



Riverhouse  
Children's Center

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

# Parent Handbook

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## Welcome to Riverhouse Children’s Center!

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We are honored to be entrusted with the care of your child and it is our desire that you feel comfortable and genuinely satisfied with your decision in choosing our Center. We believe you will be impressed with the individual attention, concern and kindness shown to your child. Should you have concerns regarding the content of this handbook, please feel free to stop by the office for further clarification. We want to thank you for choosing our facility and we look forward to serving you and your child for years to come.

### History

Riverhouse Children’s Center was founded in 2002 by a dedicated early childhood professional who set out to create an early learning community with a strong emphasis on education and kindergarten readiness, a healthy food program, and a vision to prepare children and families for a lifetime of success.

By 2004, it was clear that Riverhouse needed to expand the vision to support families in need; with the belief that all families deserve access regardless of the ability to afford tuition. Riverhouse transitioned into a 501 (c)3 nonprofit organization and quickly began to build the foundation to support community need.

In 2010, two child development centers in Durango shut their doors, leaving 45 families without care. As a result, Riverhouse’s waitlist doubled overnight! In 2011, the land in which the current Riverhouse facility sits was donated and Riverhouse embarked on a \$2.3-million-dollar capital campaign. The current center was completed in May of 2013.

Each year Riverhouse Children’s Center awards tuition assistance to families in need. In 2020, Riverhouse awarded over \$50,000 in tuition assistance to ensure that children, regardless of ability to pay tuition, are afforded the opportunity of a high quality early childhood education and are prepared for kindergarten entrance.

Today, Riverhouse continues efforts in being a leader in early childhood education in the community and, as a 501(c)3 nonprofit, Riverhouse relies on grants and donations to continue to provide tuition assistance, as well as the high quality early childhood experience, that families have grown to expect.

### Mission

The mission of Riverhouse Children’s Center is:

***“Building the foundation for a lifetime of success  
through quality early childhood education.”***

At our Center we understand that children learn and grow at their own pace. Together with parents, we can help children enjoy learning by allowing them to solve problems, complete goal oriented tasks, be creative, get along with others socially, and enjoy school and friends. Parents are encouraged to help their children adapt to his/her new surroundings. This can be achieved by displaying a positive attitude towards the school and teachers, discussing daily events, and bringing home and actively participating in your child’s various projects. Please notify us of any life changes or upsetting situations in your child’s life, so that we may help your child work out any problems through the channels of conversation, goal-oriented activities and play. Center hours of operation are 7:45 a.m. to 4:30 p.m., Monday through Friday. Children must be picked up no later than 4:30pm. Children that are not picked up prior to 4:30pm will incur the charge of \$5.00 per minute for every minute beyond 4:30pm. Parent comments and suggestions, and involvement during the year, will ensure that our Center maintains the highest quality of care possible for your child. At our Center, your child will not only learn, but also will gain independence, discover more of the world around him/her, make new friends, and have fun in the process. Thank you for choosing Riverhouse Children’s Center and feel free to stop by anytime to observe, have lunch, or just hug your child. You are always welcome!

Riverhouse Children’s Center is a non-denominational, inclusive, 501(c)3 nonprofit. The school provides early childhood education and care year-round for families and children ages six weeks through five years old. Riverhouse is licensed through the State of Colorado to provide care for 75 children per day and is comprised of six classrooms:

Classroom	Ages
Chickadees	Infant
Hummingbirds	Infant/Toddler
Sparrows	Toddler
Blue Jays	Toddler/Preschool
Starlings	Preschool
Falcons (Upstairs Classroom)	Pre K
Eagles (Downstairs Classroom)	Pre K

**Curriculum and Assessment**

Riverhouse has adopted an emergent curriculum model, called the Creative Curriculum. Riverhouse teachers are trained to be in tune with the child's perspective. Lesson plans and daily activities will reflect the interests of the children. It is the responsibility of the teacher to: 1) thoughtfully observe the children in their care and determine themes that peak their curiosity; 2) weave social/emotional, language, fine/gross motor, and cognitive learning into the thematic planning process.

Each of the six Riverhouse classrooms utilizes the *Creative Curriculum*™ as well as *My Teaching Strategies*™—powerful teaching tools to facilitate individual child assessment, organized documentation and curricular planning. Parents may opt to utilize Teaching Strategies App to have on-going access to their child’s assessments and growth.

**Qualification of Staff**

Riverhouse Children’s Center employees are titled by the position in which they are hired. However; all employees are qualified Early Childhood Professionals. All employees are required by State licensing regulations to successfully pass two (2) criminal background checks as well as complete seven (7) hours of training within the first two weeks of being placed into a classroom. All employees in contact with children are required to complete the following trainings annually: Standard Precautions, Mandatory Reporter, Shaken Baby, Sleep Safe, Safety School, Federal Emergency Management Agency, Medication Administration, as well as, 1<sup>st</sup> Aid/CPR. Staff are required to complete a minimum of 15 continued education hours annually. Riverhouse strives to train their employees above and beyond the minimum training required by the state.

**Management Team**

The administrative staff of Riverhouse Children’s Center manage the day-to-day operations at the center. To view current staff members, please visit the Staff on our website.

As a 501(c3) organization, we are governed by a Board of Directors. The Board of Directors meets monthly; we invite any interested parents to participate. To view current board members, please visit the Board of Directors page on our website. Riverhouse’s primary mode of communication with families is via email. Closure dates, lesson plans, and big happenings will be communicated via email. Please ensure that Riverhouse has your most up-to-date email address and that you are checking this email periodically throughout the week. Riverhouse sends monthly invoices and announces all major school events via email. You may contact the:

Executive Director at [riverhousedirector@gmail.com](mailto:riverhousedirector@gmail.com)  
 Assistant Executive Director - [cweybright@riverhousecci.org](mailto:cweybright@riverhousecci.org)  
 Program Manager at [programdirector@riverhousecci.org](mailto:programdirector@riverhousecci.org)  
 Board of Directors at [board@riverhousecci.org](mailto:board@riverhousecci.org)

# Riverhouse Children’s Center Registration/Fees/Tuition

## Initial Registration Fee/Annual Fee

The initial Registration Fee is due upon confirmation/intention to fully register your child at the center. The registration fee is non-refundable and does not apply toward your tuition.

- Initial Registration Fee per child:\$150

The Annual Fee is billed every September. Annual fees cover costs of security keys, My Teaching Strategies software, yearly paperwork and overall intake process.

- Annual registration for 1 child: \$100
- Annual registration for 2+ children: \$100-1<sup>st</sup> child, \$50-subsequent children

## Tuition Rates

Riverhouse is open Monday through Friday 7:45am—4:30pm.

The rates below are effective for families joining the center as of August 29th, 2022. Please note that tuition increases of at least 5% per year will be assessed to account for increased costs.

Classroom	2 days/week (T,TH)	3 days/week (M,W,F)	5 days/week (M-F)
Chickadees	\$624	\$936	\$1560
Hummingbirds	\$624	\$936	\$1560
Sparrows	\$552	\$828	\$1380
Blue Jays	\$528	\$792	\$1320
Starlings	\$480	\$720	\$1200
Falcons (Upstairs)	\$480	\$720	\$1200
Eagles (Downstairs)	\$480	\$720	\$1200

## Drop-In Days/Fees

In the event Riverhouse has an open slot in any given classroom, families have the option to “drop-in” that day at an added fee\*

- Chickadees/Hummingbirds: \$85/day
- Sparrows/Blue Jays: \$80/day
- Starlings/Falcons/Eagles \$75/day

*\*drop in rates do not include after hour charges.*

If you have scheduled a drop in day that you wish to cancel, this cancellation MUST take place 24 hours prior to drop off at 7:30am on the scheduled drop off day. If you fail to give Riverhouse 24 hours’ notice you will be charged the full amount for the drop in day.

## Financial Agreement

All parents and legal guardians are to fill out the Financial Agreement. This agreement MUST be returned to the Program Director before enrollment.

- Tuition rates are subject to change at any time
- Tuition is invoiced for the upcoming month on the 1<sup>st</sup> of the current month. Tuition payments are due the 1<sup>st</sup> and 15<sup>th</sup> of the month. ACH payments will be processed on the date tuition is invoiced or the 15<sup>th</sup> of the month if specified. If payments have not been received by the 15<sup>th</sup> a \$10 per day late fee will be issued.
- If you intend to make a schedule change or withdraw your child from our program, a 30-day notice is required; if under 30 days’ notice is given you will be charged for 30 days from the date you gave notice of the schedule

change or withdrawal. Notice must be given in writing to the Program Director, by filling out the “Intent to change schedule” form.

- Riverhouse does not offer vacation/sick credits and does not credit for holiday closures or national holidays in specific months. Tuition is prorated to include all closure dates.
- If your child is sick, or misses a school day, you may not drop-in on another day without incurring a drop-in daily cost; Riverhouse will not trade days of attendance.
- If you fall behind on your tuition payments on any given month, a meeting with the Executive Director will be scheduled to discuss and set up payment options.
- If tuition becomes more than 30 days in arrears, Riverhouse Children’s Center reserves the right to withdraw your child’s placement
- Unpaid tuition and/or fees will be turned over to collection agencies if payment arrangements are not made within 30 days.

### **Automated Payments (ACH)**

Riverhouse offers parents the option to participate in convenient Automated Payment options. Tuition statements are processed on the 1<sup>st</sup> and 15<sup>th</sup> of the month for the upcoming month. Your statement is available through the ProCare System in which you sign your child in and out of care with. Automated Payment processing will automatically collect payment via a ACH (electronic) withdraw from your bank account. Your payment is automatically applied to your invoice (no need for paper checks or drop box)! There is no cost to participate in this program. If you choose not to use this option, you will be responsible for timely check payments. Tuition is due by the 15<sup>th</sup> of each month and a late fee of \$10/day will be charged until payment is received. To participate in the Automated Payment Program, please speak with the Executive Director for more information.

### **Tuition Assistance Program**

Riverhouse offers a Tuition Assistance program designed to financially help families who are in need and who are unable to secure child care assistance through other means such as: Colorado Child Care Assistance Program (CCCAP), Colorado Preschool Program (CPP), Employee Assistance Program (EAP). Applications are accepted biannually and funding is offered to families showing greatest need who have exhausted alternate options. Riverhouse strives to secure tuition assistance funding through multiple fundraising efforts throughout the year. The tuition assistance program is subject to availability of funding and may fluctuate depending upon available funding. Recipient families are required to volunteer with one of Riverhouse’s events in order to receive in-house tuition assistance. In case of an emergency financial situation, please contact the Executive Director, as assistance may be available or arrangements for payment may aid you during this time.

### **Check In and Check Out Procedures**

#### **Daily operating Hours:**

School Day: 7:45am—4:30pm

Child Drop off: 7:45am—8:30am

The school day promptly begins at 8:30am each morning, we ask that you bring your child to school prior to 8:30am so they may be properly adjusted to the classroom setting before the school day begins.

Check in and check out is conducted through an electronic login system called Brightwheel. Brightwheel is a comprehensive childcare management software that allows communication and monthly invoices and access to account balance. In addition, parents are able to update contact information, and view their child’s attendance schedules.

Touchscreen computer terminals and QR codes are located in the passageways on both the first and third floors. These help ensure that children are properly checked in and out accurately, processes charges, avoids after hour charges when picked up prior to 4:30, and allows for accurate child count data in the event of a fire or emergency evacuation.

## **School Calendar and Closures**

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### **Calendar and Closures**

Riverhouse Children's Center strives to align our school calendar as closely as possible with 9-R School Districts Calendar in regard to holiday closings. However, Riverhouse is an independent entity and is not affiliated with the 9-R School District. Riverhouse is often open on holidays when 9-R School District is closed. In addition, there will be additional closures each year for staff professional development. A calendar of closures will be provided prior to the Fall session and will be posted on our website [www.riverhousecci.org](http://www.riverhousecci.org).

Any snow delay or weather-related closures announced by 9-R school district will be applicable to Riverhouse Children's Center. If 9-R announces a 1-hour delay, Riverhouse will open at 8:30am; in the event of a 2-hour delay, Riverhouse will open at 9:30am; and in the event of a 9-R school district closure Riverhouse will be closed. Closures will be announced via email and via our Facebook page once we are notified by 9-R.

Riverhouse retains the right to announce any closures and/or early dismissal as necessary for the safety and best interest of Riverhouse. Any unscheduled closures will be announced via email and/or telephone calls to the primary contact on file.

### **Emergency Closures**

In the event of an emergency closure, we will make every effort to reach each parent to make them aware of the situation. If the parent cannot be reached, the child's emergency contacts will be called in the order they are listed. This will help to prevent parents from arriving after we close, expecting child care. Parents are responsible for making sure that Riverhouse has the most current and up-to-date contact information. Parents/guardians are responsible for arranging transportation for their child to be picked up from the school.

Depending upon the nature of the emergency, and the potential effect on children and/or staff of Riverhouse, the decision to enact an emergency closure will lie with the Executive Director and the President of the Board of Directors. In the event that the Executive Director and/or President are not available, responsibility will fall upon the Program Director and/or Vice-President.

While Riverhouse understands this may be a significant hardship for families, please recognize that our foremost responsibility is to ensure quality care and safety for all children and staff in our center. Priority will be given to the safety, mental health, and stress levels affecting children and staff first.

The Executive Director and Board President will relay pertinent information via email as soon as possible with respect to parties involved. Riverhouse will not release any information that may be deemed confidential or any information until facts are verified for the protection of parties involved.

### **Authorized Contacts**

Riverhouse Children's Center, in accordance with the Colorado State Regulations, will only release your child to an authorized adult. An authorized adult is someone who you have specified as an authorized person on your child's Emergency Waiver Form. The designated person will be required to show picture identification at the time of pick up. If an unauthorized person tries to pick up your child, you will be notified immediately by phone. If you cannot be reached, we will call the authorities and your child will not be permitted to leave the building. All visitors (non-parents) are required to show identification and sign in at the door and check in at the main office.

If a parent or authorized adult who appears to be intoxicated attempts to pick up a child, the Executive Director will immediately contact the authorities.

An authorized adult must be available to pick up your child at all times. If your child is ill, injured, or needs to leave school grounds for any reason and Riverhouse is unable to reach an authorized adult within a 1-hour period Riverhouse staff will report the incident to the Department of Social Services. If you are over 30 minutes late (5:00pm) picking up your child from Riverhouse and staff is unable to reach an authorized adult the incident will be reported to the Department of Social Services.

## **Riverhouse Relationship**

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### **Family Engagement**

Children learn and have success in school when early education educators build strong relationships with families. Riverhouse recognizes the importance of building strong family partnerships. Your child's teacher is an Early Childhood Professional and can help you learn to listen to, talk to, and play with your child in ways that nurture development.

Riverhouse conducts parent-conferences twice annually during which teachers share observations and assessments, and work with parents to set goals. Classrooms communicate weekly through classroom specific emails and social media pages. Newsletters, communication boards, and notes home are all methods in which Riverhouse may communicate and inform families of current on-goings and events. Riverhouse encourages you to read any and all emails that come from Riverhouse as there is important information contained within them - such as a classroom closing due to sickness. Riverhouse administration maintains an open door policy but encourages families to call and schedule a meeting time if concerns present themselves. Scheduling a meeting ensures that adequate attention can be given to fully understand your concerns.

Riverhouse strives to create a family atmosphere for all families and children. It is helpful to remember that Riverhouse is first and foremost a business and will operate in accordance with State and Federal laws, rules, and regulations. Riverhouse will not share confidential information among families and will not conduct business which could be deemed as favoritism. Parents are asked to respect Riverhouse as an independent business and understand that day to day operations and policy amendments may be deemed necessary and appropriate.

There are multiple opportunities throughout the year for parents to engage in events and activities to support your child's pre-school education. Please speak with a Board member or the administration for opportunities.

### **Parental Code of Conduct**

Acceptance into Riverhouse Children's Center is a privilege. Families are expected to adhere to courteous and professional exchanges with all Riverhouse employees and fellow families. Parents are expected to understand that the employees and Administration of Riverhouse Children's Center are early childhood professionals and should be treated as such. It is understandable that you may feel anger about a situation in a classroom but we ask that you meet with administration first; any parent or family member that treats a Riverhouse employee in a disrespectful or intimidating manner runs the risk of having their child discharged immediately. Said family may submit a written appeal to the Board of Directors requesting a review through the grievance committee.

Riverhouse Children's Center is an Equal Opportunity Employer and employs with no bias to race, ethnicity, national origin, sexual orientation, religious preferences, gender, or age. Parents and visitors are expected to respect Riverhouse employees and impose no personal beliefs or prejudices onto employees. Failure to abide by equal opportunity for all may result in the separation of relationship with Riverhouse Children's Center.

### **Concerns, Grievances, and procedure**

Riverhouse Children's Center is open to suggestions and feedback to improve the way we serve you and your family. When a parent has a concern about an aspect of our childcare program we will take those concerns into consideration, keeping the safety and well-being of the children and staff as our priority.



Riverhouse Children's Center does not provide individualized care beyond the scope of health, safety, and educational necessity that is not prescribed by an authorized provider. Guidelines set forth by our licensing and governing officials are developed in the best interest of the center as a whole. When these rules, policies and guidelines are not acceptable for an individual family's needs, personal preferences, or desires, families may consider choosing alternative care for their child(ren) through other centers, nannies, or home childcare providers.

All concerns and suggestions shall be handled in a respectful manner acknowledging that it is a privilege to attend our school and the students, staff, and Board of Directors are knowledgeable of the positions in which they hold.

Concerns and grievances should be directed to the Executive Director and if an acceptable conclusion is not obtained, the concern/grievance will be directed to the Board of Directors to be reviewed through the grievance committee. All decisions made through this process will be considered final.

Riverhouse staff are instructed to document all incidents which occur that may be deemed inappropriate, unprecedented, and/or noteworthy. These documented incidents will be retained in your child's file for the duration of your tenure at Riverhouse Children's Center.

### **Parent Volunteers**

Riverhouse is a non-profit organization that relies on volunteers and donations to thrive as an organization. Riverhouse is always in need of parent volunteers! Riverhouse is extremely lucky to have a wonderful group of parents who assist us with anything and everything from painting, to organizing fundraising events, to pro bono services, to serving on our Board of Directors. If there is something you feel you have to offer the school, please see the Executive Director so that your unique talents can be put to good use. We expect parents to consistently help in making Riverhouse a wonderful place for children to grow and thrive.

As part of fostering a sense of community within our center, and to help meet our budgeted fundraising goals, we will host approximately four fundraisers annually. Parents are required to volunteer to help setup, organize, procure items or help run at least one event per calendar year. All events will be communicated to all families via messages in cubbies, email and Brightwheel to ensure adequate notice and opportunity to participate.

## **Child Medical Information**

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### **Child Medical Information**

#### **Immunization Policy**

Riverhouse accepts children who are not fully immunized, but highly recommends that all children in a care setting be immunized. Riverhouse requires a signed doctor exemption letter for those children who are not fully immunized. Young infants less than 6 months of age who have not had the opportunity to be immunized because of their age can be exposed to peers and older children who have not been immunized which can result in dangerous illness. Please provide updated copies of immunization records to the administration offices after any updates.

#### **Illness Policy**

Please do not bring your child to school if they have displayed the following symptoms within the past 24 hours: Diarrhea, vomiting, fever of 100F or greater, rash, allergic reaction, conjunctivitis (pinkeye). We require you to notify Riverhouse of any communicable disease, so we can post this information on the entrance door. If your child has been prescribed medication by a physician for conjunctivitis, lice or any communicable disease, they must take the medication for a period of 24 hours AND display no other symptoms before returning to the center.

Sometimes children experience a high level of stress due to changes in home, changes at school, or a combination of external variables. Generally, if a child has been in distress for over a period of 30 minutes, parents will receive a phone call from Riverhouse alerting them to the situation and to elicit advice. In an instance where your child is deemed to be too uncomfortable to be at school you will be contacted to pick up your child immediately.

If your child becomes ill with diarrhea, vomiting, fever of 100F or greater, a rash or allergic reaction, conjunctivitis, or is unable to finish their day at school successfully there must be someone available to pick him/her up. It is the responsibility of the parent to make sure that either a parent or an emergency contact person is available at all times. In case of an emergency or illness, parents will be contacted first. If they are not available, we will go down the Emergency Contact list until an authorized adult is notified and available to pick up.

In compliance with student confidentiality, Riverhouse is unable to tell any family who or what classroom has any illnesses.

In case of a child with a communicable disease (Chicken Pox, etc.) you will be alerted by email with the date of diagnosis and the number of children infected. State Law requires that the local health department be notified of the diagnosis of certain communicable diseases.

\*Please see the illness chart on the last page of this handbook for more detailed information regarding specific illness information.

Riverhouse Children's Center is required to report to the State of Colorado anytime 3 or more children from the same classroom become ill with similar illnesses/symptoms, as it could be deemed as an epidemic. In the event that a potential epidemic is determined, it becomes the responsibility of the Director, in collaboration with Riverhouse's contracted nurse and San Juan Public Health, to make the decision to close that classroom in order to decrease further infection to staff and students and /or allow staff or contractors to extensively clean the environment to limit or prevent additional cases.

### **Medication Policy**

Prescription medication will only be administered by delegated and Medication Administration Certified Riverhouse staff under the following circumstances:

- A Care Plan is in place, written and provided by the Riverhouse school nurse. Riverhouse admin will ensure this is completed and must include the following information
  - Written authorization from your health provider is required (Riverhouse has the current form and can send it to your physician)
  - Parent written authorization
  - Documentation on the care and storage of the medication in the log book; located in the office
  - The prescription or FDA approved medication must be brought to the center in a container appropriately labeled by the pharmacy or physician, stating the name of the medication, the child's name and the dosage. No medications may be left in the classrooms (in diaper bags, cubbies, etc.)

### **Developmental Screening**

Riverhouse Children's Center uses the Ages and Stages Questionnaire (ASQ-3) and the Ages and Stages Questionnaire: Social Emotional (ASQ:SE) Developmental screening tools as a first step in looking closely at a child's growth, learning and development.

As early childhood professionals, teachers may recommend additional screening for your child if there is a question concerning their developmental growth. Parents have the option to accept or decline additional screening. If you accept the screening and agree to work with one of our community partners (Community Connections, or San Juan BOCES), Riverhouse will work with the provider to create a Customized Individualized Family Plan or an Individual Education Plan. We will work diligently to ensure the success of your child at Riverhouse Children's Center.

## Meals, snacks & Riverhouse Food Program

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### **School Food Program**

Riverhouse Children's Center provides a fresh and nutritionally balanced breakfast and lunch to all classrooms every day. (Excluding children under the age of 1). The cost of the food program is included in the cost of tuition. Riverhouse accommodates restrictive diets including dairy intolerance, allergies to wheat, gluten, and other foods. In this case, parents may be asked to aid with meal ingredients and provide a physician's note. In addition, we ask that parents whose children do NOT have restrictive diets try not to accommodate their child's preferences by providing alternative meals. This makes it difficult to get the other children to eat the Riverhouse menu items during meal times. Eating can also be a learning experience and in a new environment, among their peers, many children will eat vegetables or new foods that they might not eat at home.

Riverhouse strives to purchase organic and local food whenever financially feasible.

### **Infant Milk and Meals (6 weeks to 12 months)**

Parents of the Infant classrooms must provide individually pre-prepared bottles each day for infants fed with expressed breast milk. Prepared frozen/non frozen breast milk is also accepted, however we ask that parents provide at least 2 empty bottles each day. For formula fed infants, parents please bring 2 clean bottles and preferred formula that the teachers will prepare. Infant parents must provide all jar food, cereal and solid foods until 12 months of age. At that time if both parents and infant lead teachers agree, the infant may be introduced to the Riverhouse Food Program. Afternoon snacks (peanut free) must be provided from home. Open jars of food will be thrown away by the end of each week.

### **Afternoon Snack-Chickadees, Hummingbird**

Families in the Chickadee and Hummingbird Classrooms who are on the Riverhouse Food Program are asked to provide snacks for their child in the afternoon. Snacks are provided to children on an individual basis, however we ask that snacks be peanut free. Open jars or pouches of food will be thrown away by the end of each week.

### **Afternoon Snack—Sparrow, Blue Jay and Starling**

Families in the Sparrow, Blue Jay, and Starling rooms are asked to provide an afternoon snack for their child. We ask that all snacks are ready to eat, need no preparation, and are peanut free. Individual snacks must be brought in daily due to lack of storage availability in the classrooms.

We prefer all snack items brought into the center are nutritious, free of food-dyes (artificial), low in sugar and sodium. We ask that items provided are appropriate for the age of the child/children. We request that you not bring popcorn as it is a choking hazard.

### **Food Allergies**

We do provide for children with food allergies, however we will require a physician's note specifying specific allergies and or suspected allergy. We will set up a meeting with the Program Director and/or school nurse to formulate a Care Plan. This care plan will go over symptoms and what we can do at Riverhouse to keep your child safe. Riverhouse makes every effort to be a peanut free facility and we highly recommend that you refrain from bringing in any snack or food from home that contain peanuts.

## Daily-Child Policies

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### **Diapering and Toileting Policies**

Infant and Toddler parents are required to provide diapers for their child. Children's diapers will be changed every two hours, as well as at any additional time during the day when needed. We cannot toilet train before 18 months due to Colorado Rules and Regulations. All parents are required to provide an extra pair of weather appropriate clothing to leave at school in the event of an accident.

Riverhouse does not coerce a child to use the toilet, nor punish a child developmentally for not using the toilet; i.e. a child will not be held back in a developmentally inappropriate classroom because they are unable to use the toilet. However, any child who is not using the toilet consistently will wear diapers or pull-ups at school.

### **Nap and Rest Periods**

#### **Chickadees/Hummingbirds:**

In the Chickadee classroom, children will be allowed to nap when tired throughout the day. In the Hummingbird classroom, naps are offered in the morning and then in the afternoon depending on the nap schedule we are provided with. We ask that all parents provide a general nap schedule utilized at home for your child so we may do our best to keep your child on a common routine.

- Due to State of Colorado Sleep regulations, we will not be able to swaddle your child, provide your child with a blanket or lovey. We are, however, able to utilize sleep sacks for your children, as long as they are a light material and allow for free movement of the child's arms. Please discuss this with your teacher and admin if you have further questions.

#### **Sparrows, Blue Jay, & Starlings**

Children are provided with an opportunity to rest or nap each day from 1 to 3 pm. They start out on their nap mat but are not forced to sleep; if they don't nap, they are provided with an alternative quiet activity so as to not disturb those who are sleeping. We highly recommend that a blanket, small pillow, and a small comfort item be brought to school to aid during nap and rest periods.

### **Outdoor Play Necessities**

All children MUST have the following items provided by parents each day at school:

- ✓ Hat for sun exposure, season appropriate
- ✓ Water bottle
- ✓ Outerwear
- ✓ Sunscreen (Spring, Summer, Fall) \*A form must be signed consenting to sunscreen application
- ✓ Extra Change of Clothes

*\*Please make sure and label each of your child's belongings.*

Children will have an opportunity to play outside every day. Please provide adequate weather related clothing and footwear. Raincoats, hats, snow pants, gloves, boots, and coats are required for each child. If outdoor temperature is below 32F the Chickadees and Hummingbirds will remain within the center. If the outside temperature is below 20F the Sparrows will remain within the center, and if the outside temperature is below 20F the Starling students will only be permitted to go outside if appropriately dressed for brief intervals.

*\*Please be sure to label your child's clothing, this will help prevent clothes being misplaced or lost.*

*\*Alternate large motor activities will be provided for children if weather does not permit outdoor play.*

### **Television/Video Policy**

Riverhouse employs a strict enforcement of screen time within our classrooms. We understand that media can get in the way of organic learning, and have specified lengths of time that each age group is allowed to partake in TV/Video/Computer programming during the school day. These time lengths are suggested by our mandated Colorado Rules and Regulations regarding Childcare Facilities.

**Zero screen time is allowed for children aged 6 weeks-2 years old.  
15 minutes of screen time per week is allowed for children 2 years old and up.**

\*There are special occasions that we may make concessions (Holidays, and winter/spring & Summer camps), however these are made on an individual basis and take into account the age of the children and the media that the teacher suggests as it relates to current curriculum content and/or children's current interest.

### **Field Trips**

The preschool and school age classrooms are the only departments permitted to partake in field trips. Field trip information will be sent out via email. If your child's class decides to take an impromptu field trip to the park or to the library for story time, you will be contacted by your child's teacher via phone. Impromptu field trips are infrequent except in summer session. Field trips are supervised by parent volunteers and staff. Generally, Riverhouse students take the trolley to their destination. If the trolley is not an option, we will ask parents to volunteer to drive children to the destination. Riverhouse students will either walk or take a stroller to the nearest park.

### **Incident/Injury Reporting**

In the case of any physical event (injury) a Riverhouse incident report will be completed by the teachers present at the time of the incident. Depending on the severity of the injury parents may be notified immediately via phone call or verbally at pick up. One copy of this report will be sent home and one copy will be filed in your child's file. This report will be confidential to each family; i.e. if another child was involved in the infraction, the child's name will not be divulged.

### **Discipline Procedures**

As previously stated, Riverhouse Children's Center is an inclusive center. There will be times when children may display behavioral problems that are not considered appropriate. Riverhouse will work with the child, the child's family, and if needed an intervention specialist. In only extreme situations will total removal from the center be considered. Extreme situations will not be determined until all behavior plans have been exhausted.

The Discipline Policy of Riverhouse Children's Center is to treat each child with respect in all situations. A child will not be placed in "time out" at Riverhouse Children's Center.

If a child is segregated from the group due to inappropriate or aggressive behavior, they will be accompanied by a teacher and/or the Program Director, who is readily available to discuss the nature of the incident, why it was inappropriate and what a more appropriate response might have been.

For serious behavioral problems which may endanger other children and/or teachers, a parent may be contacted immediately by phone. If a pattern of aggressive behavior develops a behavior modification plan may be developed with collaboration from parents, (external consultants may be contacted; BOCES) and the Program Director.

In circumstances where a child has physically injured another child or teacher in his/her room three times during any given day, the child may be sent home. While Riverhouse understands this may be a significant hardship for families, it is our responsibility to keep every child under our care safe at all times. If the need arises, it will be the parent's financial responsibility to seek the help of a behavior specialist. All communication regarding developmental milestones, progress, challenging behaviors will be between the parent(s), legal guardians(s), teacher, Executive Director and Program Director.

### **Missing Child Policy**

All Riverhouse educators are required to utilize the Weekly Tracking Sheet in their classrooms every day. The Weekly Tracking Sheet requires educators to count each child under their care at repetitive intervals during the school day and then to sign off on these counts with their initials at each transition time. Each staff member is responsible for a specific group of children at all times. In case of an emergency where a child cannot be immediately located, the teacher will immediately notify the Executive Director who will notify the child's parents. If the child is not located within 5 minutes the Executive Director will notify the authorities.

### **Emergency Drills or Lockdown**

All Riverhouse employees are required to undergo training through FEMA (Federal Emergency Management Agency) to ensure safety of all children and staff of Riverhouse Children's Center.

Colorado State Rules and Regulations require that Riverhouse Children’s Center perform monthly fire drills, and quarterly Lock-down, Lock-out, Shelter-in-Place, Active Intruder, and Site Evacuation Drills.

In the event of any emergency requiring evacuation of the center, staff shall attend to the safety of the children first. Evacuation routes are posted in each classroom and are practiced once a month. In the case of a natural disaster (tornado, wildfire, etc.) we expect parents to pick up their children immediately if possible. If there is an emergency in which Riverhouse must be evacuated, we will notify parents by phone, and evacuate all children to the Bible Missionary Church north of the Riverhouse facility.

In the event of a lockdown, Riverhouse will notify parents as soon as possible that a lockdown is occurring via text messaging and email, then again when it is safe to pick up your child.

Under certain severe conditions such as but not limited to: inclement weather, loss of water, power or national emergency, Riverhouse may close the center for the protection of the children. In the event of a closure, we ask that your child be picked up within one hour.

### **Child Abuse and Reporting**

In the case of suspected child abuse the Executive Director will report suspicions to social services and local law enforcement authorities. Riverhouse Children’s Center has a legal and ethical obligation to report suspected child abuse and will not hesitate to do so.

### **Employing of Riverhouse Staff for Personal Childcare**

Riverhouse Children’s Center strongly discourages our employees from making independent child care arrangements with families at the school. However, in the event that you enter into an agreement with a Riverhouse Children’s Center employee to babysit for your family outside of the employee’s normal work hours and/or outside of the school hours, it must be done away from the school and with the full knowledge and understanding that the sitter enters into such an agreement as a private citizen and not a Riverhouse Children’s Center employee. We cannot be responsible for our employees away from the school, outside their working hours, and will not be liable for their acts or omissions when not on our property including transportation of children. By signing receipt and acknowledgement of this handbook you are consenting to the waiver of responsibility of Riverhouse Children’s Center. If you hire a staff member to work for you and that employee resigns their position with us in order to accept your employment offer, you will be required to pay Riverhouse Children’s Center a \$1,000 finder’s fee.

## **In Closing**

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Thank you for taking the time to read through this Parent Handbook. If you have any questions or desire further clarification, please visit with the Executive Director.

Riverhouse Children’s Center is excited to welcome you and your family into our center. We are poised for a very successful year and are looking forward to developing many positive relationships with our families. We do ask that if you ever have concerns to please visit with us. Our desires are to have a welcoming and respectful environment for all. Riverhouse Children’s Center is not affiliated with the 9-R School district and is an independent facility that reserves the right to make decisions based upon the best interest of our children. Child and staff safety and health are our primary concern.

### **Filing a Complaint with the State of Colorado**

If you have cause to file a complaint about Riverhouse Children’s Center with the State, please contact:

**The Colorado Department of Human Services  
The Division of Child Care  
1575 Sherman Street  
Denver Colorado, 80203-1714  
(303) 866-5958**

## DETAIL ILLNESS EXCLUSIONS

<b>COXSACKIEVIRUS</b>  <b>(HAND, FOOT AND MOUTH)</b>	<b>YES-</b> Center health policies in best practice for the health & wellbeing of all the children & staff do not allow children with open sores that cannot be covered or sores in the mouth with drooling to attend school.
<b>STREP THROAT</b>	<b>YES</b> - Until 24 hours after treatment has started and the child <b>has</b> no fever for 24 hours.
<b>COUGHING AND CROUP</b>	<b>YES</b> - Medical attention is necessary (Any severe, uncontrolled coughing) Note: Children with asthma can be cared for with or wheezing, rapid or difficulty breathing authorizations to treat and a written health care plan.
<b>CONJUNCTIVITIS- PINK EYE EYE DISCHARGE</b>	<b>YES</b> -Until 24 hours after treatment starts or symptoms are not present. If your provider decides not to treat your child, a statement providing the diagnosis and the discharge is non-infectious. Ex. Allergy related
<b>CHICKEN POX</b>	<b>YES</b> - Until the blisters have dried and crusted, (usually 6 days).
<b>DIARRHEA</b>  <b>Stools that are watery and frequent</b>	<b>YES</b> -Diarrhea that is not contained in a diaper or by the child's ability to use the toilet must be excluded. May attend if diarrhea is determined to not be from illness. E.g. from antibiotics or food sensitivity and can be contained as addresses in above.
<b>FEVER.</b>  <b>Any child with a fever of 99.9 or above will be excluded.</b>	<b>YES-</b> When fever is accompanied by behavior changes and other symptoms of illness. Or the child is unable to participate in the usual activities requiring more care than the staff is able to provide.
<b>HEAD LICE</b>	<b>YES-</b> Until after first treatment and the child is nit free.
<b>SCABIES</b>	May return after treatment has started.
<b>HERPES</b>	<b>YES-</b> If area is oozing and cannot be covered. Example: mouth sores
<b>IMPETIGO</b>	<b>YES-</b> Until after 24 hours after treatment has been started.
<b>Body RASH <u>with</u> fever</b>	<b>YES-</b> Seek medical advice. Any rash that spreads quickly, has open, weeping wounds and/or is not healing should be evaluated.  <u>Note:</u> Not all rashes require exclusion but some may require a note from the health care provider with a diagnosis and statement of non-contagiousness. Diaper rash can be treated with the proper authorizations.
<b>MILD RESPIRATORY OR COLD SYMPTOMS:</b> Stuffy nose with clear drainage, mild sneezing and mild cough.	<b>NO-</b> Child may attend if able to participate in all usual activities and if nasal drainage can be controlled.
<b>UPPER RESPIRATORY COMPLICATIONS:</b>  Large amounts of yellow-green nasal discharge and other symptoms.	<b>YES-</b> Seek medical advice. Child may return when symptoms have improved or with a note from the health care provider.
<b>RINGWORM</b>	May return after treatment has started. Area must remain covered for the first 48 hours.
<b>ROSEOLA</b>	<b>YES-</b> Seek medical advice. A child with rash and no fever may return with a note from the health care provider.
<b>RSV</b>	<b>YES-</b> A note of clearance from the medical provider is required to return to the center.
<b>VACCINE PREVENTABLE DISEASES</b>	<b>YES-</b> Until judged not infectious by health care provider. Requires a note from the health care provider.  Report to School Nurse Consultant.
<b>VOMITING</b>  (2 or more episodes of vomiting in the past 24 hours)	<b>YES-</b> Until vomiting resolves or is proven noninfectious, controllable within the setting and child is able to participate in usual activities. Observe for other signs of illness and for dehydration.

<b>HEPATITIS A</b>	<b>YES-</b> May return with a note from the health care provider and able to participate in usual activities.
<b>YEAST INFECTIONS</b>	Oral thrush requires a note of clearance especially for toddlers and small children who drool and mouth shared toys. Candida caused diaper rash can be treated with required authorizations.
<b>FIFTH'S DISEASE</b>	<b>NO-</b> By the time the rash has appeared the child is no longer contagious. Pregnant staff in direct contact with the child may check with their own health care provider





I/We, the parent's of \_\_\_\_\_ have received and read the Riverhouse Children's Centers' revised 2022 Parent Handbook.

We recognize that not all instances may be fully covered by the contents of this handbook and acknowledge that Riverhouse Children's Center will act with the children's and Center's best interests in mind. If we have any concerns or questions we will respectfully speak with the administration of Riverhouse Children's Center for clarification.

We acknowledge that the contents of this handbook may be revised as deemed necessary by Riverhouse Children's Center. Furthermore; we acknowledge that nothing within this handbook constitutes any promises or contract, and that it is a privilege to have our child attend Riverhouse Children's Center. If we are unsatisfied with the care and education our child receives, we have the right to seek alternate care.

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_