



Family Handbook

2021- 2022

**NAPERVILLE, IL
CENTER**

[Revised September 2021]

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A Letter from our Founder

We are thankful that you have decided to have Rayito de Sol Spanish Immersion Early Learning Center serve as the primary care and early education provider for your child.

Our licensed Spanish language immersion program will assuredly meet the needs of your family by providing a unique learning environment that integrates childcare and education with **culture and language**.

Our philosophy is based on a holistic concept of education where we, together with you the parents, establish a foundation for the development of the leaders of tomorrow. Our goal is to form and maintain a cooperative partnership with our families to meet each child's specific educational, social and emotional needs.

Even after your child leaves our center, the hope is that they take a piece of Rayito de Sol with them, share the core values learned and build upon the educational foundation that has been established while attending Rayito de Sol Spanish Immersion Early Learning Center!

I am a firm believer not only in education and development but in family, culture, relationships, and supporting individuals throughout their life's journey to ensure that together we achieve, and along the way prepare new generations to live in the MOST comprehensive, tolerant, borderless world where the future is more promising.

We are excited to welcome you to the Rayito de Sol Family and look forward to the adventures we will share together!

Sincerely,

Luisa Fuentes
CEO and Founder
Rayito de Sol Spanish Immersion Early Learning Centers
www.rayitoschools.com



About this Handbook

This handbook is provided to familiarize you with the general policies of Rayito de Sol Spanish Immersion Early Learning Center - Naperville (**Rayito de Sol**).

Please read this handbook carefully as the policies and procedures described herein are a part of your enrollment agreement with Rayito de Sol. Failure to follow the policies and procedures included in this handbook may in some cases result in termination of childcare services.

If you have any questions or concerns about the contents of this handbook, please do not hesitate to contact your center's Director for clarification.

Please understand that providing you this handbook does not, by itself, constitute the creation of a contract to provide childcare services.

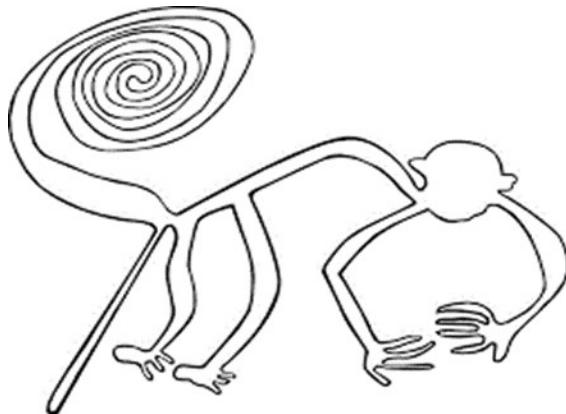
This handbook may be updated when and as necessary based on the changing policies and procedures of our business. In the case of material updates, updated copies of this handbook will be made available to you.

The policies and procedures in this handbook comply with mandated local, state and federal rules relating to the operation of a childcare center.

Rayito de Sol Spanish Immersion Early Learning Center – Naperville is licensed by the Illinois Department of Children and Family Services.

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Welcome to Rayito de Sol Spanish Immersion Early Learning Center - Naperville!

We look forward to being part of your extended family and sharing in your child's growth, development and educational journey. We have created this handbook to provide general information related to our policies and procedures that families are expected to understand and abide by. As indicated in your enrollment agreement, the policies and procedures contained in this handbook are incorporated by reference into, and form a part of, your enrollment agreement. In addition, this handbook provides information that will help familiarize you with our organizational culture and our philosophies relating to childcare and early childhood education.

OUR GOALS

- To provide a healthy, safe, nurturing environment that encourages emotional, social, physical and intellectual development.
- To provide high-quality education through a well-designed curriculum meeting established regulations and accreditations.
- To encourage the development of a positive self-image for each child in our program.
- To provide learning experiences through discovery, exploration and hands-on activities that are fun and memorable.
- To impart Spanish language development and an appreciation of Latin cultures.
- To provide an environment that encourages respect and appreciation for cultural diversity and inclusion.
- To form and maintain a cooperative partnership with families in order to work together to meet each child's specific educational, social and emotional needs.
- To augment the educational and cultural experiences of the children in our care with enhanced curriculum and activities in language development, music, dance and fitness (e.g., Latin dance, yoga, Zumba for children).

OUR PROGRAM PARTICIPANTS

Rayito de Sol serves children from infancy to kindergarten (six weeks to six years old), the critical stages of life for foundational learning, social and emotional development, and the primary age in which language acquisition most readily occurs.

OUR ORGANIZATION

Rayito de Sol aims to work with families to prepare our students to excel as young leaders of tomorrow by combining a proprietary educational curriculum, tailored specifically for early learners with professional childcare services. We offer a unique alternative for parents and program participants to integrate childcare and education in a language immersion environment that is not only licensed and nationally accredited, but also focused on enhancing social awareness and cultural diversity in our shared communities.

HOURS OF OPERATION

Our Naperville operating hours are from 7:00 am to 6:00 pm, Monday through Friday.

OUR PROGRAM

We have developed our program to ensure our curriculum is compliant with all required childcare and early education regulations and meets the goals we have established. In particular, our program curriculum is based on the following key foundational elements:

- Our physical environment
- Play
- Curriculum standards
- Family involvement

Our Physical Environment

We maintain the physical environment at our centers in accordance with required regulations and NAEYC standards—with cleanliness, safety and security being our key priorities. Additionally, we create space that provides opportunities for learning and skills development.

The physical environments at our centers may include manipulative materials and play areas where children may work on tasks requiring concentration and thought and encouraging children to work individually or in small groups. A wide variety of materials we use are “manipulatives,” including different types of building bricks and toys, collections of objects for sorting, building, creating and imaginative play. Manipulatives are an important part of our early childhood curriculum because children can use them to practice a wide variety of skill. All manipulatives are age-appropriate materials designed to be touched or handled by our students.

Other areas in our centers are created to highlight various other types of learning experiences, providing opportunities to reinforce lesson plans and core cognitive skills development, including:

- Dramatic play spaces
- Creative expression
- Music and arts areas
- Language learning centers

Play

Play is an important element of our core curriculum. We understand the value of playing and engaging in activities that are physical, mental, spontaneous, structured, independent, group-oriented, and fun for children. General play creates opportunities for the development of social and emotional skills, cognitive and creative thinking, and physical and mental/sensorial stimulation. Suitable and varied equipment and materials are provided for all types of indoor and outdoor play activities.

Importantly, our outdoor playgrounds are designed to ensure children have a safe, secure and adventurous outdoor play area. **Children are supervised at all times during every single activity (indoor and outdoor) in accordance with established safety and supervision guidelines.**

Curriculum Standards

We regularly evaluate and update our curriculum to meet standards, accreditations, educational requirements, and the individual needs of each child in our program. Our curriculum and program details are developed and reviewed every year in writing as required by state regulations. Weekly lesson plans, themes, activities and events are posted on the parent's bulletin board and are available at any time for review and discussion with your center's Director.

Family Involvement & Support; Our Communication Tools & Policies

Rayito de Sol has a family-first core value system. Family involvement and support is critical to the success of our program and we seek to ensure we are working in tandem with families to be certain the best care, education and developmental plans are in place for each child in our care.

To facilitate family involvement, effective communication is a top priority. Through general conversation with our staff, progress meetings and conferences, e-mails, bulletin board postings, social media and our Procare technology, your family will receive up-to-date information regarding your child's experience at our center.

Some of the most common skills children learn by using manipulatives include:

- Fine motor skills, hand-eye coordination, and visual discrimination.
- Recognition of shapes, colors, and textures.
- Comparison of similarities and differences; matching, classification, and pattern recognition.
- Following directions, following sequences, and concentrating for completing tasks

Procare

Procare is an award-winning technology that enhances family participation and involvement using real-time, interactive tools and reports. With Procare, our families:

- receive instant photos, alerts and daily updates;
- save time since it is simple, fast and easy to use;
- protect family privacy – only the student's name and family email are needed (we don't use addresses, birthdates or phone numbers).

The Procare app is free for our Rayito de Sol families and works on any smartphone or device!



Conferences

Each child's development as it relates to intellectual, physical, social and emotional advancement will be generally documented and conveyed to families during family conferences typically held twice per year. Conferences are a way for a child's progress to be reviewed and discussed, goals to be established, concerns to be addressed, and milestones to be highlighted. Families are highly encouraged to attend these conferences.

Additional Communication Policies and Procedures

- If a parent/guardian needs to change or update their daily schedule, attendance, pick-up time, or authorized pick-up persons, that communication should be provided in advance and preferably in writing. **Communication must be made directly to the center's Coordinator and/or Director. Our Naperville center's dedicated email address for this purpose is naperville@rayitoschools.org.**
- We provide daily written activity reports to families with infants and toddlers in our care. These reports will include information related to the child's food intake, elimination, sleeping patterns, and general behavior.
- We will inform parents of any variations in regular procedures undertaken to meet the specific need of their child.
- Our operations and administrative staff, including teachers and center Directors, are always available by appointment for a family conference or any type of special family meeting, as requested or needed.

Summary of Our Daily Program

Our daily program aligns with and supports all of the goals of our program that are outlined above under "Our Goals" on page 4. A typical day in our toddler program can be summarized as follows—

7:30 - 8:00 am	Arrivals Free play time
8:00 - 9:00 am	Lesson activity focused on language – words or phrases
9:00 - 10:00 am	Free play/outside time Snack time
10:00 - 11:00 am	Nap and rest time
11:00 - 12:00 pm	Lesson activity focused on cognitive and mathematics skills
12:00 - 1:00 pm	Lunch Free play time
1:00 - 2:00 pm	Lesson activity focused on fine motor skills
2:00 - 3:00 pm	Free play/outside time Snack time
3:00 - 4:00 pm	Nap and rest (or quiet time/reading time) Lesson activity focused on gross motor skills
4:00 - 5:00 pm	Lesson activity focused on STEAM
5:00 – 5:30 pm	Free play/outside time Departures

Because we operate a Spanish language immersion program, all of our lesson and instructional activities are conducted in Spanish.

For infants or preschoolers, a daily experience will be broken down into similar kinds of components, but will in all cases be age and developmentally appropriate.

We provide parents and guardians with weekly class calendars highlighting our lesson activities for the week. Sample calendar schedules are provided to parents and guardians together with their enrollment forms, or otherwise upon request.

OUR ADMINISTRATIVE POLICIES AND PROCEDURES

Staff-to-Child Ratios

We adhere to Illinois state staff-to-child guidelines and ratios, which are summarized below:

Age Category	Minimum Staff : Child Ratio	Maximum Group Size
Infant (6 weeks through 14 months)	1:4	12
Younger Toddler (15 months through 23 months)	1:5	15
Toddler (24 to 36 months)	1:8	16
Preschool (3-4 years old)	1:10	20
Kinder Prep (5-6 years old)	1:10	20

Non-Discrimination Policy

We admit children into our program without regard to, or consideration of, their race, color, creed, gender, religion, national origin or any other protected class. We will not discriminate against any child, including children with disabilities, and will offer reasonable accommodations as may be necessary or required.

Enrollment Policies

We enroll children between the ages of six weeks up through pre-kindergarten aged children. The enrollment process is open year-round and is based on available space in each classroom.

We reserve the right to deny access to and service at our facilities until all required enrollment forms are signed and returned to us for processing, and you enter into an enrollment agreement with us. Your child's enrollment forms must be completed, and an enrollment agreement entered into prior to his or her first day at Rayito de Sol. Failure to complete all required enrollment paperwork could delay or prevent a child's registration and ability to attend our program.

Below is a summary of enrollment paperwork that we require at our Naperville, Illinois location. Again, all of this paperwork must be completed, signed and returned to us prior to beginning child care. Please be aware that we may require additional paperwork due to particular state or local regulations.

- **Enrollment Application**
- **Enrollment Agreement**
- **Emergency Card**
- **Allergy and Dietary Restriction Form**
- **Child Pick-Up Authorization Form**

- **Child and Family History Form**
- **Health Care Summary**
- **Physical examination** (by licensed physician)
- **Immunization records** (documenting that all age-appropriate immunizations required by the governing state's rules and regulations have been obtained, subject to exceptions only for documented medical reasons or legal exemptions due to parental or guardian beliefs)
- **Birth Certificate**

As noted above, Illinois state licensing regulations require us to obtain from you, within 30 days of enrollment, a certified copy of your child's birth certificate, or other reliable proof of your child's identity and age. Below is a summary of our obligations in this regard:

1. We will make a duplicate and return the original certified copy to the parent or guardian no later than the end of the next business day after receipt. If a certified copy of the birth certificate is not available, the parent or guardian must submit a passport, visa or other governmental documentation as proof of the child's identity and age and an affidavit or notarized letter explaining the inability to produce a certified copy of the birth certificate.
2. In cases where a parent or guardian fails to provide us with required documentation within the 30-day period, we will be required by law to notify the Illinois State Police or local law enforcement agency. If we do so, we will notify the parent or guardian in writing that (i) we have provided such notification to the Illinois State Police or local law enforcement agency, and (ii) the parent or guardian has 10 additional days to comply by submitting the required documentation to us.
3. In addition, we must report to the Illinois State Police or local law enforcement agency any affidavit we receive which appears inaccurate or suspicious in form or content. In any case where the Illinois State Police report a child enrolled at our day as a missing person, we will flag that child's record and immediately report to the Illinois State Police any request concerning flagged records or knowledge as to the whereabouts of that missing child.

We hold all of the enrollment information you provide to us in confidence to protect your family's privacy. This information is only available to authorized parties as required by state law. We do not share any information we obtain from your enrollment paperwork with any third parties unless you or your legal representatives have given prior written consent, or unless required to do so by applicable law.

Waiting List

If a center is unable to accept a new child because a specific class is full, we will apply a "first come, first serve" rule for those families that have completed and submitted all required forms and satisfied all payment requirements. The only exception to this policy arises from application of our sibling enrollment policy, explained below. No child will be put on a waiting list until we have received all required enrollment documentation.

For current families that already have a child enrolled at Rayito de Sol, our sibling enrollment policy will apply. The sibling enrollment policy gives enrolling children priority consideration once an opening becomes available.

Withdrawal

When a family decides to withdraw their child from Rayito de Sol, we require a minimum of two weeks of prior written notice. If two weeks of written notice is not provided, that family will nonetheless be required to pay tuition for that two-week period. This is true regardless of whether the child attends our center during that two-week time period or not. In our discretion, we may apply the security deposit we collected at the time of enrollment to pay for a portion of the withdrawing family's final tuition obligation. The remaining balance on the account, however, will be the family's obligation to pay in full.

If the tuition and fee account of a withdrawing family is current after expiration of the two-week notice period, we will refund any remaining security deposit without interest or premium.

Termination of Enrollment

We reserve the right to terminate a child's enrollment at Rayito de Sol if any of the following conditions arise:

- The family fails to abide by the terms and policies in this handbook or the enrollment agreement (including persistent late pick-ups); or
- The family fails to pay the required tuition, registration, or other applicable fees, or there are persistent late payments.

We also reserve the right to deny an enrollment or to terminate an enrollment at any time for any legally permitted reason as we deem necessary or appropriate. In the event of a termination, proper notice will be given to the family by the center's Director. Finally, we may work with a family on a transition to other childcare arrangements as described in our Behavior Guidance Policy.

Tuition

Our tuition schedule has been established to provide your child the best possible care at a reasonable cost. As a small business, we count on the fact that you are on time with your monthly payments in order to keep our operations running smoothly. In this regard, please understand that:

- Our tuition schedule is based on monthly periods. Families will receive (and may request at any time) our current tuition schedules and fees. Money orders, cashier's checks and major credit cards are accepted as methods of payment.
We do not accept cash.
- Full tuition is due upon your receipt of our monthly tuition statement and payable no later than the 5th day of each calendar month. Tuition is **not subject to any proration** for absences, illness, holidays, or emergency closures

of our center. Furthermore, **no refunds or credits** will be given for absences, illnesses, holidays or vacations, weather-related closings, or spring and/or winter break.

- Our monthly tuition statements are typically sent to families between the 20th and the 23rd of each calendar month for the next calendar month's service. Late accounts are subject to additional fees as explained in your enrollment agreement and summarized below under the caption "Fees and Charges."
- Repeated failure to pay tuition by the due date may result in termination of services.
- Tuition is subject to increase based on the demands of the business and financial needs of our operations to fully service the children in our program. Families will be notified in advance about any increase in tuition.

At the time of your enrollment, you will be required to pay (in addition to the initial registration fee and the security deposit described below), the full tuition amount for the first month of care beginning with your start date. This serves to guarantee your child a spot in our center as of that start date. If you later change the start date for beginning care with us, then (i) we will require you to prepay the full tuition amount for the first month of care beginning with your new start date, and (ii) we will not refund you your original first month's advance tuition payment since our reservation of your child's spot will have prevented us from enrolling another student at our center during that month.

With proper written notice and approvals, a child may attend on an alternative day that is different than the scheduled days the child is enrolled to attend. **All changes must be authorized and approved by us and will be based on classroom occupancy and staff availability. If days are added to a child's schedule, additional charges will be reflected in the tuition fees.** The "one day drop off" cost specified in our current Tuition Schedule will be used to calculate any additional charges.

The option noted above is a solution for a situation that is an exception to the child's ordinary schedule. If a family needs to consistently bring their child to the center on alternative days outside of their enrollment schedule, we recommend the family request modification to their schedule. All changes must be completed in writing and must be approved by the center's Director. Additional charges may be applied.

Fees and Charges

In addition to tuition, we charge the following kinds of fees:

- **Initial and Annual Registration Fees; Security Deposit.** At the time of registration, we charge an initial non-refundable registration fee (in the amount of \$250) and a \$400 security deposit. We will hold this security deposit, without interest, against your final tuition payment. In the event that your account is paid in full at the termination of services and we still hold some or all of your security deposit, we will return that remaining amount to you.

We also require a non-refundable annual registration fee (in the amount of \$250). The annual registration fee is due on each September 1 after enrollment.

- **Late Payment Fees.** An account is considered “LATE” when the required tuition has not been paid in full by the first calendar day of a month. When an account is late, a late fee of \$25 will be applied. An additional late fee will be assessed to any account that is more than one week late. We reserve the right to terminate services to families with an account that is more than two weeks late.
- **Late Pick-Up Fees.** For each child of yours enrolled at Rayito de Sol, a late pick-up fee of \$25 will be charged for each day that child is picked up after the operating hours at our center. **This late pick-up fee does not constitute our agreement to provide after-hours care for your child.** For more information, see “Late Pick-Up Policy” below.
- **Field Trips and Special Events.** Both pre-school and school-age children may participate in field trips. In some cases, these field trips may involve special fees. You will be notified at least two weeks in advance of any field trips involving fees. In addition, we stage a number of special events each year, and your child’s participation in those events may involve an additional charge of \$25. You will be notified at least two weeks in advance of any special event charges.
- **Returned Checks.** In the event a check payment is rejected by a financial institution, we will charge a returned item fee of \$40. In the event that two or more check payments are rejected in any 12-month period, we may in our discretion require payment in the form of cashier’s check, money order or credit card payment. **We do not accept cash payments.**
- **Supply Charges.** When you are enrolling your child at our center, you will be responsible for obtaining and providing to us certain supplies for use in the care of your child. A list of these supplies, arranged by your child’s age, can be found at the back of this handbook under “Required Disclosures — Supply List.” If you do not timely provide the required supplies, we will obtain them ourselves and charge you the actual cost we incur in obtaining those supplies.
- **Other Charges.** We may charge families for other costs we incur, but only where permitted by state law and regulations. In cases such as these, we will provide families with proper notification and explanations before any additional fees are applied. These other kinds of fees or charges may include:
 - Charges for extraordinary damages to our facility itself or any facility contents.
 - Charges relating to our requirement to produce copies of documents related to a court order or legal proceeding. In this kind of situation, when permitted we will require all administrative fees related to the processing of the requested documentation be paid to us prior to our release of the documentation). Our administrative fees for this kind of

activity may vary based on the request, but are required to cover the time, materials, and tools used in the process of completing a request, including a minimum hourly fee of \$75 per hour.

- If subpoenaed, we will require any of our company's legal fees to be reimbursed by the party initiating the subpoena.

The kinds and amounts of fees we charge, including those described above, may change from time to time. We will communicate any fee changes to you no fewer than two weeks prior to those changes becoming effective.

Vacation Benefit Policy

Full-time students (and only full-time students) will be eligible, after having completed one complete year of enrollment at Rayito de Sol, to receive one full week (i.e., five consecutive days) of vacation for which no tuition will be required. To receive this vacation benefit, the following additional criteria must be met:

1. Tuition account balances must be current and up to date.
2. The child's records must be complete and up to date.
3. Proper written notice of your vacation must be provided to the center at least two weeks in advance.

In addition to the criteria above, no vacation benefit will be provided for children who do not attend the program full time and year-round. This includes children enrolled in the program only for the school year (September through June), or if a child has been enrolled on a lesser, part-time schedule. Furthermore, no vacation benefit will be provided for children receiving any type of scholarship(s), or whose family is on a special pricing plan or has been awarded other financial benefits by us.

Holidays

Our Naperville center will be closed and no child care or administrative activities will be performed on the following holidays:

- Labor Day
- Thanksgiving
- Christmas Day
- New Years
- Martin Luther King Jr. Day
- Presidents Day
- Good Friday
- Memorial Day
- Independence Day (July 4)

In order to comply with academic requirements, our Naperville center will be **partially closed** on the following days. On these days, **no child care services** will be provided, but our staff will undertake administrative activities or training:

- State mandated staff development (two days per year)
- Mandatory family conferences (two days per year)
- Administrative planning day to prepare for the new school year (one day per year)

We will provide families with a yearly calendar of activities, holidays and special events, including the days on which your center will be partially closed.

Late Pick-Up Policy

The late pick-up fee (see above) is not our agreement to provide you with after-hours services or care for your child. Any late pick-up fee you incur will be payable together with your next tuition payment. As explained above, persistent lateness may be grounds for termination of enrollment.

In a situation where a parent or guardian fails to pick up their child, has not contacted the center, and the center is unable to reach the parent or guardian after three attempts, the center will make three attempts to contact the "emergency contact person" on file. If, after more than 30 minutes has passed since our regular operating hours, neither the parent or guardian, nor the emergency contact person, can be reached after three attempts, then the center's coordinator may release the child to the custody of child protective services or other local authorities in accordance with state licensing laws and regulations.

Our staff will not hold any child responsible for the late pick-up by a parent or guardian, and we will discuss late pick-ups and related issues only with parents or guardians and never with children.

Arrival and Departure

Parents or guardians must accompany children into the center when arriving each day. Parents cannot leave their children unless they are under the supervision of a designated staff member. With proper notification, previously authorized individuals will be allowed to pick up children from the center. Photo identification will be required in all cases.

When a child is dropped off at the center during pick-up times, families must sign in and out on the sign-in sheet located at the center's entrance.

Families are also asked to notify the center if they will arrive and/or pick up their child at a time that is outside their normal schedule. This information will assist teachers with planning their class activities to ensure group activities and arrival/departures are handled in an organized fashion with minimal class disruption.

Unauthorized/Incapacitated Person Pick Up

Your Child Pick-Up Authorization Form enables you to identify persons who are eligible to pick-up your child. The same form also enables you to specify persons who are **not authorized** to pick-up your child. It is your responsibility to keep this information accurate and up-to-date at all times.

Under no circumstances will we permit an unauthorized person to pick-up or remove a child from our center. In addition, we will not release a child in our care to any person, including a parent or guardian, that appears to be incapacitated. Instead, we will call the emergency contacts listed in the child's file and wait until that individual arrives to assist with the situation. If the situation requires, we will request the involvement of local law enforcement.

Finally, we will not release a child in our care to any person that poses a threat, is suspected of abuse, or if there are any signs of immediate danger, etc. Potentially dangerous or threatening situations will be handled by erring on the side of caution and in the best interest of the child. When necessary, we will contact the emergency contact parties, local law enforcement or child protective services.

Snacks and Meals

We provide all snacks and meals, including breakfast and lunch, to children at our Naperville, Illinois, location. The cost of snacks and lunches is included in the tuition we charge for enrollment and attendance at our center. If a child requires a special diet due to medical, allergic or religious reasons, we will work with the parents (or guardians) and their medical, nutritional or religious advisers to obtain clear written instructions for the child's nutritional needs. To ensure good communication and compliance with special dietary needs, we will document the type and amount of food a child consumes at our center and share this documentation with the child's parents or guardians.

Infants not consuming table food shall be fed, in consultation with the parents, using either food we provide or food provided by the parents. In this regard, food provided by parents must conform to the requirements applicable to our center. For example, we cannot serve juice to any infant under 12 months, nor can we serve berries, candies, raisins, corn kernels, raw carrots, whole grapes, hot dogs, nuts, seeds, popcorn, or raw peas to any child under 24 months. In all cases, we document the type and amount of food that infants consume at our center and share this documentation with the infant's parents or guardians.

With regard to meals and snacks, please note that:

- Snack and meal menus are available upon request and are posted on our website at rayitoschools.com.
- **RDS is a tree-nut-free environment.** Peanut butter is not accepted at the center or served on the menu for any child.
- Food allergy information will be available in areas where food is served. It is the family's responsibility to provide information about a child's allergies and their reactions.
- In most cases, we expect to be able to reasonably meet any special dietary needs which children may have. Nevertheless, to the extent that we cannot reasonably meet a child's special dietary needs, the child's family must provide snacks and meals on a daily basis to ensure all dietary needs and restrictions are properly met. In such a case, written instructions must be provided by the family regarding the dietary needs, serving amounts and frequency.

- For holiday and birthday celebrations, we do permit parents to bring commercially prepared food that is unopened as packaged by the bakery or manufacturer (if opened or if the packaging is altered, we will be unable to accept the item). For more information about birthdays and food items, please see "Special Celebrations and Birthdays" below, page 21.

We will comply with all food safety guidelines when serving or handling food to children in our center. Drinking water is always available for children throughout the day, and is offered at frequent intervals. Finally, we permit children the opportunity to brush their teeth after our lunch meal on a daily basis.

Diapering/Toileting

We follow the diapering policies established by the applicable state authorities. In addition, our diapering procedures are reviewed and approved by our health care consultant, and those procedures are posted in each diaper changing area.

Each classroom where children are using diapers or going through toilet training has its own dedicated area for this purpose. No food storage, preparation or eating is allowed in any of these areas.

At our Naperville center:

- We use disposable diapers only. We do not use cloth diapers, even upon request. We may make exceptions based on medical necessity documented to our satisfaction.
- Children with diapers are checked every two hours and diapers are changed as needed. Both the staff's and the child's hands are washed after every diaper change/toileting using appropriate handwashing techniques. All surfaces used for diapering are disinfected before and after each use.
- Toilet training requires the family's cooperation and enforcement at home.
- Toilet training will begin when appropriate and according to the child's age and stage of development. We will respond to your child's interest in such training and in accordance with the parents' plan.
- Parents are asked to share their toilet training expectations with the staff to ensure consistency for the child.
- Parents provide diapers and wipes

Nap/Rest Time

A minimum of 30-minutes of nap/rest time will be implemented each day. Naptime is generally a quiet time where children can rest or sleep. If children are awake after 30 minutes, they will be allowed to participate in an alternate quiet activity until naptime is over for the other children. Children older than the infant age who are present during the afternoon will participate in this scheduled nap/rest time. We provide cribs for infants and cots for older children, each of which will be cleaned and sanitized regularly.



Our staff is trained on SUID (SIDS) to reduce the risk of Sudden Unexpected Infant Death. For infants, we follow the individual sleeping pattern for each infant under our care. Sleeping infants younger than 12 months will be placed on their back, without the use of any infant sleep positioners (unless ordered by a physician). No other alternative positions are allowed in our center. Our staff will supervise sleeping children in accordance with requirements for both visual and auditory supervision. We do not allow any cot or crib sharing at our centers.

Personal Belongings

All families must provide and maintain at our center at least one change of clothing (pants, shirt, underwear and socks) and a naptime blanket for their child. All personal belongings must be clearly labeled with the child's full name on each item.

During enrollment time and every September (beginning of the school year), we will distribute a list of materials and personal belongings that children must have for each classroom and activity. When extra clothing or materials have been used, families are expected to replace them accordingly. We do not allow the sharing of personal belongings, clothing, or other accessories between children. Children are not allowed to bring toys or any other material not required by us.

Appropriate Dress

Children should come to the center dressed in clothing that is appropriate in size, and both weather and play appropriate (e.g., warmer clothes, boots, hat, mittens in winter, etc.). Additionally, keep in mind that children will be participating in many different types of activities during the day and clothing is likely to become soiled. It is important that your child be dressed in a manner that enables the freedom to experiment and enjoy the many opportunities for learning and play! Comfortable tennis shoes are also important as they will make active play safer and more enjoyable in the gym and playground.

Outdoor Play

Outdoor play is vital for developing gross motor skills, strength, flexibility, and is a very important part of your child's overall development. We have a playground at our Naperville location. Outdoor play is a part of the daily schedule at our centers unless the weather is inclement. General weather guidelines provide that it must be between 32 and 90 degrees Fahrenheit for children to play outside. Children must also have weather-appropriate clothing available to wear outside on a daily basis. The actual play time spent outside is determined by the age of the group, the wind chill during cold days, and the humidity during hot days. All children who are well enough to be at our center will be expected to participate in outdoor play activities, unless there is documented written condition or restriction.

We perform regular maintenance and cleaning on our equipment in accordance with applicable regulations.

Field Trips

Parents/guardians are required to fill out permission forms before we are allowed to take a child on a field trip. Signed permission forms will be kept in the child's file. We will provide

detailed information to families regarding the purpose, destination, transportation, date and time, and any additional fees relating to any field trips or offsite class activities.

During every field trip, our staff brings emergency contact information and a first aid kit. Children unable to participate in an offsite activity or field trip will stay at our center with a designated staff member and will participate in an onsite supervised activity. At this time, we do not have a chaperone program allowing for families/parents to participate, assist with, or attend our field trips.

Visitors

For security and safety purposes, all visitors, without exception (including visiting parents and guardians), must check in at your center's Coordinator's office or reception desk. Our center's main door will remain closed all day and visitors need to announce their presence by ringing the doorbell. Our center maintains records of all onsite visitors (e.g., potential new families, applicants, and any other common business visitors). All visitor access is monitored and limited to the purpose of the visit.

Parents, guardians, or authorized representatives may visit our center any time during regular hours of operation. However, we greatly appreciate when families can make prior arrangements to allow us to make a visit or observation, conference, or a special moment worthwhile and enjoyable for all concerned:

- **Observation:** Visits to the school to observe classroom instruction are welcome by a parent, guardian or other authorized evaluator. During classroom observation sessions, the visitor must follow the teacher's instructions to ensure classroom activities are not interrupted.
- **Conferences:** Our teaching staff and center Director are available to schedule special conferences with families in order to address concerns, needs or issues. Special conference times must be arranged in advance to ensure proper attention can be given to families and the situation/need.
- **Special Occasions/Activities:** Special occasion visits like having lunch with your child, a birthday party, special drop-off or pick-up situations, should be arranged in advance. For birthday parties, we recommend arranging that special moment at least two days in advance. If additional visitors are going to be present, they must follow all visitor instructions, rules and processes.

Integrated Pest Management

We utilize an Integrated Pest Management Plan to control pests in buildings and minimize the risk exposing students and staff to pesticides. In general, whenever feasible we attempt to use non-chemical means of dealing with actual or potential pests. If a pesticide application is deemed necessary, parents and staff will be notified in writing at least two business days and no more than 30 days prior to the application (n.b., antimicrobial agents and insecticide and rodenticide baits are exempt from notification). The only exception to this advance-notice policy is if there should be an immediate threat to health or property requiring the immediate application of pesticides. In such a case, parents and guardians will be provided with prompt written notice of the application and the circumstances that gave rise to it. In all cases:

- Only minimal amounts of pesticides will be used, and never when children are present in the area to be treated.
- Toys and other items mouthed or handled by children will be removed from an area in which pesticides will be applied.
- Children are not permitted to re-enter a treated area for at least two hours or, if longer, as long as is stated on the product label.

We use ORKIN as part of our pest management control service.

Pets and Animals

On occasion, we may have learning experiences or fun activities that include live animals. Families will be informed ahead of time when activities will include special animal visitors such as gerbils, hamsters, guinea pigs, fish, snails or other safe and approved animal life. In accordance with licensing regulations and best practices, children and staff will practice good hygiene and hand washing procedures when pets or their accessories are handled. Children in school may not have direct contact with chickens, ducks, reptiles (turtles, lizards, snakes), amphibians (frogs, toads), arachnids, or small and uncommon insects or worms. Additionally, children may not bring their pets from home to our school.

Parking Lot Use & Rules

Our parking lot areas are for private use only and have limited public access. Signs are posted providing direction on traffic flow and pick-up/drop-off locations. Designated pick-up and drop-off spaces are located close to the building and are only for temporary parking. Handicap spaces are marked and must only be used by designated individuals with appropriate authorization.



The maximum speed for any driver in our parking lot is 10 mph. Children are not allowed to walk alone while in our parking lot. Most of our parking lots have designated pedestrian walking areas and signs that indicate where cars are restricted from driving to ensure a safe walkway. This includes the walkway from the building to playground.

Overnight parking is not allowed in our parking lots. Vehicles that require maintenance must be removed from our parking lot at the owner's expense before the center closes.

Any non-authorized vehicle will be towed at the owner's expense. We may reserve or block out any parking space(s) during special activities such as parades or shows, or during parking lot maintenance.

Special Celebrations and Activities

Birthdays: A child's birthday is an important occasion for celebrating! We celebrate birthdays the last Friday of each month with a piñata party. We provide the piñata. Families may send a bag of soft candies or other appropriate or designated piñata fillers.

If parents/guardians would like to celebrate a birthday (other than the last Friday of the month) the following guidelines apply:

- a parent or guardian must communicate their plans to the center's Coordinator at least two days before the event.
- Any food items brought to the center from home must be purchased from a commercial bakery or store and brought to the center in the original wrappers or containers. In addition, we require all such items to be free of tree nuts and compliance with the general restrictions noted below.
- Birthday celebrations will be conducted by the classroom teacher and usually start after nap time (typically between 3:00 pm - 3:30 pm).



General Restrictions:

- No peanut products
- No hard candies
- No toys that are not age/center appropriate (check with the teacher)
- The use of balloons is restricted to preschool and older children (no latex)

Special Shows and Activities: We host three special shows during the year along with a variety of parties and parades. Enrolled children able to perform during our shows and families are encouraged to attend and participate.

Publicity and Photo Policy

We make a concentrated effort to promote our program and the positive activities that our curriculum offers to the children that participate in our programs. These promotional activities include working with the local media, social media, and using images for developing our own visual print publications, promotions and communications.

Promotional publications may include information about our program and the characteristics, likenesses, and images of individuals, both employees and children, enrolled in our program. Children enrolled in our program could be videotaped or photographed. Please be advised that these photographs, tapes or films, or their reproductions, may be used by us for promotional or advertising purposes on our website, school displays, television, radio, general printed materials, and social networking sites, and without any compensation by us or any other party.

Under no circumstances, however, do we identify any child by name or family name, and we do not use social media tags or reveal any personal or family information when images, pictures, or videos are published or posted on social media. Nonetheless, if you choose not to authorize our photography or videotape of your child in the initial enrollment paperwork we provide to you, we will honor that request.

Drug, Smoking and Alcohol Policy

We operate a drug, smoking and alcohol-free environment. This policy applies to license holders, individuals, officers, managerial staff, employees, subcontractors, and volunteers. We prohibit the use of or being under the influence of all illegal drugs, or any mind-altering chemical substances, during working hours. The sale, possession, transfer or purchase of illegal drugs on our premises, or while performing child-care activities, is strictly prohibited. Any such action will be reported immediately to appropriate law enforcement officers. We further prohibit the storage, dispensation, and use of alcohol prior to and during the work day at any of our centers.

We provide a smoke-free environment for our employees, visitors and children. Smoking is prohibited in any Rayito de Sol area, including outdoor areas. It is a violation of our policy to smoke tobacco in any area of a Rayito de Sol center, regardless of whether children are present in that moment. Additionally, it is a violation for any facility operator to knowingly allow an employee or patron to smoke tobacco in our workplace.

Child Abuse Reporting

The overall health and well-being of every child in our care is of the utmost importance and our primary responsibility. Our employees are categorized as **mandated reporters** of suspected child abuse or neglect. Staff members who have reason to believe a child is being neglected or physically or sexually abused, are required to immediately report this information to the local authorities.

We provide training related to mandated reporting, and identifying signs of possible abuse or neglect, for all our staff members as a standard part of our employee education program.

Custody Arrangements

We will work with families who have specialized needs relating to custodial or co-parenting arrangements. When parents or guardians reside in separate households and there is no formal court-arranged custodial agreement, we will:

- Consider **only** the individual(s) listed on the registration and enrollment forms as the child's primary parent or guardian;
- Communicate exclusively with the primary parent or guardian listed on the registration and enrollment forms; and
- Only release the child's information to the primary parent or guardian listed on the registration and enrollment forms. If both parents or guardians reside in separate households, but share in the custody of the child, we will request BOTH parents/guardians to sign the enrollment and registration forms.

In the case where family or custodial arrangements change, the family will be responsible for notifying their center's Director to update the custodial information on file. We expect that families will be able to work cohesively as a team as it relates to matters that impact their child and the care they receive at Rayito de Sol. **Nevertheless, families and family members must understand that we must abide by all legal documents and court orders presented to us, and we cannot modify any of our processes to violate any court order on file, regardless if it goes against what one member of the parental team deems appropriate or not. In this regard, we will treat the most up-to-date court order will be the defining rule of authority.**

Legal requests to release copies of a child's records, such as attendance, progress reports, student evaluations, etc., must be made in writing. Persons seeking this kind of request may incur a processing fee, and fees must be paid prior to our release of records. In all cases, however, we will fulfill all legal obligations relating to children attending our center.

Employee After-Hours Moonlighting Policy

We do not authorize any member of our staff to work directly with families who have children enrolled in our program. We ask, and our enrollment agreement with you provides, that you not solicit our employees to work for you in any private arrangement that conflicts with their duties at Rayito de Sol. Furthermore, we do not approve, insure or assume liability for any arrangement that a family and staff person privately agree upon, and we are not responsible for any actions, errors, or any other related liability that an employee personally incurs while not working for us at our center.



We respectfully request that families refrain from soliciting our employees for any outside work that could conflict with their Rayito de Sol work schedules, or that could cause them to lose their position with Rayito de Sol as noted.



OUR MANDATED POLICIES AND PROCEDURES

The following policies and procedures were developed using established state guidelines that govern child care supervision, and the National Association for the Education of Young Children (NAEYC) accreditation requirements (which accreditation we are presently seeking for our Naperville center).

Mandated Referral Requirements

We monitor the development of all children in our care through ongoing observation and documentation. We want the best outcomes for all children in our program and seek to ensure each child's needs are individually addressed.

Child care providers are considered a primary referral source for early intervention under the Individuals with Disabilities Education Act (IDEA), a federal law requiring schools to serve the educational needs of eligible students with disabilities. We are required to refer a child in our program who has been identified as having developmental concerns or a risk factor that warrants a referral, as soon as possible, but in no case more than seven days after identification.

Before a referral is made, we will openly communicate with parents and caregivers about their child and any concerns related to the referral. We will also offer to assist by partnering with families during the referral process when possible.

Behavior Guidance Policy

Our Behavior Guidance Policy is designed to build a positive relationship between teachers and children, and to reinforce appropriate behavior and self-esteem for our children. This policy was established with core concepts derived from the NAEYC, and the requirements of Illinois regulations.

1. Our General Approach

Building a child's self-esteem and emotional security is paramount to a positive early childhood experience. Accordingly, our teachers give each child guidance that helps the child acquire a positive self-concept, self-control, and teaches acceptable behavior. Our behavior management methods and messages are designed to be constructive and suited to the age of the child, clear and understandable, and consistently explained (both in terms of expectations beforehand, during a behavior issue, and during any disciplinary process) and consistently enforced with discipline or other behavior modifications that are always proportionate and logically related to the behavior involved. In addition, our teachers are trained to provide children with appropriate:

- responsive physical interactions
- eye contact
- vocal tone
- facial expressions,
- explanations and connections between actions and consequences, at all times implemented as close in time as possible to the misbehavior

In this way, children will learn proper social boundaries and responses, while being given the attention, warmth, care and concern that children need. Other specific behavioral modification techniques we use include the following:

- Whenever feasible, we afford our pre-school and any school-age children a reasonable opportunity to resolve their own conflicts.
- Firm and positive statements about behaviors, or redirection of behaviors, is used with toddlers and appropriately aged infants.

Our staff prioritizes each child's emotional needs by responding in a comforting and supportive manner when children express sadness, negative feelings and feelings of being hurt or afraid. In addition, our staff is trained to help assist children with discussing, and regulating their own, emotions and feelings. We provide opportunities for children to explore a wide range of feelings and the different ways that those feelings can be expressed. All of our staff members are expected to model exemplary behavior and provide examples of appropriate interactions and responses.

2. Behavioral Rules

Our classrooms have written rules setting out behavior expectations designed to protect individuals and the group. A copy of these rules is available to parents, children and staff. These rules are designed to pertain to important situations and basic behavioral expectations, be clear and understandable to children, are stated in positive and affirmative language whenever possible, and are designed to be enforceable.

3. Behavior Incident Reports; Behavioral Support Plans

Our staff will intervene immediately in the case of a major behavior incident, or if the child is endangering the safety of themselves, other children, or staff members. Both major and minor behavioral incidents will result in our staff preparing a written incident report to be shared with the family. Minor incidents will be monitored by teaching staff, documented and communicated to administration and the child's family.

The purpose of documenting and communication major and minor behavior incidents with a family is not to shame; but rather to share information so that all adults with whom a child has an ongoing relationship—be they parents, guardians or staff persons at our center—can share the responsibilities associated with behavior guidance and discipline.

Behavior incident reports will be carried over from one age group to the next when the child moves up. Both major incidents, and minor incidents that accumulate over time, may lead to establishing a plan of action.

For children presenting with challenging behavior—i.e., serious and repeated patterns of behavior that interferes with the child's ability to engage in developmentally appropriate self-regulation and cognitive and pro-social engagement and interaction—teachers, families, and other professionals will be made aware of the issues and work as a team to

develop and implement an individualized plan supporting the child's behavior, inclusion and success. Any such plan will be written (and linguistically appropriate), and include specific scheduled actions to be taken by parents, guardians, teachers, staff, others, etc. (all of whom will be made aware of the final plan), as well as how best to identify challenging behavior and its beginnings. Written plans will also include:

- a determination regarding the child's ability to safely participate in our program in a manner consistent with the behavioral support plan, and an indication of how that determination was made; and
- documentation regarding any evaluation the child received as to his or her eligibility for early intervention services, as well as any such services actually received by the child.

If a behavioral support plan involves the participation of a professional clinician, such a plan must also include the participation of the parents. In such a case, both the plan and all persons participating in the plan will be maintained in the child's file at our center, and all staff persons having contact with the child will be made aware of the plan and receive guidance and training on the implementation of the plan.

4. No Expulsion; Program Transition Plans

We do not expel children from our program due to challenging behavior, including a repeated pattern of challenging behavior. Instead, we follow the policy and procedures outlined above under "Behavior Incident Reports / Behavioral Support Plans." In some cases, however, we may work with parents or guardians to transition a child out of our program into a new care program suitable for the child. This will happen when, after documented attempts to meet their needs or guide their behavior through behavioral support plans, we determine that (1) the child is unable to benefit from our care, or (2) the child's presence is detrimental to the group.

In any such case, we will work with the family to consider and identify the best program to which the family and child can transition, and to identify the steps involved in the transition to ensure the continuity of services to the child. The decisions made in this regard will be set out in a written transition plan furnished to the family and to applicable regulatory authorities, if required. A transition plan will also include a determination regarding the child's ability to safely participate in our program in a manner consistent with the transition plan, and an indication of how that determination was made.

You should understand that the adoption and implementation of a transition plan for reasons relating to a repeated pattern of challenging behavior is not an expulsion. In addition, no decisions we make—whether alone or with a family—will prejudice the right of a family to withdraw a child from our program. If a family chooses to withdraw a child from our program, we may request the family to prepare a letter documenting the reasons for the withdrawal (which letter, if provided, we will retain among our records as required by applicable regulatory authorities). If a family refuses or is unable to provide a requested letter, we will document the withdrawal request, sign and date it, and retain it among our records.

While we are committed to maintaining the confidentiality of behavioral issues and program transition plans, there are instances where we may be required to retain records for potential future inspection by regulatory authorities (in order for them to determine our compliance with applicable regulations), and where we may need to make affirmative reports to regulatory authorities.

5. Prohibited Discipline Practices

We will not employ any of the following types of discipline:

- Harsh or abusive tone of voice
- Threats or derogatory remarks, or abusive or profane language
- Physical or corporal punishment, including spanking, swatting, hitting, beating, shaking, rough handling, shoving, hair pulling, slapping, ear pulling, kicking, biting, pinching or other actions intended to induce physical pain or fear
- Any punishment that would humiliate, frighten, or subject a child to neglect
- Withholding or threatening to withhold food or water as a form of discipline
- Withholding or threatening to withhold toileting time as a form of discipline
- Physical restraint or withholding of active play
- Required physical activity
- Any discipline, of any kind, for toileting accidents
- Name calling, ostracism, shaming, making derogatory remarks about a child or the child's family, or making threats of physical or corporal punishment, whether privately or publicly
- Withholding or threatening to withhold light, warmth, clothing, or medical care as a punishment
- Any form of emotional abuse, including shaming, rejecting, terrorizing or isolating a child, including separating a child from a group in a manner that deviates from the separation guidelines set forth below

Immediate action will be taken if any of the above practices occur, or are said to have been practiced, by staff members. Actions may include appropriate investigation, direct communication to authorities and families where appropriate, suspension or termination from their position if a staff person is determined to be involved, and any other necessary intervention processes to stop the unacceptable discipline practices.

6. Separation from the Group

We do not separate a child from his or her group unless (i) other less intrusive methods of guiding or redirection have failed or were ineffective when challenging behavior occurs; or (ii) the child's behavior becomes a threat to themselves or to others. In no circumstance do we ever separate any infant or child up to 24 months as a means of behavior guidance or modification.

Separation has the child remaining within an unenclosed part of the classroom or other assigned area until his or her inappropriate behavior has stopped, up to a maximum of one minute per each year of age. Even if separated from their group, a child will never

be alone. A staff member will attend to and supervise a separated child. We will notify the family in writing if a child has been separated three or more times in a single day. Moreover, if a child has been separated from their group five times in a week, or eight times in two weeks, we will work with the family to develop and implement a plan of action.

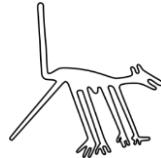
Our Commitments on Expulsion

As explained above under "Behavior Guidance Policy," we do not expel students for behavior issues. Furthermore, while we reserve the right to cease providing services to children for failure to pay tuition, fees, or abide by our policies, or for parental verbal or physical abuse or intimidation of our staff persons, we commit to our families that we do not expel children or cease providing services to them or their families in situations where:

- A parent or guardian has made a complaint to the Illinois Department of Children and Family Services relating to an alleged licensing or regulatory violation;
- A parent or guardian has reported abuse or neglect occurring at our center;
- A parent or guardian has questioned us or our staff regarding our policies or procedures; or
- Otherwise without providing a family sufficient time to make alternative child care arrangements.

OUR SUPERVISION POLICY

At Rayito de Sol, we ensure that the children in our centers have a safe and secure environment at all times. Supervision guidelines and requirements are always maintained in accordance with established staffing ratios. In this regard, our centers maintain the mandated ratio for staff/children in accordance with established state rules and NAEYC requirements.



Infants & Toddlers

Our teaching staff supervise infants and toddlers by ensuring they are at all times within seeing and hearing distance of the children they are assigned to oversee.

During meal periods in the infant room, one assigned person will supervise the children who are eating while another person prepares and serves food from the kitchenette. During toddler meal periods, one staff member will supervise the children while they eat. Elements like overseeing portion controls, bite sizes, monitoring for choking and choking hazards are a continual part of supervision during a meal period. Our staff are trained and expected to be aware of the entire area they oversee and rotate positions when necessary. In addition:

- When toileting, toddlers are monitored at all the times. Staff overseeing toddler-aged children will escort the child when there is a need to use the restroom.
- Before leaving an area, staff are required to coordinate with another authorized staff member to cover their classroom or area to ensure staff-child ratios are maintained.
- Our staff follows established diaper changing procedures to ensure fall and roll hazards are avoided when using a changing table. During this procedure, the attending staff member's hand is always kept on the infant's body to prevent the infant from rolling or falling off a changing table area.

Preschool & School Age Children

Our staff supervise preschool and school aged children by ensuring they are at all times within seeing and hearing distance of the children. When toileting, preschool and school-aged children are monitored by sound and checked visually when necessary. Our staff will stand close to the outside door to hear and see preschool and school-aged children while they are inside to refresh and hydrate, for obtaining personal items, or using the restroom facility.

ONLY school-aged children with an assigned task in a safe environment are allowed to be out of the teacher's immediate sightlines and hearing distances for a short period of time. In this regard, our staff are required to verify and check on the status of the child if they do not return within the short time period assigned and allowed for the task.

Nap Time and Sleeping

Our staff will position themselves physically in the room/area they are assigned so they are at all times able to hear and see sleeping infants and toddlers (NAEYC 3.C.03). Infants under 12 months are always placed on their back when in a crib without the use of any

infant sleep positioners (unless ordered by a physician), and the sides of cribs are always locked and secured. Our staff make consistent status checks of napping infants and toddlers. Status will be made in a way that does not disrupt the child and their sleep cycle. Sleeping children of any age will not have their heads covered by blankets, clothing, pillows or materials of any kind, and we do not permit any plush toys or other soft items in infant cribs or other infant sleeping equipment.

In the event that infants cannot rest or sleep on his or her back due to a disability, we will permit the infant to rest or sleep in an alternative safe sleep position that is specifically prescribed in writing by a licensed physician. If infants are able to easily turn from back to stomach after having been placed down on their back, we may permit the infant to remain in his or her preferred position while sleeping. Infants unable to roll from their backs and stomachs (and back again) will be placed on their backs. We will not put infants to sleep on a sofa, soft mattress, car seat or swing. If an infant arrives at our center already asleep, or falls asleep, in equipment not specifically designed for infant sleep, we will remove the infant from that equipment and place them in appropriate sleeping equipment.

Children who are three years of age or older will generally not nap for more than two hours, nor rest without sleeping for more than 60 minutes. Children who are kindergarten and school-age will not be required to sleep or nap, but our center will have one or more areas suitable for them to lounge or rest (e.g., floor pillows, carpeting, bean bag chairs, padded chairs or cots).

Children who wake up prior to the established completion of the nap time period or who do not sleep at all will be supervised and provided quiet activities to be engaged in during this time. Prior to leaving an assigned area, our staff are required to coordinate with another authorized staff member to cover their classroom or area to ensure we maintain the staff-child ratios. Use of a soft or dimmed light or nightlight will be used to assist with creating clear lines of sight.

Transitions

A staff member will visually monitor and supervise the children moving from the classroom to other areas. A staff member will always be present to closely supervise children that need to transition into areas such as hallways, stairs, entrances or door exits. During any transition, our staff will instruct children to stay in a walking line that is managed by the teacher who will be at the front always facing and maintaining visual sight lines of the children. Assistant teachers or aides will follow the group from behind and assist with keeping the line in formation. Use of a walking rope or other similar tools may be used to maintain the structure of the line of children and coordination of the walking activity.

Outdoor Supervision

When supervising children outdoors, our staff will position themselves in locations that allow the ability to continually scan the entire area they are overseeing to ensure it is properly monitored for safety and security purposes. Our staff will visually scan and periodically walk the entire perimeter of the playground or the designated outdoor area they are assigned to supervise. Areas that are difficult to see will require a thorough visual

inspection (e.g., inside the play houses, climbing equipment). Our staff will use the head count method frequently to ensure all children are accounted for.

Outdoor spaces are zoned by the teaching staff to provide adequate supervision and control of each outdoor area, location and group of children. Our staff will ensure proper use of the playground and equipment by monitoring, teaching and guiding children on how to play safely in the outdoor areas, whether doing a group or independent activity.

Supervision of children while crossing a parking lot or other area where moving vehicles may be present is necessary at all times. No running or horseplay is allowed during these transition periods. Appropriate procedures for supervision during transition times will be followed as required.

Note: We strongly recommend that parents always hold the hand of their children who are able to walk when proceeding through our parking lot areas. Please be sure to walk within the marked safety areas or sidewalks and keep all children under close supervision in areas that are potentially hazardous due to moving vehicles.

Field Trips and Outdoor Walking Activities

To ensure adequate supervision, the staff-children ratios during field trips are increased in accordance with established NAEYC and applicable state mandated guidelines. Our staff will use the head count method frequently to ensure all children are accounted for during any outdoor activities, walks, or field trips.

Pick-Up and Drop-Off Time Periods

During pick-up and drop-off times, our staff will ensure that no child is left without supervision for any reason. Upon arrival, parents and staff follow the established drop-off procedures and ensure their child is received by a designated staff member. At the time of departure, only parents or designated individuals are authorized to pick up the child and remove them from our care. Both time periods are closely supervised by our staff to ensure the safety and security of each child. Children waiting to be picked up due to illness or injury are kept safe, comfortable, and under close supervision of our staff.

Special Environments, Conditions or Needs

In addition to our general supervision policies and standards, our staff will take the most appropriate, lawful and safe action allowed for any given particular situation. We will ensure that every child under our care is supervised at all times and that we prioritize their overall health and well-being to ensure their need are met.

We have additional supervision policies and procedures that have been developed to cover special situations and physical conditions related to the program's environment and building at our Naperville location, including a review of any physical, environmental or other identifiable risks or potential hazards. Furthermore, we maintain a risk reduction plan that is reviewed annually and all staff are trained to understand.

OUR HEALTH AND SAFETY POLICIES

Health Care Records

Part of ensuring a safe and healthy environment is to have controls and practices in place that are designed to protect against disease, contamination, contagions and potential exposure to pathogens. In this regard, we obtain a Health Care Summary and Immunization Record for each child at the time of enrollment. **These documents are required without exception.**

Health records received at the time of enrollment need to be reviewed and signed by the child's medical care provider **at least annually** for children under 24 months of age, and whenever a child 24 months or older advances to a higher-age classroom.

We reserve the right to evaluate each child's overall general health and well-being at the time of their arrival at our center to reduce the spread of illness, disease, and to protect the health and safety of others. A child may be sent home **at any time** if the child shows potential signs or symptoms of illness or disease that can compromise the well-being of others.

Health Consultant

We have a licensed health consultant who works with our organization and assists with reviewing and updating all health and safety-related policies. Additionally, our consultant assists with preventative measures and compliance reports related to contagious illnesses and diseases.

Notification of Sick Child



If a child becomes sick while at our center, we will isolate the child from other children and call the parent/guardians immediately to come and pick up the child. If attempts to reach the parent/guardian are unsuccessful, we will contact a secondary authorized individual to come and pick up the child.

It is the parent/guardian's responsibility to ensure that they make arrangements to pick up their child within one hour after being notified by us that their child is sick. During this time, the sick child will be separated from the group and monitored in order to minimize any exposure risk to others, and to make the child as comfortable as possible during the waiting period.

Reporting

It is the parent/guardian's responsibility to provide a report about their sick child to us. Families should contact the center as soon as they know their child will not be attending due to illness and provide information as to the nature of the sickness/illness.

Exclusion Conditions - Definitions and Terms

The following information, definitions, and conditions are established by state child care mandates. Additionally, we use resources and state guidelines to assist with making sure our disease prevention and control guidelines are consistent with applicable law and

American Academy of Pediatrics. Children with conditions or symptoms listed below will be excluded from our center until symptoms improve, a healthcare provider has determined that the child can return, or the child can participate in routine activities without more staff supervision than normally required.

- **Illness:** Any child with a reportable illness or condition as specified by the health department that is contagious and a physician determines that the child has not had sufficient treatment to reduce health risks to others may be excluded; and/or If a child is ill and unable to participate in routine activities or needs more care than can be provided by the childcare/school staff.
- **Fever:** Temperatures of 100.0 degrees or greater without fever reducing medication. In the event of a fever, the child must stay home for 24-hours and remain fever-free. The child may return to the center with a written note from a physician stating that the fever is not the result of a contagious illness and the child is well enough to return to their normal/regular activities.
- **Signs of Possible Severe Illness:** Including unusual lethargy, irritability, persistent crying, difficulty breathing and/or uncontrolled coughing. A child exhibiting these symptoms may return to the center with a note from a physician stating the child does not have an illness or disease that is contagious; and the physician advises that the child is well enough to return to the center.
- **Uncontrolled Diarrhea:** Defined as an increased number of bowel movements (three or more compounded with the child's normal pattern) that are excessively watery evacuations of fecal material. The child must stay home for 24-hours symptoms-free and may return with a written note from a physician stating that the child is not contagious and is well enough to return to the center.
- **Vomiting:** Exclusion will occur when a child vomits two or more times within a 24-hour period, unless the vomiting is determined to be due to a non-communicable condition and the child is not in danger of dehydration. The child must stay home for 24-hours symptom free or return with a written note from a physician stating that the child is not contagious and is well enough to return to the center.
- **Mouth Sores:** Children with mouth sores accompanied by drooling must stay home unless the child's physician provides a written statement that the child is not contagious and is well enough to return to the center.
- **Rash:** A child with a skin rash or visible skin irritation or sores may attend the center with a written note from a physician stating that the rash and/or sores are not the result of a contagious illness and the child is well enough to return to the center.
- **Conjunctivitis (Pink Eye):** Symptoms usually include matted eyelids after sleep, and eye pain or redness of the eyelids at the skin surrounding the eye. Children must see a physician and cannot return to the center until an antibiotic treatment has started; or 24-hours after regular treatment begins (antibiotic treatment). Parents must provide a written statement from the physician that notes the date either treatment began and the date the child is able to return to the center.
- **Lice Infestation:** Children with lice cannot return to the center until the child has been treated for lice and all lice and lice eggs have been removed from their hair, skin, clothing, etc.
- **Tuberculosis (TB):** TB is a highly contagious disease and can be potentially fatal if not treated. Treatment consists of antibiotics prescribed by a physician. Children who contract TB cannot return to the center until the child's physician provides a written statement that the child has been treated, is not contagious, and is able to return to the center.
- **Impetigo:** Impetigo is crusted, itchy sores that usually appear around the nose, arms, legs, or mouth. Children with impetigo cannot return to the center until 24-hours after

treatment begins. Parents must provide a written statement from the physician that notes the date treatment began and the date the child is able to return to the center.

- **Chicken Pox:** Chicken pox is a blister-like skin condition caused by a virus that is highly contagious. Once a person is exposed to the virus, it takes between 2 and 3 weeks before the symptoms appear. Children with chicken pox may return to the center when they have no fever and all sores are crusted over.
- **Ringworm:** Ringworm is a fungus infection that causes severe itching, redness, irritation and unsightly skin flaking and scarring. Children who contract ringworm cannot return to the center until after treatment has been administered and effected area has been bandaged/covered.
- **Hepatitis A (HAV):** HAV infections vary from a disease that causes no symptoms to a mild illness lasting 1–2 weeks or, rarely, to a severely disabling disease lasting several months. Many cases are mild and without symptoms, especially in children, and are only recognized by positive laboratory tests of serum for antibodies to HAV along with abnormalities in liver function tests. There is no chronic infection with HAV. Children who contract Hepatitis A cannot return to the center until appropriate medical assessments have been completed by a physician to determine if they can spread the virus to others. All suspected cases or outbreaks of HAV will be immediately reported to our local health jurisdiction suspected or confirmed HAV outbreaks associated with a school and any suspected case and we will consult with our local health jurisdiction and Health Consultant to determine if anyone exposed to a case should receive HAV vaccine or immune globulin.
- **Measles:** Measles is a highly infectious viral disease that is accompanied by a rash that is red, blotchy and occurs on the forehead and face, then neck and trunk, working down to the feet over a period of days. The rash tends to last about three (3) days at each site. A child with measles cannot return to the center until after the infectious period ends. The child must be excluded for at least 6 days after a rash appears. Additionally, we must exclude children and staff who are not vaccinated who have been exposed. Public health officials will inform unvaccinated children and staff how long they will need to stay home after an exposure incident. The child's physician must provide a written statement that the child is not contagious and is well enough to return to the center.
- **Mumps:** Mumps is a viral illness that typically results in swollen glands in front of and below the ear. Children may also have a headache and/or a fever. If your child is infected, it may take 12 to 25 days for symptoms to start. Mumps is typically contagious 3 days before the swelling and 5 days after swelling begins. A child with mumps must be excluded for a period of up to 9 days after onset of parotid gland swelling. The child's physician must provide a written statement that the child is not contagious and is well enough to return to the center.
- **Rubella (German Measles; Three Day Measles):** Is a contagious mild viral infection. Your child may have fever and swollen glands in the area behind the ears and in the neck. There may also be a red/pink rash that usually appears first on the face and moves toward the feet. The rash usually lasts 3 days. If your child has been infected, it may take 14 to 21 days for symptoms to start. A child with rubella must be excluded from the center at least 4 days after the rash appears. The child's physician must provide a written statement that the child is not contagious and is well enough to return to the center.
- **Whooping Cough:** Whooping cough or pertussis is an infection of the respiratory system caused by bacteria. The first symptoms of whooping cough are similar to those of a common cold; runny nose, sneezing, mild cough & low-grade fever. After 1-2 weeks, the dry, irritating cough evolves into coughing spells that can last for more than a minute. During a coughing spell the child may turn red or purple. At the end of a spell, the child may make a characteristic whooping sound when breathing in; or may

vomit. Between spells, the child usually feels well. Children diagnosed with whooping cough cannot return to the center until 5 days after treatment has been completed. The child's physician must provide a written statement that the child is not contagious and is well enough to return to the center.

- **Scabies:** Scabies is an infestation of the skin by a microscopic mite known as "Sarcoptes Scaberry." Scabies spreads rapidly under crowded conditions where there is frequent skin- to-skin contact between people. A child with scabies cannot return to the center until after treatment has been administered and the child's physician must provide a written statement that the child is not contagious and is well enough to return to the center.
- **Influenza:** Influenza (flu) is a respiratory disease caused by a virus that attacks the nose, throat, and lungs. Symptoms include fever, dry cough, sore throat, headache, extreme tiredness, and body aches. These symptoms come on quickly and can be mild or very severe. Please note that young children are especially susceptible to catching influenza. The virus continues to be present in respiratory secretions for 2 to 3 days after symptoms begin. Your child cannot return to the center for at least 24 hours after a fever has subsided without the use of fever-reducing medications. Any child who is not able to participate in childcare program activities with reasonable comfort or any child who requires more care than the program staff can provide without compromising the health and safety of other children in care may not return to the center until their physical symptoms improve.
- **Common Cold:** You should use your best judgment before sending your child to the center with a common cold. If your child has a fever at or above the allowable threshold, they must be excluded per the center's policy. If your child's nose is running with green or yellow mucus they should be kept home. Any child who is not able to participate in childcare program activities with reasonable comfort or any child who requires more care than the program staff can provide without compromising the health and safety of other children in care may not return to the center until their physical symptoms improve.

Additionally, general reasons for exclusion from the program may include any child who is unable to participate in child care program activities with reasonable comfort, or any child who requires more care than the program staff can provide without compromising the health and safety of other children in care.

Communicable Disease and Illness Reporting

Communicable diseases or illnesses will be reported to all parents the same day the information is received and confirmed. Staff will post a notice in a prominent area reporting the communicable illness and when it was confirmed onsite. Furthermore, our center will notify the public health department (or other required authorities) within 24 hours should an occurrence of a reportable disease take place.

Additional Reporting Responsibilities for Families

Families must:

1. Notify us when their child has a contagious reportable disease or infectious illness;
2. Communicate the time period when their child will be excluded from regular school activities and, if possible, specific dates when they will be absent;

3. Communicate and provide a physician's authorization related to their child's illness and any necessary treatments, medicines or medical restrictions that may need to be administered at our center; and
4. Obtain a doctor written verification that an illness was neutralized and is no longer contagious and the child may return to the center.

Medicine Administration Policy

No medication will be given without a doctor's prescription or written authorization from the prescribing doctor. Signed parental consent must also be obtained for any over-the-counter (OTC) medication or non-prescription medication, including diapering products, sunscreens and insect repellents. In addition, the pharmacy label must clearly note the child's name, medication, dose, and indicate the physician's instructions.

All medicine must be kept in its original container and have a legible label that notes the child's first and last name and current prescription information. All medication will be kept in the center's main office in a designated cabinet that is locked and not accessible to the children or unauthorized individuals.

For children with asthma, we work with families to properly coordinate and administer any nebulizer medications. Parents must provide proper documentation with a specific plan of care signed by the doctor or health care provider. A plan of care must be updated at least every six months.

Any other specific medication that must be administered as an emergency procedure response (e.g., due to severe allergic reactions, rapid increase or decrease of blood sugar, or to help control epileptic seizures) must have a written plan of care signed by the physician or health care provider. This type of plan of care must be updated every three months.

The Six Rights of Medication Administration

Our staff are trained to follow the "Six Rights of Medication Administration" when giving approved medication to a child. Any time a medication is administered, our authorized staff will make sure they have the correct:

1. child
2. medication
3. time
4. dose
5. route or method of administration, and
6. documentation

OUR EMERGENCY AND ACCIDENT PROCEDURES

All staff members are trained in first aid and how to handle emergency situations in accordance with established procedures.

Accident Requiring Medical Treatment

In the event of an accident or illness creating a need for medical attention:

- If the accident requires immediate emergency treatment, we will call 911, transport the child to the nearest emergency care facility, and contact the designated emergency contacts on file.
- If the situation is less serious and not an emergency, staff will administer the necessary first aid and contact the parent or guardian with the information we have on file to take the child to the family physician for medical treatment.

Parent and guardians are responsible for keeping the child's emergency contact information up-to-date at all times. A report documenting an accident or injury that outlines the details of what occurred will be completed for all injuries. A copy will be provided to families.

If you do not wish your child to obtain medical attention of any particular kind on religious grounds, you must (1) advise us of this fact in writing AND (2) provide us with a plan for our staff persons to follow for the purpose of accessing the services of a certified practitioner for your child's medical or health needs.

Fire Evacuation Plan

In the event of a fire, children will be escorted out of the building in an orderly manner immediately after the fire alarm rings. Teachers are responsible for closing doors and windows in their classrooms and ensuring the children exit the building safely. The center Director will check bathrooms and hallways and will be the last person to leave the center. In case of inclement weather, the children will be put into staff cars immediately. We conduct monthly fire drills to ensure staff, teachers and children are familiar with what to do if in case of a fire. We also require our staff to be fully familiar with all primary and secondary exits and the use of fire extinguishers.

Tornado / Blizzards Action Plan

In the event of a tornado warning, children will be moved to the lowest floor of the building or an area that provides the best protection away from windows and doors. The center Director or Coordinator will be responsible for deciding when to use this procedure and when to safely return the children to their normal activities. The Director and Coordinator will also be responsible for ensuring the center has a working radio, flashlight, and any other necessary or required emergency equipment.

Illinois state requirements mandate that we have at least two tornado drills per year, and we will comply with this requirement. Tornado drills will be conducted as required

between April and September to ensure staff, teachers, and children are familiar with what to do if there is a tornado watch, tornado warning, or tornado touchdown.

If we need to be closed because of hazardous weather conditions (e.g., blizzards), information will be provided and updated through our website: www.rayito.org, mobile technology and other available social media pages or channels used for communication with our families.

Missing Child or Parent/Guardian

If a child is reported missing while at Rayito de Sol, the Director and staff will conduct a thorough search of the area (building and grounds). If the child is not located within 15 minutes, the police and then the parents/guardian will be notified. If possible, a staff person will accompany the police to help identify the child.

If a parent/guardian has not picked up their child by their regularly scheduled time or by the time the center is scheduled to close, center staff will attempt to contact them at home, work, and at their telephone numbers on file.

If we are unable to contact the parents or guardians after three attempts, we will call the emergency contacts persons and numbers listed in the child's file. If, after more than 30 minutes has passed since our regular operating hours, neither the parent or guardian nor the emergency contact person can be reached after three attempts, then the center's Coordinator may release the child to the custody of child protective services or other local authorities in accordance with state licensing laws and regulations.

Grievance and Dispute Resolution Procedures

We have a grievance procedure that provides families in our program, employees, or their authorized representatives a process through which to present issues, concerns to the highest level of authority in our program. Any grievances should be made in writing and submitted to the center's Director.

Grievances relating to our childcare program, our policies or procedures, or the safety or health or well-being of a child, will be personally handled by the center's Director who will be responsible for ensuring that the grievance is handled properly and that the situation is resolved as soon as possible.

If a grievance relates to financial matters arising under the enrollment agreement, or in any case involving a claim exceeding \$10,000, our enrollment agreement requires that any dispute that cannot be resolved will be submitted first to confidential non-binding mediation and then to confidential binding arbitration.

Regardless of the situation, we will seek to ensure that all concerns are handled promptly and professionally. Feedback from our families is always welcome!

REQUIRED DISCLOSURES

Illinois Regulations and Related Matters

At the time of enrollment, we will provide parents and guardians with the following information required under Illinois state licensing requirements:

- A written summary, prepared and provided by the Illinois Department of Children and Family Services (IDCFS), of the Illinois licensing standards governing our center.
- We will also provide you with certain consumer information and materials, prepared and provided by the IDCFS, including but not limited to information on the reporting and prevention of child abuse and neglect, and the reporting and prevention of communicable disease, whenever designated for distribution by the IDCFS.

Responsible Person

In addition, you are advised that Ms. Luisa Fuentes is the person at our Naperville, Illinois center (1932 Springbrook Square Drive, Naperville, IL 60564) who is legally responsible for the program and immediately responsible for the daily conduct of the program. Ms. Fuentes's business address is that of the center (1932 Springbrook Square Drive, Naperville, IL 60564) and her phone number is (763) 772-2157. If this information changes in the future, you will be advised of those changes in writing.

Insurance Coverage

Our Naperville, Illinois center carries the following types of insurance coverage for children enrolled at our program (if any of this information changes, you will be advised of those changes in writing):

1. general commercial liability insurance;
2. umbrella insurance; and
3. hired-auto automobile insurance.

First-Day Coordination

We will inform our staff persons of a child's enrollment before that child's first day of attendance, and provide the appropriate staff persons with the information necessary to make that child's initial day and adjustment to our center as comfortable as possible.

Supply List

Attached on the next page you will find a list of the supplies that you will be required to provide for our use with your child. Please label these supplies with your child's first and last name. If you have any questions about the items on this list, please let us know!

