

# Welcome To The Children's Achievement Center

Thank you enrolling your precious child in our Center. I am sure that our evolving relationship will be rewarding for your child, your family and for the staff at the CAC. Please take a few moments to read through this handbook. It provides a brief explanation of some policies and procedures that will be important for you to know.

## ABOUT OUR PROGRAM

The Children's Achievement Center (CAC) is licensed by the Arizona Department of Health Services. We are also one of only a small percentage of the early childhood programs in the county that has been awarded an accreditation by the National Association for the Education of Young Children. We provide care and education for children of all abilities ages 12 months until they enter kindergarten. The CAC is a program of Easter Seals Blake Foundation, a non-profit organization.

## EASTER SEALS BLAKE FOUNDATION CHILDREN AND FAMILY SERVICES MISSION STATEMENT

To offer services which promote the healthy development of young children and families by assisting, supporting and encouraging them to grow, learn and achieve their goals through inclusive, developmentally appropriate education, timely assessment and intervention, respectful partnerships and facilitation of opportunities within their own family and community resources

## VALUES

Our services encourage individualized learning in familiar, positive, safe home and community environments

Our services are based on family-centered partnerships that support children and families

Our services acknowledge value and respect the diversity of all individuals.

Our services are based on recommended best practice supported by research and evaluation.

## **THE CHILDREN’S ACHIEVEMENT CENTER PHILOSOPHY**

The Children’s Achievement Center is committed to providing quality, comprehensive, culturally sensitive early childhood programs, which are respectful of the unique needs of each child and family.

We believe that children learn best

- when healthy attachments and respectful relationships occur between the parents, the child and caregiver
- when a supportive partnership with parents exists that allow families to be the ultimate decision makers for their child, with support, resources and ideas from the caregivers
- when the environment is safe and interesting; when it invites exploration and allows for choices
- when enriching experiences are intentionally planned to support the development of each child as an individual.
- when all routines and interactions are see as opportunities for learning to happen.

### **Rights and Responsibilities**

It is our goal to create a partnership with each child’s family so that the best possible service can be provided. With this in mind, we have developed a “Bill of Rights” and an outline of what we consider to be some basic responsibilities.

#### The Center’s Rights and Responsibilities

The right to parental input and support.

The right to courtesy and respect for staff.

The right to timely payment for services.

The responsibility for securing parental consent for certain activities, photos, medications, etc.

The responsibility for sharing information with parents about difficulties and successes.

The responsibility for ensuring that all staff receive continuing education for professional development.

The responsibility for reporting suspected child abuse or neglect as mandated by law.

The responsibility for providing safe, developmentally appropriate care.

The responsibility for carrying insurance coverage as required by law.

The responsibility for making inspection reports available upon request.

### The Parents' Rights and Responsibilities

The right to participate in decisions regarding your child.

The right to visit your child's classroom at any time.

The right to accurate, truthful responses to questions.

The right to courtesy and respect from staff.

The right to timely attention to problems or disputes.

The right to input in policies and procedures of the center.

The responsibility of providing the center with diapers and wipes when needed.

The responsibility for preparing your child to attend the center.

The responsibility for making timely payment for services.

The responsibility for sharing information about your child with center staff.

The responsibility for signing your child in and out daily.

The responsibility for updating all information on the Emergency, Information & Immunization Card.

The responsibility for ensuring that your child's immunizations are all current.

The responsibility for ensuring that your child is in good health when attending the center.

## **SPECIAL PROGRAMS**

### **Early Head Start**

A federally funded Head Start grant, in partnership with Child Parent Centers, Inc., provides the funding for eligible families with children under age three to participate in a child development program. A part of the program is the child's opportunity to attend high quality, full-day childcare. Additionally, the family receives support in developing their parenting skills, setting personal and family goals and accessing community resources.

This grant enables our four toddler rooms to enjoy the benefits of an enriched West Ed curriculum, which includes low teacher-to-child ratios: 1 to 4.

### **TUSD/Early Childhood State Block Grant**

This grant is awarded by the Tucson Unified School District to provide a quality early learning experience for children whose families meet specific eligibility requirements. Children must be 4 years old by August 31 to be eligible. The

program runs Monday through Friday during the traditional school year (August-May) from 8:30 am-12:30 pm. Extended care is available but is not funded by TUSD.

The child-centered curriculum follows the Arizona Early Childhood Early Learning Standards and is employed to teach basic pre-academics (literacy and mathematics), appropriate social skills and creative expression.

Our participation in the TUSD project benefits all preschool children by ensuring the teachers are well-qualified and trained, that the programming standards are high and that we maintain a low child to teacher ratio, 1:9.

### **Special Needs Respite Child Care**

For families whose children are eligible for services through the Division of Developmental Disabilities and the Arizona Early Intervention Program, respite hours **may** be provided at our center for families who are eligible for DES child care subsidy if space is available. We reserve the right to withhold services until written proof of available hours is received.

### **CHILDCARE HOURS**

The Children's Achievement Center is a full-day, full-year program. Our hours of operation are Monday through Friday, from 7:00 AM to 6:00 PM. We are closed for holidays. Please see the attached list of those dates.

The Children's Achievement Center has established a specific closing time of 6:00 PM. We expect all children to be picked up by that time. A \$1.00 per minute late fee is charged after closing time.

If you have an emergency delay and you are going to be late picking up your child, please call the center before closing time. If you are unable to pick up your child we will call someone you have authorized on your enrollment card to pick up. You must designate two different contacts/ numbers on your blue emergency card. If you have no one in town, then you must specify 911 and Child Protective Services as your contacts.

### **CHILD ENROLLMENT**

Enrollment takes place throughout the year. If there is an opening in the program, the child may be placed immediately. If there is no opening, a family may request that they be placed on a waiting list.

The program consists of two components—the toddlers (12-36 months) and the preschoolers (3-5 years). In both components we practice model of continuity of care giving. This means that during your child's attendance at the Children's Achievement Center he or she will ideally have only 2 primary caregiver/teachers.

If the child enrolls at age 12 months, he or she will remain in that classroom with the same teacher until he/she transitions to one of the preschool classrooms soon after he/she turns 3 years old. Once assigned to the preschool classroom, he/she will remain with that teacher until the child leaves the CAC.

Continuity of care giving provides greater opportunities for children to form real relationships with a non-family caregiver/teacher. This secure attachment is so important to healthy development and learning. While each teacher will interact with others within the class, he/she knows the children in his/her primary care group best. This allows for a more authentic assessment of what the child knows and can do and much more individualized instruction and care. This also contributes to better family and staff communication and mutual support.

The enrollment process may take a minimum of one hour or longer depending on individual circumstances. Enrollment requires the completion of our intake paperwork, including a Childcare Agreement. Families are required to provide us with a copy of your child's immunization record, and completion of the Emergency Information, and Immunization Record.

Re-enrollment of all children takes place in August of each year. This consists of updating all information in the child's file.

### **WITHDRAWAL POLICIES**

We request a 30-day written withdrawal notification if you have decided to remove your child from the program. Please request this form from the front desk or the director.

Beyond the courtesy of allowing us enough notice to fill your released slot with a child from the waiting list, this notice of withdrawal provides the children and staff to say good bye to one another and to have the transition be as easy as possible. We do form attachments to one another—staff to children, children to staff and staff to families. Please treat these attachments respectfully; say good bye and let your children say good bye.

Children will be withdrawn for failure to maintain tuition payments or if a child is absent for over two weeks without notification. Children may also be removed from certain programs if the families' eligibility changes. Families will be given at least 10 day's notice when this occurs.

### **ADMISSION**

Parents will be asked to complete an Emergency Information Card, as required by the Office of Child Care Licensure. You will need to provide information regarding anyone who will be authorized remove your child from the Center. We will release your child only to the people indicated on the Emergency Card, providing that they can show proper picture identification. Please inform us of any changes regarding who is authorized to pick up your child(ren).

Children will be admitted to the center no earlier than 7:00 AM. To avoid disruptions and allow your child to receive the full benefit of the program, please bring your child before noon. If you have an appointment or situation that necessitates your bringing the child in late, please call. After 12:00, staffing adjustments may be made to allow teachers to attend meetings, work outside the classroom or go home early. For these reasons we may not be able to accept your child into care after noon.

Once a child is enrolled in our program, the parent or other designated person can admit him or her. The person admitting the child will need to sign the child in at the front desk and to clock in at the computer. The child must then be taken to the designated classroom. Please use this drop off time to communicate with the classroom teacher; let him/her know that your child is here and share any information concerning the care of your child. Children are expected to be clean and healthy. Children, who are or appear to be ill, will not be admitted to the Center (see Health Policy).

Children will be released only to those people listed on the enrollment card. Anyone other than the parent should be prepared to show ID. If a parent is unable to collect the child and authorizes the CAC by telephone to release the child, the CAC will verify the telephone authorization and require picture identification of the designee. When picking up your child, please make sure that you sign him/her out of the program at the front desk and in the computer.

## **FUNDING, FEES & PAYMENTS**

The Center is a non-profit organization. Our funding and partnerships vary from year to year but traditionally include Early Head Start, TUSD, The United Way and The City of Tucson and individual donations. We are also contracted with Department of Economic Security to accept the child care subsidy as a portion of the tuition cost for eligible families.

Families with no other child care subsidy (DES, respite, DDD summer program, etc) are considered "private pay". Private pay tuition follows the sliding scale as follows:

Total family income over \$50,000 per year	\$618.00
Total family income of \$35,000-49,999	\$525.00
Total family income of \$25,000-34,999	\$464.00
Total family income of \$15,000-24,999	\$371.00
Total family income of less than \$15,000	\$247.00

In order to determine your rate, we will need to verify your income. *Without income verification, you will be billed the unsubsidized rate of \$618.00 per month.*

Families who are eligible for the DES child care subsidy are billed \$618.00 per month. DES subsidizes your child care based on your income, the days your child

attends and the number of hours that the child is in care each day. For those who are receiving DES childcare you are responsible for the difference between what we charge and what DES pays. Your child's regular attendance can make a big difference in how much DES pays and the amount billed to you! This amount is determined at the end of each month. This tuition will be due by the 15<sup>th</sup> of the following month. For example, your share of November's tuition is due by December 15<sup>th</sup>.

Tuition is not pro-rated for absences due to illness, vacation or other reasons. We will not issue refunds for hours that you indicate on your Childcare Agreement which are not used. Please keep Childcare Agreements current. Late payments are assessed at \$32.00 late fee.

Childcare services will be discontinued for non-payment of tuition. If we do not receive payment within one month, your account will be turned over to a collection agency. Please talk to the office manager regarding payments. We are a non-profit agency and cannot afford to have payments left unpaid.

## **CHILD GUIDANCE**

### Children's behavior

Children learn discipline and self-regulation just as they do all other things—through positive interactions with trusted adults, direct instruction, and practice. The social learning goals that we expect children to obtain include:

- To show respect for others with words and actions
- To express frustration or anger in appropriate ways
- To learn and follow rules of a society

All children have times in which they may not successfully demonstrate this learning. When this occurs, staff will follow these steps:

1. Approach the child, making eye contact with him or her
2. Redirect the child to more appropriate behavior
3. Remind the child of expected behavior and of the consequence for continued misbehavior
4. Acknowledge the child's appropriate behavior **or** follow through with the stated consequence
5. Redirect the child to another choice or area of the classroom

Under no circumstances will corporal punishment be imposed. Staff will demonstrate respect and self-control at all times when interacting with children.

### Conflict Resolution

Conflicts are inevitable and being able to resolve them peacefully is a valuable skill for children and adults. When a conflict arises, the staff will guide children through these steps of conflict resolution:

1. Stop any hurtful actions or words

2. Acknowledge children's feelings
3. Gather information—what happened? get each child's story
4. State the problem
5. Brainstorm solutions
6. Follow up and provide support

As children are able, they will be encouraged to work through disagreements independently.

We may have children on occasion who do not respond positively to this method of guidance. In those cases, we will work with families to find a solution or strategy that allows the child to be more successful in learning this skill. Professional consultants to assist in this process will be used if necessary.

### Biting

Some toddlers bite frequently and others may never try it at all. But when in a group, it is a pretty safe bet that a child will be on the giving or receiving end of a bite. Knowing this doesn't mean that it isn't scary or worrisome when it happens. It just means that we have to be prepared.

The toddler teaching staff make every possible effort to prevent biting from occurring. However, they may not always be successful. When a child bites, the teaching staff will follow these steps:

1. React firmly and immediately by saying "No biting! Biting hurts." and remove the child who has bitten from the play area. (This is not time-out, it is just taking the child out of the action)
2. Tend to and comfort the injured child. If an ice pack is needed, the staff may ask the child who has bitten to help hold the ice pack or to provide comfort to the injured child. This will allow the child to "fix" his mistake.
3. Document the incident in writing.
4. Call the parent to inform him/her of the incident.
5. Discuss with the parents of both children at the end of the day or through other methods of communication

If a child bites more than once, the staff will look closely at what is going on in the classroom when the biting incidents occurred. What were the children doing? What were the teachers doing? Were there any indicators that the child was frustrated, tired, hungry, etc? Children bite for many reasons. They may be seeking relief from teething pain, they may be expressing frustration or anger, they may be trying to communicate a feeling that they have no words for or they may be just experimenting.

Steps to help a child learn not to bite may include:

1. Provide the child a teething toy or hard crackers
2. Provide the child a quiet activity alone when he or she is showing frustration or discomfort around others
3. Provide many opportunities for sensory and oral motor exploration

4. Encourage him or her to use words or other means of communicating feelings
5. Closely monitor or shadow the child who has bitten to intervene before a bite occurs
6. Work with the family to ensure consistency in working through the problem.

If a child does not reactive positively to these steps after a reasonable period of time, professional consultants may be sought.

## **HEALTH AND SAFETY**

We adhere to good health and safety standards throughout our school. We maintain proof of immunizations as required by the Office of Child Care Licensure. We are also required to keep the name, address and telephone number of your child's physician. When you enroll your child, we request a Release of Information so that we can communicate directly with the doctor's office regarding your child's health.

If your child becomes injured at the Center, the caregiver will complete an Accident Report Form. This report will detail the injury. You will be asked to sign this at the end of the day. The report will be kept in your child's file.

In the event of a serious accident or illness, the child's parents will be contacted. If we are unable to reach a parent or guardian, we will begin contacting the other parties authorized by the parent.

If we were still unable to reach anyone, the Director or other responsible party would make the determination of whether emergency medical treatment is necessary. At enrollment, parents have the option of signing a statement granting permission for the school to authorize medical treatment. Choosing not to sign this statement could delay treatment in the case of a non-life-threatening situation. Parents are responsible for any costs incurred in caring for a child in an emergency situation. We request the insurance carrier and policy number for this reason.

The Children's Achievement Center carries Liability Insurance as required by the Office of Child Care Licensure.

Please let us know if your child is ill or injured. We have a message machine on 24-hours a day (325-6495, ext. 110). If your child has a contagious disease, he or she must be kept at home and we will inform other parents as required by law. A child who is ill may not attend the Center. Children who become ill while at the Center will be sent home. The Director will make the final determinations regarding whether a child is well enough to remain at the Center.

Arizona licensing rules require that children must be free of symptoms that are indicators of contagious diseases before returning to school. The Department of Public Health recommends an exclusion time frame of 24-36 hours after the symptoms have stopped. This is the policy we have adopted. Exceptions can be made only with a doctor's verification that the symptoms are not a result of a contagious condition or disease.

#### KEEP YOUR CHILD HOME IF:

He/she has had a fever over 100 degrees in the past 24 hours.

Your child has a sore throat.

Your child has swollen glands.

Your child has diarrhea or has been vomiting.

Your child has heavy or colored nasal congestion or discharge.

Your child has an excessive or heavy, congested cough.

Your child has any symptoms of possible communicable diseases (chicken pox, Hepatitis A, reddened eyes, rashes, lice, etc.)

The CAC has the right to refuse admission to any child that shows significant signs of illness. You may be requested to pick up your child if the staff and Director feel that you child is showing evidence of one of the above symptoms.

### **POLICY FOR ADMINISTRATION OF MEDICATIONS**

The Director is the person responsible for the administration or medications. If he/she is unavailable, another specific staff member will be designated to administer the medication. All staff who may administer medications are trained annually by Pima County Public Health to perform this task safely.

- 1.** Lotion, lip balm, sunscreen and diaper ointments are considered over-the-counter medications. They do not require a prescription; however, the parent must sign a permission slip. All other substances for medicinal or preventive purposes require prescription or doctor's instructions.
- 2.** All medications must be given directly to the director or left at the front desk for the director. No medications may be left in bags or backpacks or taken to the classroom.
- 3.** Any over-the-counter medications must be labeled with the child's name and accompanied by a physician's prescription.
- 4.** All prescription medications must be in the original pharmacy bottle or package. The designated person will follow dosage instructions as

- written on the pharmacy label. If the dosage changes, you must supply the director with a new prescription from the physician. If the medication needs to be refrigerated and would be damaged by daily transport, ask your pharmacist to provide you with an extra bottle for the Center.
5. Instructions regarding dosages, time and route of administration must be provided in writing by the parent.
  6. The reason for administering the medication must be stated.
  7. The time of the last dose and next needed dose must be provided.
  8. Please tell us if your child starts or stops a medication, even if the child does not take the medication at school. Since the school is responsible for your child for several hours a day, we need to know if there is a potential for an allergic reaction or changes in behavior related to the medication.
  9. Medications will be administered by the Director or designated person and will be logged in the medication book. The medications will be stored in a locked cabinet or refrigerated if necessary.

### **EMERGENCY PROCEDURES**

In the event of a building safety issue, such as a fire, the teachers will take the children and exit following the escape route or alternate route as indicated on the building map. They will proceed to the northern part of the parking lot in the covered parking area. Drills are held monthly.

In case of an actual emergency, staff will begin to notify parents of children involved in the emergency within 30 minutes of re-entry into the building. If re-entry cannot take place, children and staff will proceed to the Pima Community College campus and parents will be notified from there. Written notices of the incident will be available at the front desk for parents within 24 hours.

In the case of an emergency lockdown, all doors to the building will be locked. Children will be brought into the two center classrooms. No one will be allowed in or out of the building until the police clear the lockdown. For other emergency situations we follow the recommendations of Pima County Public Health and Arizona Department of Health Services listed in our Health and Safety Resources.

### **FOOD SERVICES**

The Children's Achievement Center has an on-site kitchen and employs a cook and an assistant to ensure that the nutritional needs of the children are met. The Children's Achievement Center participates in the Child and Adult Care Food Program. This is an U.S. Department of Agriculture program. The purpose of this program is to improve the nutritional quality of meals and snacks served to children in childcare centers. Our menus are reviewed and approved by a nutritionist. Our kitchen is routinely inspected and licensed. The Child and Adult

Care Food Program restricts the consumption of foods in the program to only those that are purchased and prepared on site. PLEASE DO NOT BRING FOOD INTO THE PROGRAM.

The CAC serves breakfast, lunch and a mid-morning and a mid-afternoon snack. The meals are served family-style in the classrooms. The schedule for meals is 8:00-8:30 for breakfast, 11:30-12:00 for lunch and 3:00-3:30 for afternoon snack. Morning snack is served as needed. The kitchen takes a final count for meals 30 minutes before serving. Children who arrive after the meal has ended may not be served unless prior arrangements have been made.

The Children's Achievement Center is a "PEANUT-FREE ZONE". Children with allergies to tree nuts and peanuts can have life-threatening reactions from the exposure to these foods. In an effort to protect children from these reactions, we are very careful about the foods we purchase and serve. Peanuts and tree-nuts are often found in unexpected food products. Please help us by NOT bringing any foods into the Center.

If your child has any dietary restrictions, please provide the center with a doctor's note stating the intolerance or allergy and appropriate substitutions. We are happy to accommodate these requests if possible by providing the substitution to your child.

### **TRANSPORTATION and PARKING**

The CAC does not provide transportation to and from school. Parents are responsible for transporting their child(ren).

You may park at the front of the parking lot for up to 30 minutes. If you anticipate being in the building for a longer period of time, please use the visitor's parking area.

Please do not leave children in the car unattended. It only takes minutes for your car (and your child) to be stolen, for an accident to occur or for your child to become dangerously overheated. If you need help getting your children to the car, any of the staff here can assist you. Tucson Police Department will be called to report children left unattended in a vehicle.

### **FIELD TRIPS**

The Center has a van for field trips. Parents are required to supply the center with a child safety seat for use in the van on field trip days. The car seat should be labeled with the child's first and last names. Staff members who may drive the van are required to have a valid driver's license and must provide the agency with a copy of their driving record from the Motor Vehicle Department. Parents may provide transportation for their child and classmates in their personal car, provided

that they give the center a copy of their valid driver's license and proof of insurance coverage. The driver or a passenger must also be CPR and First Aid trained. Please provide verification of this training.

When a class field trip is planned, the teacher will send out permission slips with the time, date and location information. Parents must return these to the teacher with a signature indicating permission for your child to participate. Field trips are an integral part of our curriculum. If a child does not have permission to participate, you should plan to bring him or her after the class has returned from the trip. A child may be placed in another classroom only as a last resort. Parents are always invited and encouraged to participate in field trips.

At enrollment, parents are given the option of granting ongoing permission for short wagon trips or walks around school grounds and near surroundings. While on these "walking trips" the teachers will have a first aid kit, water and a cell phone with them. If you arrive while your child's class is on a walking trip, please find the director or her designee to take your child. **DO NOT LEAVE YOUR CHILD IN ANOTHER CLASSROOM.**

## **CURRICULUM and ASSESSMENT**

We believe that children learn best when active and engaged. Play is the vehicle by which all learning occurs and in which skills are practiced and developed. Children are offered choices each day that may include art experiences, blocks, dramatic play, looking at and reading books, science experiments, cooking, working puzzles or other manipulative materials, and outside play. The children learn specific skills by engaging in these play options, during transitions from one activity to another, and during all interactions with others. The curriculum is fully integrated throughout all areas and all parts of the day.

Our curriculum is child centered and individualized to enrich each child's development. The teaching staff interact with children and offer experiences that develop social skills, emotional competence, language and communication, cognitive and problem solving skills and physical strength and control. Planning for these domains is done with conscious attention to the needs, interests and development of each child. Parents' information is invaluable to this process. You know your child best and are the best source of information as to what is interesting to your child and what skills you would like to have targeted. You are also the only one who can help us make the curriculum culturally and linguistically appropriate for your child. Please do not hesitate to share with the classroom teachers.

Within the first 45 days of your child's enrollment, the teaching staff will ask you to participate in completing a screening tool, The Ages and Stages Questionnaire (ASQ) that can be completed by the parents. This screening will assist us in identifying areas of strength and need in your child's development. The screening will also be useful in making referrals for special education services if the need is indicated. To ensure the validity of the screening results, the teaching staff are trained annually on administering and scoring the ASQ. The ASQ is not used to

track children's assessment over time therefore it will not be administered again unless there is a concern about a child's development.

If a need for a referral to a professional is indicated some possible options include your child's pediatrician, Blake Foundation Project "ME, TOO!", Arizona Early Intervention or Child Find. These resources can provide additional assessments and information to best meet the needs of each child. Families remain the ultimate decision makers for their children. Our role is to provide you with the information, professional advice and support.

We continually assess children's development during their enrollment. The preschool teaching staff use the ARIZONA Early Childhood Standards and the Work Sampling Assessment for Preschool. The toddler teaching staff use the OUNCE Observation Record. Each of these tools allows the teaching staff to use anecdotal observations, skill checklists and samples of children's work to track children's development. The information gained from these assessments is used to plan learning opportunities based on each child's interests and developmental needs. We really appreciate families' input regarding their children's development and interests. Please take a few minutes each week to fill out the Parent Observation section at top part of the Daily Sheets in the classrooms.

Formal conferences are offered in the preschool program in October, January, April and July. In the toddler classrooms, conferences are offered 4 times a year at 3-month intervals based on your child's age and date of enrollment. These conferences provide a time for the teacher to share what he/she has learned about your child and for you to share any ideas, goals or dreams for your child. Your child's teacher will schedule these conferences with you. You may request a conference at any time. Please speak to your child's teacher. Since a substitute will need to be available we will need at least 1 day's notice for a conference.

### **INCLUSION OF CHILDREN WITH SPECIAL NEEDS**

The Children's Achievement Center strives to include all children for whom group care is an appropriate choice. As each child's needs are different, a meeting with the family and any special education professionals who are working with the child will be scheduled before enrollment. This meeting will assist us in ensuring the child's needs can be met in our program. It will also allow us to provide for the necessary staff training or other accommodations that will make the child's experience here as enriching as possible.

Once enrolled, families will be asked to complete specific paperwork that will inform the program of all professionals who will need access to the child while at the Center. Therapies and observations will be scheduled to ensure that the functioning of the program is honored and that the needs of all children will continue to be enriched.

The teaching staff may suggest an evaluation on your child if they are concerned about his or her development. Parents must sign the referral for an evaluation. Depending on the age of the child, *Child Find* or *Arizona Early Intervention Program* will perform a developmental screening which will identify lags in development. The Children's Achievement Center teachers are valuable to your

planning team should there be an Individualized Family Service Plan (IFSP) or an Individualized Education Plan (IEP). Please include them in this development meeting.

### **CONFIDENTIALITY**

All information regarding your child including your child's records, is confidential. This includes all medical information, developmental screenings and assessment tools. The only people permitted to see your child's records are you, the CAC staff, state licensing specialists, and other contractual partners. The information is protected by placing it in a locked cabinet when not in use.

### **COMMUNICATION WITH PARENTS**

Communication with parents is a crucial part of our program. The staff communicates with parents in many ways: through daily reports, parent meetings, telephone contacts, home visits, formal conferences and conversations when your child is dropped off and picked up. Each staff person will employ his/her own methods of communicating with you. If you ever feel that the communication is not as frequent or as detailed, as you would like, please see the director, so that additional arrangements can be made. All parent comments and suggestions are valued.

A Parent Bulletin Board is posted to the right as you enter the center. Please take a few minutes to review it on occasion. Information on parent meetings, learning opportunities, community activities, and legislative action for children and families will be available there. We also keep a resource library with books, magazines, and videos on child development, special needs, and other topics of interest to families. These may be checked out through the front office staff.

### **NOTICE**

This facility is regulated by the Arizona Department of Health Services and we have available upon request, all inspection reports associated with this program.  
Arizona Department of Health Services  
Office of Child Care Licensure  
400 West Congress, Suite 100

Tucson, Arizona 85701  
Phone: (520) 628-6540

### **SCHOOL CALENDAR**

The CAC will be closed on the following holidays:

New Year's Day  
Martin Luther King Jr. Day  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day (Staff Training Day)  
Thanksgiving Day  
Christmas Day  
New Year's Day

**THE CHILDREN'S ACHIEVEMENT CENTER  
IS A PROGRAM  
IN PARTNERSHIP WITH MANY AGENCIES**

**Easter Seals Blake Foundation**

**The City of Tucson**

**United Way of Southern Arizona**

**Arizona Department of Economic Security**

Division of Developmental  
Disabilities

Childcare Administration

Arizona Early Intervention Program

**Arizona Department of Health Services**

Office of Child Care Licensure

Office for Children with Special Health Care Needs

Office of Women and Children's Health Needs

**Arizona Department of Education**

Tucson Unified School District

Child and Adult Care Food Program

**Child Parent Centers**

Early Head Start

**The Children's Achievement Center**

330 N. Commerce Park Loop Suite 100  
Tucson, Arizona

(520) 325-6495

# Family Handbook