedule: As we find your child is ready to transition from one classroom to the next; the following steps take place.

- + Parent/family is contacted for approval
- + Team meetings between previous teachers and perspective teachers to discuss readiness and expectations of new rooms.
- + Brightwheel communication is sent to families outlining expectations of new room, copy of schedule, etc.
- + Families are introduced to new staff.
- + A minimum of 3 days transition schedule takes place: (Ex: Day one: Child visits for one hour. Day two: Child visits through naptime. Day three: child spends entire day in new room.

b. Community Services and Specialists—When children enrolled in our Center have special learning needs necessitating the use of specialists (ex., speech, occupational or physical therapists), the specialists spend time at the Center either working with children directly in the classroom or in our multipurpose room. Prior to beginning to work with children at the Center, parents are asked to have the specialist work at home with the children to gain familiarity. In addition, we receive monthly visits from our Nurse Consultant, Early Childhood Council Coach and Licensing Specialist. These professionals spend time in our classrooms observing and interacting with children. Because they get to know the children and the children become familiar with them, the children are comfortable with their visits.

3. Transitions **WITHIN** the program day.

a. Written daily routine—each of our classrooms follows a daily routine. (Posted). This routine includes free play/choose areas, am snack, lunch, pm snack, bathroom breaks, group time, small/large group activities, and outdoor play time. While exact timing of transitions from one activity to the next may vary slightly from day to day, each day includes the same sequence of activities. This allows children to easily transition from one activity to the next because they know the schedule and can predict what is coming next.

b. Plentiful time for play—we minimize the number of transitions we have by providing generous amounts of playtime.

c. Notice of change of activity—prior to switching activities (ex. from child-choice play time to group time), teachers walk around the room and give children time reminders such as “in ten minutes, we will be cleaning up for group time.” Teachers also involve children in announcing upcoming transitions by asking children to walk around and share that the transition is approaching with their peers.

d. Songs, finger plays, and movement activities during “waiting” times—on occasion where children are waiting for an activity to begin (such as the start of mealtimes or bathroom breaks), our teachers engage in singing songs, doing finger plays, participating in movement activities, etc. so children are not required to sit idly but rather can have fun and learn while waiting. Our teachers work together during transitions. For example, at the conclusion of mealtime, the teacher not facilitating mealtime sends children in small groups to the bathroom for hand washing. This process minimizes waiting time.

4. Family transitions OUTSIDE a program.

a. Connect parents to helpful services—our center works many organizations throughout the Early Childhood community. When a family is experiencing challenging times, we work to connect the parent with these important resources so they can receive the support and assistance they need. When a self-pay family experiences a financially challenging life change, we refer them to Douglas County Human Resource Office for information about the Child Care Assistance Program.

5. Transitions WHEN LEAVING our program.

a. Equipping children to be learners who can succeed in school—we help children to transition to next care environments and kindergartens in a few strategic ways. First we work to help children to be successful life-long learners by building in them the dispositions needed such as curiosity, cooperativeness, friendliness with peers, respect for teachers and administrators, ability to follow routines, ability to speak and listen, ability to follow directions, etc. Second, we also develop academic skills and knowledge so children will know what they need to know when entering kindergarten. Third, we frequently provide an overview for parents entitled “Kindergarten Readiness” that helps parents understand what they need to know to help their child be ready for formal school. Fourth, we help parents learn how to partner with their children’s teachers and center administrator. By encouraging parents to attend parent-teacher conferences at our Center and get involved at our childcare center, we are working to help them develop the understanding of how important their involvement is in their child’s continuing education.

b. Practical helps—when a child exits the Center and moves to a new Center, we help the parent with this transition by providing a copy of the child’s file so they can take it with them to the next care setting.

Summary

The above-mentioned practices are consistently implemented to help children and families to best handle the various transitions that they face as they enter our center, while enrolled in our center, and as they exit our center. Since one of our goals is to develop lifelong learners, we believe that helping children and families learn to successfully navigate transitions while they are with us will help them learn the skills needed to handle transitions in their future.

Resources for [supporting children through transitions](#) including, transitioning into

kindergarten, moving, death and grieving, and supporting children with special needs.

Mealtimes and Food Preparation

Meals

Due to the dynamics of various drop off times between children, breakfast is not offered. Your child is expected to be fed before you drop them off.

All snacks and meals are provided by the family. Meals need to be sent to school in a lunch box with an ice pack due to limited fridge space. Classrooms are equipped with microwaves to allow more meal options. Each child will be offered their morning snack, lunch, and afternoon snack. Mealtimes vary depending on the age of the children and daily activities. Teachers will encourage healthy eating habits and help develop communication skills by actively eating and engaging with your child. At no point will a child be forced to eat.

We believe a well-balanced, healthy diet plays a major role in your child’s development. We encourage you to send in fresh fruit and vegetables and limit snacks that contain high amounts of sugar. Below you will find USDA’s meal pattern recommendations to help you successfully navigate meal preparation. To adhere with licensing requirements and ensure each child receives the proper nutrition while in our care The Villaggio will supplement any missing meal components at the rate of \$12 per meal charged to the family via their Brightwheel billing plan. In addition, Villaggio will offer nutrition classes and additional resources to families who are struggling to meet these requirements.

All outside food and drinks must be consumed, placed in the child’s lunch box or disposed of before arriving at The Villaggio. The center staff will not take outside food away from the child but rather, will ask the parents to discard or place the food in their lunch box.

Neither “sippies” nor bottles are allowed to be carried around the center. Transitioning from a bottle to a “sippy” depends on each individual child. Transitioning to a regular cup is usually done with water and is communicated with parents to stay consistent.

CHILD MEAL PATTERN

Lunch and Supper (Select all five components for a reimbursable meal)				
Food Components and Food Items ¹	Ages 1-2	Ages 3-5	Ages 6-12	Ages 13-18 ² <small>(at-risk afterschool programs and emergency shelters)</small>
Fluid Milk³	4 fluid ounces	6 fluid ounces	8 fluid ounces	8 fluid ounces
Meat/meat alternates				
Lean meat, poultry, or fish	1 ounce	1 ½ ounce	2 ounces	2 ounces

Tofu, soy product, or alternate protein products ⁴	1 ounce	1 ½ ounce	2 ounces	2 ounces
Cheese	1 ounce	1 ½ ounce	2 ounces	2 ounces
Large egg	½	¾	1	1
Cooked dry beans or peas	¼ cup	⅜ cup	½ cup	½ cup
Peanut butter or soy nut butter or other nut or seed butters	2 tbsp	3 tbsp	4 tbsp	4 tbsp
Yogurt, plain or flavored unsweetened or sweetened ⁵	4 ounces or ½ cup	6 ounces or ¾ cup	8 ounces or 1 cup	8 ounces or 1 cup
The following may be used to meet no more than 50% of the requirement: Peanuts, soy nuts, tree nuts, or seeds, as listed in program guidance, or an equivalent quantity of any combination of the above meat/meat alternates (1 ounces of nuts/seeds = 1 ounce of cooked lean meat, poultry, or fish)	½ ounce = 50%	¾ ounce = 50%	1 ounce = 50%	1 ounce = 50%
Vegetables⁶	⅛ cup	¼ cup	½ cup	½ cup
Fruits^{6,7}	⅛ cup	¼ cup	½ cup	½ cup
Grains (oz eq)^{8,9}				
Whole grain-rich or enriched bread	½ slice	½ slice	1 slice	1 slice
Whole grain-rich or enriched bread product, such as biscuit, roll or muffin	½ serving	½ serving	1 serving	1 serving
Whole grain-rich, enriched or fortified cooked breakfast cereal ¹⁰ , cereal grain, and/or pasta	¼ cup	¼ cup	½ cup	½ cup

¹ Must serve all five components for a reimbursable meal. Offer versus serve is an option for at-risk afterschool participants.

² Larger portion sizes than specified may need to be served to children 13 through 18 years old to meet their nutritional needs.

³ Must be unflavored whole milk for children age one. Must be unflavored low-fat (1 percent) or unflavored fat-free (skim) milk for children two through five years old. Must be unflavored low-fat (1 percent), unflavored fat-free (skim), or flavored fat-free (skim) milk for children six years old and older.

⁴ Alternate protein products must meet the requirements in Appendix A to Part 226.

⁵ Yogurt must contain no more than 23 grams of total sugars per 6 ounces.

⁶ Pasteurized full-strength juice may only be used to meet the vegetable or fruit requirement at one meal, including snack, per day.

⁷ A vegetable may be used to meet the entire fruit requirement. When two vegetables are served at lunch or supper, two different kinds of vegetables must be served.

⁸ At least one serving per day, across all eating occasions, must be whole grain-rich. Grain-based desserts do not count towards the grains requirement.

⁹ Beginning October 1, 2019, ounce equivalents are used to determine the quantity of the creditable grain.

¹⁰ Breakfast cereals must contain no more than 6 grams of sugar per dry ounce (no more than 21.2 grams sucrose and other sugars per 100 grams of dry cereal).

Snack (Select two of the five components for a reimbursable snack)				
Food Components and Food Items¹	Ages 1-2	Ages 3-5	Ages 6-12	Ages 13-18² <small>(at-risk afterschool programs and emergency shelters)</small>
Fluid Milk³	4 fluid ounces	4 fluid ounces	8 fluid ounces	8 fluid ounces
Meat/meat alternates				
Lean meat, poultry, or fish	½ ounce	½ ounce	1 ounce	1 ounce
Tofu, soy product, or alternate protein products ⁴	½ ounce	½ ounce	1 ounce	1 ounce
Cheese	½ ounce	½ ounce	1 ounce	1 ounce
Large egg	½	½	½	½
Cooked dry beans or peas	⅛ cup	⅛ cup	¼ cup	¼ cup
Peanut butter or soy nut butter or other nut or seed butters	1 tbsp	1 tbsp	2 tbsp	2 tbsp
Yogurt, plain or flavored unsweetened or sweetened ⁵	2 ounces or ¼ cup	2 ounces or ¼ cup	4 ounces or ½ cup	4 ounces or ½ cup
Peanuts, soy nuts, tree nuts, or seeds	½ ounce	½ ounce	1 ounce	1 ounce
Vegetables⁶	½ cup	½ cup	¾ cup	¾ cup
Fruits⁶	½ cup	½ cup	¾ cup	¾ cup
Grains (oz eq)^{7,8}				
Whole grain-rich or enriched bread	½ slice	½ slice	1 slice	1 slice
Whole grain-rich or enriched bread product, such as biscuit, roll or muffin	½ serving	½ serving	1 serving	1 serving
Whole grain-rich, enriched or fortified cooked breakfast cereal ⁹ , cereal grain, and/or pasta	¼ cup	¼ cup	½ cup	½ cup

Whole grain-rich, enriched or fortified ready-to-eat breakfast cereal (dry, cold) ^{9,10}				
Flakes or rounds	½ cup	½ cup	1 cup	1 cup
Puffed cereal	¾ cup	¾ cup	1 ¼ cup	1 ¼ cup
Granola	⅛ cup	⅛ cup	¼ cup	¼ cup

¹ Select two of the five components for a reimbursable snack. Only one of the two components may be a beverage.

² Larger portion sizes than specified may need to be served to children 13 through 18 years old to meet their nutritional needs.

³ Must be unflavored whole milk for children age one. Must be unflavored low-fat (1 percent) or unflavored fat-free (skim) milk for children two through five years old. Must be unflavored low-fat (1 percent), unflavored fat-free (skim), or flavored fat-free (skim) milk for children six years old and older.

⁴ Alternate protein products must meet the requirements in Appendix A to Part 226.

⁵ Yogurt must contain no more than 23 grams of total sugars per 6 ounces.

⁶ Pasteurized full-strength juice may only be used to meet the vegetable or fruit requirement at one meal, including snack, per day.

⁷ At least one serving per day, across all eating occasions, must be whole grain-rich. Grain-based desserts do not count towards meeting the grains requirement.

⁸ Beginning October 1, 2019, ounce equivalents are used to determine the quantity of creditable grains.

⁹ Breakfast cereals must contain no more than 6 grams of sugar per dry ounce (no more than 21.2 grams sucrose and other sugars per 100 grams of dry cereal).

¹⁰ Beginning October 1, 2019, the minimum serving sizes specified in this section for ready-to-eat breakfast cereals must be served. Until October 1, 2019, the minimum serving size for any type of ready-to-eat breakfast cereals is ¼ cup for children ages 1-2; 1/3 cup for children ages 3-5; and ¾ cup for children ages 6-12.

Special Dietary Needs

For those children with food allergies- depending on the severity of the allergy, the child will be sat at a table that will not expose him/her or the classroom may be required to exclude the type of food to ensure everyone’s safety. We will make the decision case by case.

Breastfed Infants

We are supportive of mothers who are breastfeeding their infants. There is a mother’s lounge provided for moms who would like to utilize this option. Childcare providers must follow specific guidelines when working with breastmilk. Since breastmilk is bodily fluid, we will require that it is supplied in clearly marked bottles. All bottles must come labeled with your child’s first and last name and the date. Mother’s milk bags will be accepted only if frozen, dated, and marked. Breastmilk must be provided daily; all bottles will be used and then sent home with the parents to be cleaned and sanitized. A minimum of eight (8) ounces of breastmilk must be provided to the center to be stored in the freezer as a backup supply.

Formula may also be stored for backup if you would prefer. Any backup supply that is used will be notated in Brightwheel and must be replaced at the beginning of the next childcare day.

Breastfed infants MUST be able to take a bottle or “sippy” while attending daycare. As we encourage breastfeeding, we must also have a way to feed the infant when the mother is not present. Often the mother will try and schedule her feeding(s) with the child, however, in past experiences, infants may become too distraught that their needs are not being met while waiting for the mother to return to the daycare for the feeding. This situation has an extreme effect on other infants and staff in the center. We will attempt to respect and follow newborn infant feeding schedules requested by the parents, if possible. Infants on bottles will only be fed when hungry. A hungry infant must not be forced to wait an unreasonable amount of time before eating, as their food is critically important to their brain development. No infant who is hungry will ever be forced to wait to eat because of a requested feeding schedule. Infants on solid foods will eat with the other children at mealtimes.

Diapering and Toilet Training

Only disposable diapers are used at The Villaggio. A note will be posted through Brightwheel when the child’s supply is getting low and needs to be replenished. Diapers will be changed every two hours or more often as needed. To avoid accidents, please ensure that all diapers fit properly.

Toilet Training

If your child is ready to be “potty” trained, we will help to encourage the training process at the center as well. Please discuss this transitional time with your child’s teacher so that we all may be consistent in helping with your child.

Please keep in mind that as a requirement of the potty-training process, children must come to school in pullups until they are fully potty trained. They are required to continue wearing pullups until they are able to go 1 hour between bathroom breaks and communicate with the teacher their need to go to the bathroom. In addition, pullups will always be required at naptime.

It’s important to note that potty training at home and potty training in a group setting may look very different. At school, we may be participating in a number of activities that may distract your child from communicating their urge to use the restroom. Seeing their friends using the potty may encourage them to do so before they are ready or seeing their friends who are still in diapers may discourage them from wanting to use the potty. These are all expected behaviors. Please keep in mind that our teachers will not be doing the actual potty training, a process we strongly believe only succeeds at home, in a one-on-one setting. We will simply encourage and assist when they are showing mastery of the concepts.

If any issues arise during this process, a meeting with our staff will be scheduled to come up with a solution together that works for everyone in a group care setting, and to aid in the

success of this process.

Toys, Learning Methods, and Physical Activity

The Villaggio operates on the principle that children learn best by playing. As such, a variety of age-appropriate toys and books will be provided in every classroom for your children to enjoy. In addition, there will be an indoor/outdoor play area where kids will be able to be active, play games, and have fun. Weather permitting, we will try to go outside every day. On days where the weather does not permit going outside, indoor physical activities will be used instead. In excessively hot weather (anything above 90° weather), children will either remain in the indoor playground area or go outside with close supervision. Indoor breaks will be taken every 15 minutes to allow for rehydration and cooling down.

According to state regulations, to participate in outdoor play, the center must have the authorization for applying sunscreen to your child. If you would like to refrain from the use of sunscreen, an alternative form of sun protection must be used for your child to go outside.

Please do not send toys from home with your child. They tend to get broken and may cause conflict with the other children. The exceptions are a soft toy or a blanket for naptime only.

Each child will have a storage bin that they may leave extra clothes and supplies in. If your child intentionally causes damage to the property or theft occurs, you as the parent will be responsible for compensation. Please do not send your child with something so valuable that it cannot be replaced. Please label EVERYTHING you send to the daycare with your child's first and last name. We are not responsible if things are lost because they were not labeled correctly.

We regularly receive emails updating us on current recalls. We also regularly check our equipment for safety and value any input and knowledge you as parents may have. If a toy or play equipment is recalled, they will be removed from the premises promptly.

Special Permissions

Holiday Celebrations

At the Villaggio, we celebrate various traditional holidays. You will be given notice on upcoming events prior to them happening. Parents are encouraged to supply special treats for our holiday parties. If you would not like your child to participate in these activities, you will need to keep them home for the day.

At our center, we believe it's important to acknowledge diversity between cultures and in turn would like to extend an invitation for parents that come from a different background to help educate staff members on holidays that are important in their households and The Villaggio, as a company, will always try to include and embrace said cultures into our curriculum.

Media Policy

Any movies involved for our curriculum will be communicated with the families ahead of time. During screen time, teachers will maintain close supervision of their class and Name-to-Face head counts will continue during this time. Only those children who have a signed media permission slip on file will be allowed to participate. State licensing restricts screentime for children under two (2) years of age. For children that are two (2) years and older, thirty (30) minutes of screen time is allowed per week. Music plays a very large part in our everyday curriculum and activities. If you do not want your child listening to music, then unfortunately our center is not for your family.

Transportation Policy

The Villaggio does not offer transportation.

Field Trips

At this time, The Villaggio does not participate in field trips, neither walking nor transported.

Adverse Weather Precautions

The Villaggio will follow Douglas County public school district closes and delays for the day. If the center closes, payment is still required for the days closed. If the weather turns bad during the day, please come as soon as it is safely possible. Your child will be well cared for until you are able to arrive.

It is our desire to provide your child with the best possible care while they are away from you. Should you have any questions or problems regarding the type of care they are receiving, we encourage you to discuss them with an administrator. It is our goal for everyone to be happy, healthy, and thriving. We achieve this by consistently communicating with families,

Thank you for allowing us to care for your children, and welcome to The Villaggio!



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"Experience Childcare As It Should Be"

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Reviews

We greatly appreciate you taking the time to leave us a review on Google or on our Facebook page. We know that we're great, you know we're one of a kind- we would love it if you could help us share this information with everyone! Below are the links where reviews may be posted.



<https://www.facebook.com/ittakesavillage.cr>



https://g.page/r/CaFxT2U_QfLxEAg/review

Reporting of Child Abuse, Filing a License Complaint, and Obtaining Official Rules and Regulations

File a complaint with the Colorado Office of Early Childhood

To make a complaint, call 303-866-5958 Monday through Friday between 8 a.m. and 5 p.m. If calling outside of business hours, you may leave a message. Provide your name, telephone number, and mailing address. This information is required for the following reasons:

- To call you back if the investigator needs more specific information about the complaint,
- To call you back if the investigator received contradictory or unclear information during the investigation, and
- To call you to let you know the results of the investigation.

A witness or someone who has firsthand knowledge of the abuse must make the complaint. An anonymous complaint can be made only if the complaint is about an unlicensed childcare provider.

All information is kept confidential about parents and children in care. The facility will never know who made the complaint.

Call 911 immediately if you witness a child in a life-threatening situation.

Report Child Abuse or Neglect- 24/7 Hotline: Call 1-844-CO-4-KIDS (844-264-5437)

Report Suspected Unlicensed Childcare: Call 303-866-5958

Report Alcohol or Drug Abuse

If the provider is currently under the influence of alcohol or drugs and the provider's ability to care for children is impaired, please follow these steps:

- Call the police. Write down the name of the person you speak with.
- Call the Office of Early Childhood at 303-866-5958.
- Be prepared to give the following information:
 - Your name, phone number, and mailing address
 - The Licensee's name, phone number, and address
 - Where the incident occurred
 - Brief description about the incident/circumstances

The official rules regulating childcare centers can be obtained at www.coloradoofficeofearlychildhood.force.com.

Illness Policy

To reduce the risk of becoming sick, your child, the childcare providers, and all the children being cared for must be up-to-date with the immunizations recommended by the American Academy of Pediatrics (AAP) and the Centers for Disease Control and Prevention (CDC).

The viruses responsible for colds or the flu cause the most common sicknesses in child care facilities. Even though your child has had immunizations, he or she can still get viruses causing colds, sore throats, coughs, vomiting, and diarrhea.

Children of any age will experience a lot of infection in their first year of group child care. However, if the first year of child care is during infancy, a child may have as many as 8 to 12 colds more than a child would have if cared for at home without exposure to siblings or other children. During the second year of child care attendance, the number of respiratory illnesses begins to decrease because exposure to so many germs causes rapid development of the immune system. Diarrhea occurs once or twice a year in the typical child.

The primary reasons for exclusion from child care or school are that the condition:

- Prevents the child from participating comfortably in activities
- Results in a need for care that is greater than staff members can provide without compromising the health and safety of other children
- Poses a risk of spread of harmful disease to others (*see list of these conditions below*)

Any child with respiratory symptoms (cough, runny nose, or sore throat) **AND FEVER** should be excluded from their childcare program. The child can return after the fever associated with these symptoms has resolved **for 24 hours** (without the use of fever-reducing medicine i.e. **Motrin or Tylenol**)

Conditions that require exclusion include:

- When the child appears to be severely ill, lethargic, is not responsive, irritable, persistently crying, having difficulty breathing, or having a quickly spreading rash.
- When the child is complaining that something hurts.
- When the child is not able to participate in all regular activities due to injury or illness.
- Fever (temperature above 101°F [38.3°C] by any method) and behavior change or other signs and symptoms (e.g., sore throat, rash, vomiting, or diarrhea). **The child may return to school after he/she is symptom free for 24 hours without the use of fever-reducing medication.**
- Diarrhea—Exclusion is required for all diapered children whose stool is not contained in the diaper and toilet-trained children if the diarrhea is causing "accidents," and for children whose stool frequency exceeds 2 stools above normal per 24-hours for that child while the child is in the program or whose stool contains more than a drop of blood or mucus. Diarrhea is defined by stool which is occurring more frequently and/or is less formed in consistency than usual in the child, and not associated with changes of diet. **The child may return to school after he/she is symptom free for 48 hours.**

- Vomiting 2 or more times in the previous 24 hours, unless the vomiting is determined to be caused by a non-communicable/non-infectious condition. **The child may return to school after he/she is symptom free for 48 hours.**
- Abdominal pain that continues for more than 2 hours or intermittent abdominal pain associated with fever or other signs or symptoms.
- Mouth sores with drooling that the child cannot control unless the child's primary health care provider or local health department authority states that the child is noninfectious.
- Rash with fever or behavioral changes, until a primary care provider has determined that the illness is not a communicable disease.
- Skin sores that are weeping fluid and are on an exposed body surface that cannot be covered with a waterproof dressing. **The child may return to school 24 hours after treatment has begun,**

Other conditions with specific diagnoses as follows:

- Streptococcal pharyngitis (i.e., strep throat or other streptococcal infection), until the child has had two doses of a course of an appropriate antibiotic 12 hours apart.
- Head lice, scabies, ringworm until after the first treatment (Exclusion is not necessary before the end of the program day.) Treatment may occur between the end of the program day and beginning of the next day—not requiring any exclusion.
- Chickenpox (varicella) until all lesions have dried or crusted (usually 6 days after onset of rash) and no new lesions have showed for at least 24 hours.
- Rubella, until 7 days after the rash appears
- Pertussis, until 5 days of appropriate antibiotic treatment (21 days if untreated)
- Mumps, until 5 days after onset of parotid gland swelling
- Measles, until 4 days after onset of rash
- Hepatitis A virus infection, until 1 week after onset of illness or jaundice or as directed by the health department

When It's OK to Stay in Child Care:

Except during outbreaks of influenza or COVID-19, as long as the below does not 1.) Prevent the child from participating comfortably in activities AND 2.) The illness does not result in a need for care that is greater than staff members can provide without compromising the health and safety of other children your child may attend school with:

- Common colds ***without fever***
- Runny noses (regardless of color or consistency of nasal discharge) ***without fever***
- Cough ***without fever***
- Yellow, green, white, or watery eye discharge without fever, even if the whites of the eyes are red (pinkeye) ***without fever***
- Eye pain or eyelid redness ***without fever***
- Rash without fever and without behavioral changes
- Thrush
- Molluscum contagiosum

Source: Council on Early Childhood (Copyright © 2017 American Academy of Pediatrics), Last Updated 3/9/2022