



Parent Handbook

Welcome to Listos Preschool and Childcare. We are excited to partner with you on your child's journey to prepare for kindergarten and the world.

This handbook was developed as a guide to our policies and procedures. If you have any questions, comments or concerns, please contact us at any time. Your input is important to us.

We hope your time at Listos Preschool and Childcare is an enjoyable and rewarding experience. Our doors are always open to parent visits including in the classrooms and at board meetings. We encourage parent involvement in and outside of our program. It is important to us that you always feel welcomed and valued.

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Listos' mission

To provide a unique, affordable and inclusive Spanish-English preschool and childcare experience.

Listos' philosophy

Listos Preschool and Childcare believes:

- All children can learn a second language.
- Families are a child's number one teacher.
- Play is the foundation of learning.
- Affirming each child's first language and culture provides a foundation for success.
- Dedicated, caring teachers and staff help children develop fully to their ability and needs.
- Collaborating with families and fostering community partnerships expands our reach.

Program

Listos is a dual-immersion, Spanish-English program. Half of the class time is conducted in Spanish and half in English. The program is open to children with any language background, however we strive to have a balance of English and Spanish speaking children to help create social opportunities for children to practice both languages.

We believe play is the foundation of learning. Developmentally appropriate materials for children's use in play and discovery are plentiful and intentional.

Listos' program is based in the theories of developmental psychologists Jean Piaget, Lev Vygotsky and Erik Erickson as well as recent brain research.

Like Piaget and Vygotsky, Listos believes that young children are curious and actively involved in their own learning and the discovery and development of new understandings.

Following Piaget's theories, Listos' classrooms are student-centered and facilitate active discovery. The focus is on the process of learning. Art projects, for example, are open ended. Teachers are thoughtful and intentional about the materials they provide so children can explore, practice, create and problem solve.

Listos also follows Vygotsky's beliefs that a child learns through social interaction. That is why maintaining a balanced ratio of children who speak Spanish and English in each classroom is so important. This gives children a chance to form friendships across cultures and a reason to communicate in another language.

Listos' follows Erickson's psychosocial development theory by creating trusting relationships and supporting children's autonomy, initiative and industry.

Listos uses Creative Curriculum in both English and Spanish. The curriculum provides a framework for organizing the learning environment. It is developmentally appropriate, challenging, engaging, culturally and linguistically responsive and focuses on important concepts, skills and behaviors. Learning is set up in studies that last from 5 to 8 weeks. The studies build on one another and provide a rich and deep experience for students. Teachers use observations and assessments to individualize the curriculum.

Repeated Read Aloud is one of the key strategies used to foster early literacy and language development. For Repeated Read Aloud the same book is read four days in a row. New vocabulary and pre-literacy skills are introduced each day.

Listos also incorporates SMART PreK (Stimulating Maturity through Accelerated Readiness Training) as part of the daily programming. SMART is a movement-based curriculum that connects body movements with brain development.

There is no religious or political ideology included in Listos' program or curriculum. However, religious beliefs are respected.

Review of program plan

The program plan is included in the Parent Handbook and is posted on the Listos website. Additional copies are available at Listos. Families can also request to have the program plan emailed to them at any time. If you have comments, questions or suggestions, please submit them in writing. The program plan is evaluated annually.

Summary of preschool

Preschool classes are held from 9 a.m. to noon, Monday through Thursday. Lunch is an additional option and runs from noon to 12:55 p.m. Monday-Thursday with a hot meal provided.

PreK is open to from 9 a.m. to 1:45 p.m., Monday through Friday. Lunch is included.

Preschool and PreK run September through May generally following the Rochester Public School calendar.

Classrooms are run by a lead teacher and an assistant teacher and have 18 students per class. Children should be 3 years by Sept. 1 to begin preschool.

Summary of childcare

Childcare is available from 7 a.m. to 5:15 p.m. Monday through Friday, year round. The center is closed on the following days each year: Memorial Day, Fourth of July, Labor Day, Thanksgiving Day and the day after Thanksgiving, Christmas Day, New Years Day and two staff development days.

Children should be at least 3 years old by September 1 of that year to begin childcare. Our facility is not licensed to care for infants or toddlers.

Absences

Listos should be notified if a child will be absent from the program. In the case of illness, a message should be left with the director describing the child's symptoms. Call 507-226-8490 or email director@listoskids.org

Weather closings

Watch for closures on local media. When the Rochester Public Schools are closed or have a 2 hour delay because of severe weather conditions, Listos preschool classes from 9 a.m. to noon and PreK from 9 a.m. to 1:45 p.m. are cancelled. We realize that childcare is an essential service. On days when Rochester Public Schools is canceled or has a 2 hour delay due to weather, childcare will remain open, but won't open until 8 a.m.

If Mayo Clinic closes due to weather, Listos' Preschool and Childcare will also close. If Listos closes due to weather, there will be no refunds or make-ups.

Tornados

If a tornado watch occurs, you may want to come for your child. If there is a tornado warning, the children will be taken to shelter in the basement of the building. A warning means a tornado has been spotted. Tornado drills are practiced monthly from April through September.

Children with special needs

Listos is open to all children regardless of special needs. It is the responsibility of parents or guardians to inform Listos of any special health and development needs of the child and services currently being used. It is the responsibility of Listos to inform parents or guardians whether and how the special needs can be met.

It is recommended that all children undergo Early Childhood Screening through Rochester Community Education at age 3. If Listos' staff becomes aware of a developmental concern about a child, staff will work with the family to create an individual program plan for the child. Parents or guardians as well as Listos' staff also have the right to make a referral to the Rochester Public Schools to determine eligibility for preschool special education services. More information about preschool special education services and referral forms are available online at www.helpmegrowmn.org.

Late pick up fee

Listos Childcare closes at 5:15 p.m. A per child late fee is charged anytime parents or guardians arrive after 5:16 p.m. to pick up their child. This charge is to cover the teacher's overtime. Please call if possible when you know you will be late. A late pick-up charge will be assessed, but we will be able to reassure your child regarding the time of your arrival.

Late fee:	5:16 p.m.- 5:30 p.m.	\$15
	5:31 p.m.-6:00 p.m.	\$30
	6:01 p.m. or later	\$60

Children in the Preschool program should be picked up no later than 12 p.m. for the morning session or 1:45 p.m. for PreK. A late pick up fee of \$10 will be assessed.

Fees and payments

Tuition is based on enrollment, not attendance. Sick days, absent days and holidays are considered part of the enrollment schedule.

Childcare tuition is \$240 per week. Payments are due each Monday. Listos will assess a late fee of \$25 for payments not received by noon Friday. If a payment is not made by the following Monday, the Board of Directors will have full authority and discretion to take action on your account, including but not limited to, referral to a collection agency and/or disenrollment.

Childcare families are eligible for a \$25 discount off the weekly rate if a child is going to miss a full week of services. To receive the vacation rate a family must notify Listos in advance.

Preschool tuition is \$330 and PreK is \$730 per month. September's tuition is due August 1 and October's tuition is due September 1. Subsequent payments are due the first of the month, through April. There will be no refunds for cancellation due to weather or for absences due to illness or vacation. Listos will assess a late fee of \$20 for payments received after the 8th of the month and an additional \$10 each subsequent week unless the Director approves a written payment plan. If a payment is not made by the 15th of the month, the Board of

Directors will have full authority and discretion to take action on your account, including but not limited to, referral to a collection agency and/or disenrollment.

Listos accepts cash or checks payable to Listos. * The best payment method is to set up your bank's automatic bill pay. Use your child's name as the account number. Billing address is Listos, 1503 2nd Ave NE, Rochester MN 55906.

Insufficient funds

If a check is returned for insufficient funds, a \$30 late fee will be charged. You will be responsible to pay the outstanding tuition amount, any fees, and future payments in cash. Late fees and NSF fees are subject to change.

Withdrawal of services

Two weeks' notice of termination of childcare is required or you will be charged for those weeks. One-month notice is required for termination of preschool or PreK. Special consideration may be given in cases of need.

Enrollment

Enrolled families will be invited to a kick-off event prior to the first day of preschool classes. At this time the child and family will meet the teachers and explore the classrooms to ensure a comfortable entrance.

Each child must submit the following:

- A. **Health Care Summary** completed by his/her health care professional within 30 days of enrollment.
- B. **Immunization record** submitted at the time of enrollment. **Child may not attend without it.**

Families will also be asked about the child's napping habits, allergies and any other pertinent information that may be helpful for staff. The child's file is open to the director, lead teacher and parents.

Arrival and departure

Consistency is important to children. Parents are encouraged to have regular arrival and departure times if possible. This is also helpful for planning appropriate staffing.

Cars must be parked when dropping off or picking up a child. The child must be brought into the classroom or playground. When picking up a child, the adult must come into the building or playground to get the child.

The adult dropping off and picking up a child must complete the attendance sheet daily.

Children will only be released to parents or authorized persons listed on the child's application. All authorized persons will be asked to show photo identification.

If an unauthorized person, or a person who is incapacitated or suspected of abuse, attempts to pick up a child, the director will be alerted and the child will be kept at the center until an authorized back-up person arrives. The director or lead teacher will decide if the police must be called.

If the family is involved in a custody dispute, protection order, etc., written information as to which parent/guardian we may release the child must be provided to Listos.

Safety note: Parents are advised to carefully supervise their children as they enter and exit the building or playground. Holding your child's hand is recommended.

Separation difficulties

If your child has difficulty being separated from you, don't hesitate to leave soon after your hug and goodbye. You may be sure that the teachers will be loving and reassuring.

Children usually settle in happily. A positive attitude on the part of the parent helps, but if separation problems persist, please meet with your child's teacher.

Here are some tips to help your child prepare for spending the day at the center:

1. Try to follow the same routine each morning.
2. Be casual and matter-of-fact about leaving.
3. Reassure your child that you will pick him/her up at a specific time.
4. Show confidence in your child's ability to cope successfully with the separation.

Clothing

It is important that children be dressed in play clothes so that they can fully and safely participate in all the wonderful, messy and energetic activities without concern for their clothes. We urge you to select closed-toe shoes that are safe and comfortable.

Each child needs a complete extra set of indoor clothing — shirt, pants, underwear, socks and shoes. Children can keep clothing at the center. During the winter, children will need a pair of winter boots as well as a pair of indoor shoes each day. Boots, mittens, snow pants, caps and scarves (marked with the child's name) are essential in the cold weather because outdoor play is a part of the program.

We encourage independence in children, so when possible, choose shoes, pants and outerwear that will avoid frustrating them, such as overalls and shoes with laces.

Diapering

If your child is not potty trained, please request a copy of the Listos potty training policy. The policy outlines Listos' requirements, such as families must provide diapers or pull-ups, wipes and diaper cream for their child's use. The policy also provides a guideline for establishing a consistent approach to potty training at home and at Listos. Written permission for Listos staff to apply diaper cream to your child must be on file at Listos.

Toys brought from home

Please no toys from home. Toys brought from home present special problems for the children and staff. Personal possessions are often difficult to share or may get lost or broken. For this reason, children may not bring toys from home unless given special permission by the teacher. **Children who are here during nap or rest time should bring one stuffed animal and a blanket to use during nap.**

Meals

Listos serves balanced meals, including breakfast, lunch and snacks following the guidelines set up by the U.S.D.A. Weekly menus are posted and are available upon request. Lunch is served family style with staff seated and eating with the children. New foods are introduced frequently, and all children are encouraged to taste. Breakfast, morning snack, lunch and afternoon snack are served for children in childcare. Snack is served in preschool. Snack and lunch are served during PreK.

Child Nutrition Programs of the U.S. Department of Agriculture are available to all children regardless of race, color, national origin, age, sex or handicap. Any person who believes that she or he has been discriminated against in any USDA related activity should write immediately to the Secretary of Agriculture, Washington DC, 20250. Listos is an equal opportunity provider.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) [found online](#) at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov

This institution is an equal opportunity provider.

Special diet

If your child has a food intolerance or allergy a special diet form must be submitted to the director before we can offer your child a menu substitution.

Parent requests for vegetarian or religious/cultural substitutions are accommodated on a case-by-case basis within government and program guidelines.

Foods brought from home

Please do not bring foods from home into the school. If you would like to bring snacks for the class, please let the lead teacher know in advance. All foods brought into the center must be commercially prepared.

Healthful treats are encouraged. Suggestions include, animal crackers, pretzels, dried fruit, yogurt, fruit muffins, fresh fruit (which will be washed and cut at Listos), string cheese, tortilla chips and salsa, granola bars, vegetables and low-fat dip, whole-grain crackers with cheese slices, or yogurt covered raisins.

Special occasions

Birthdays or special days are recognized at Listos. If you would like to celebrate a child's special day with the class, please notify the teacher. If you would like to bring something, suggestions include, sharing the child's favorite song, book or game with the class. Nonfood treats such as stickers, bubbles, rulers, decorative pencils, glow in the dark items, party favors, etc. are another option.

Rest

A nap or rest time for each child here longer than 5 hours a day is scheduled after lunch. Children in Room 1 will have 1.5 hours of rest. Children in Room 2 will have a half hour of rest, unless a family requests a longer rest period.

A quiet area is provided for nap and rest. Each child is provided with a cot with a sheet. The bedding is changed every Friday and when soiled. Children who do not fall asleep after resting quietly for 30 minutes may be given quiet activities to do in the nap room or may return to the classroom. Parents will be consulted if the policy needs to be adjusted.

Your child may bring a blanket, pillow and stuffed animal to use during naptime. The blanket may be kept at school for the week, but it will be sent home on Fridays and if soiled.

Touch

Appropriate, affectionate touch is essential when working with young children. Hugs, being held, patting backs at naptime are considered appropriate.

Pets

Some animals may be kept on the premises, such as fish. Naturalists may visit and bring an assortment of wild animals, birds, etc. Parents are notified 24 hours in advance of any animal visiting the center. Parents must inform the center if their child is allergic to any animals.

Behavior guidance policy

Physical punishment is never allowed.

Preventing mistaken behavior is emphasized through adjusting the environment and the daily activities to avoid problems and conflicts from arising. Problem solving and re-direction are used frequently to avoid behavior problems. Discipline is not punishment and should never humiliate, shame or scare the child.

The following guidelines will be followed:

1. Make the child aware of behavioral expectations.
2. Assist the child by modeling the acceptable behavior.
3. Utilize positive reinforcement, such as a hug, smile, words of appreciation, high-fives.
4. Divert attention to another constructive activity.
5. When the above method fails, an immediate and related consequence should be provided, such as loss of a turn to ride the bike, leaving the sandbox. The child is given a warning first, and then the teacher will follow through with a consequence.

6. When a child's behavior threatens the well being of the child or the other children he/she will be removed from the group while remaining within the room until the behavior is under control. All separations are recorded. Parents will be consulted if repeated separations occur. Child developmental specialists or professionals will be consulted as appropriate.

Policy for persistent unacceptable behavior

1. If a child is separated five times or more in one week or eight times or more in two weeks, the lead teacher will inform the director.
2. The director will review the separation log and meet with the teacher-team to discuss the child's behavior and review the teacher's guidance methods.
3. The director and lead teacher will meet with the parent to discuss what intervention is appropriate and whether professionals outside the center should be consulted. Listos' staff have the right to determine if a child's behavior is too dangerous to continue being part of our program.

Sickness

If a child exhibits signs of sickness upon arrival, the parent will be asked to take him/her home. If a child becomes sick during the day he will be taken to a quiet area away from the other children where he can rest and be supervised. A parent or emergency contact will be asked to come and get the child immediately as the center is not licensed to care for sick children. Notices will be posted or emailed home in case of a communicable or infectious disease.

A sick child is defined as one:

- A. with a reportable illness or condition that the commissioner of health determines to be contagious and a physician determines has not had sufficient treatment to reduce the health risk to others;
- B. with chicken pox until the child is no longer infectious or until the lesions are crusted over;
- C. who has vomited two or more times since admission that day;
- D. who has had three or more abnormally loose stools since admission that day;
- E. who has contagious conjunctivitis or pus draining from the eye;
- F. who has a bacterial infection such as strep throat or impetigo and has not completed 24 hours of antibiotics;
- G. who has unexplained lethargy;
- H. who has lice, ringworm, or scabies that is untreated and contagious to others;
- I. who has a 100 degree Fahrenheit axillary or higher temperature of undiagnosed origin before fever reducing medication is given;
- J. who has an undiagnosed rash or a rash attributable to a contagious illness or condition;
- K. who has significant respiratory distress;
- L. who is not able to participate in child care activities with reasonable comfort;
- M. who requires more care than the program staff can provide without compromising the health and safety of other children in care; or
- N. who has not received the results of the 24-hour strep test.

Children must be symptom free (fever, diarrhea, vomiting, rash, etc.) for 24 hours before returning to Listos.

Note: a child with conjunctivitis (pink eye), who has no drainage from the eye, will be allowed to return. A child who has been treated for lice, but who still has nits will be allowed to return.

Parents must inform Listos within 24 hours if their child has lice, scabies, impetigo, ringworm, chicken pox or a contagious reportable disease. The center must be notified when a child is kept home because of an illness. Symptoms should be described to a staff member.

Medication

Staff may only give medications with the written permission from a parent. The medication must be in the original pharmacy container, professionally labeled and prescribed by a physician. In order for staff to administer non-prescription medications, including diaper cream, the medication must be in the original container, labeled with the child's first and last name and accompanied by a medication form completed by the family. The only injectable medication Listos staff is allowed to give is an epinephrine pen.

Accidents

The staff is trained to be alert to dangerous situations, but occasionally accidents will happen. Parents will be notified if the injury is serious enough to warrant medical care. If a parent or guardian cannot be reached, a voicemail message will be left immediately followed by a text message. In case of an emergency, 911 will be called, and the child will be taken to the nearest hospital. Parents can specify emergency medical and dental sources on the child's enrollment form.

For bumps and bruises, ice will be applied and for minor cuts and scraps, soap and water and bandages will be used. All accidents are documented and a report is kept with the attendance sheet. Parents should sign the note when the child is picked up. Our staff has the required training in First Aid, C.P.R., safety rules and emergency procedures.

Fire safety

Fire drills are practiced once a month to ensure that children and staff are prepared in the event of a fire. In case there is a need to evacuate the center, the children and staff will be taken to Hunt Drug, Silver Lake Center, 1510 North Broadway. Staff will notify parents to pick up their children.

Mandated reporting responsibility

As mandated reporters of child abuse and neglect Listos staff are required to make a report if there is a reason to believe or suspect that a child is being neglected or abused or subjected to witnessing domestic abuse.

Any person, including families, may also voluntarily report abuse and neglect.

Where to report:

- If you know or suspect that a child is in immediate danger call 911.
- All reports concerning suspected abuse or neglect of children occurring in a licensed facility should be made to the Department of Human Services, Licensing Division's Maltreatment Intake Line at (651) 431-6600.
- Reports regarding incidents of suspected abuse or neglect of children occurring outside the facility, within a family or in the community should be made to Olmsted County Social Services at (507) 328-6400 or (507) 328-6583 after 5 p.m.
- If your report does not involve possible abuse or neglect, but does involve possible violations of Minnesota Statutes or Rules, you should call the Department of Human Services, Licensing Division at (651) 431-6500.

What to report:

- The name of the child
- The person(s) believed to be responsible for the abuse or neglect of the child
- The nature and extent of the abuse or neglect
- The reporter's name, address and relationship to the child

Definitions of maltreatment are contained in the Reporting of Maltreatment of Minor Act and are available upon request.

Internal Review

When Listos has reason to know that a report of alleged or suspected maltreatment at the center has been made, the facility must complete an internal review within 30 days and take corrective action, if necessary, to protect the health and safety of children in care. The internal review must include an evaluation of whether:

1. related policies and procedures were followed;
2. the policies and procedures were adequate;
3. there is a need for additional staff training;
4. the reported event is similar to past events with the children or the services involved;
5. there is a need for corrective action by the license holder to protect the health and safety of children in care.

The internal review will be completed by the Director. If this individual is involved in the alleged or suspected maltreatment, the chairperson of the Board of Directors will be responsible for completing the internal review.

Parent information

Parents are offered planned conferences with their child's teacher twice a year. Children's developmental progress at Listos is reviewed and parents and teachers set individual goals for the children. Either parents or staff may call additional conferences as needed.

Each child is assigned a cubby. The cubby may contain class work, newsletters and other important information. Please check the cubby daily.

Listos announcements and menus are posted on the bulletin board in the hallway. Each classroom also has a parent bulletin board. Please take time to read these bulletin boards.

Monthly newsletters will also be emailed home describing what the children are learning, upcoming events and tips for what families can be doing at home.

Social Media

Listos has two Facebooks sites.

1. You can like and follow www.facebook.com/listoskids for general updates about the school and early childhood.
2. Like Listos Preschool to get included in the secret group where teachers share photos of classroom activities. These photos are for parents only. Do not share photos from Listos without written consent.

Parent involvement

Listos encourages family involvement. Please visit or call Listos at any time. Parents are also invited to participate and help in the classroom and at family events held throughout the year. Parents are invited to share ideas and special talents. Gardening, reading with children, singing, demonstrating your job or skill or sharing musical talents are some suggestions.

Grievance procedures

Listos staff strives to maintain a mutually supportive partnership with families. Should a concern arise, the following procedure will be followed:

- Discuss the problem with the child's lead teacher

If not resolved...

- Discuss the problem with the program director

If not resolved...

- Discuss the problem with the executive director or a member of Listos board of directors

Photo/video release

Based on state requirements, it is our policy to obtain written permission from families for any public relations activity, research or experimental procedure involving a child.

Field Trips

No field trips are planned for the 2018-2019 school year. If a field trip were to occur, a parent or guardian would need to sign a permission form for the child to participate.

POLICY INFORMATION FOR PARENTS

At the time of a child's enrollment, the parent must be provided with written notification of the:

- Ages and total numbers of children the center is licensed to serve
- Hours and days of operation including a.m. and p.m. sessions
- Child care program options the center is licensed to operate, including:
- The program's educational methods and religious, political, or philosophical basis, if any; and
- How parents may review the center's childcare program plan.
- Center's policy on parent conferences which must include a written assessment to a parent of a child's intellectual, physical, social, and emotional development
- Center's policy requiring a health care summary within 30 days of enrollment and an immunization record of a child at the time of enrollment
- Policies and procedures for the care of children who become sick at the center and parent notification practices for the onset of or exposure to a contagious illness or condition when there is an emergency or injury requiring medical attention
- Center's policies and procedures for administering first aid and sources of care to be used in case of emergencies
- Center's policies on the administration of medicine
- Procedures for obtaining written parental permission before each occasion of research, experimental procedure, or public relations activity involving a child
- The program's policies on the provision of meals and snacks
- Center's behavior guidance policies and procedures
- Presence of pets
- Center's policy that parents of enrolled children may visit the center any time during the hours of operation
- Telephone number of the Department of Human Services Division of Licensing (651-431-6500).

I have read and understand the Listos Parent Handbook and have been provided with the above stated information.

Signature

Date