



Los Ositos Morenos
Childcare

Parent Handbook

**Building Tomorrow's Leaders
Through Playful Learning Today!**

www.losositosmorenos.com

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Welcome to Los Ositos Morenos Childcare

We are thrilled to have you and your child join our loving community. This parent handbook has been thoughtfully prepared to provide you with all the essential information you need to familiarize yourself with our daycare policies, procedures, and philosophy.

At Los Ositos Morenos Childcare, our primary goal is to provide a safe, nurturing, and stimulating environment where your child can learn, grow, and flourish. We believe that early childhood is a precious time for exploration and discovery, and we are committed to creating an enriching experience that promotes holistic development. Within these pages, you will find detailed information about our enrollment process, daily schedules, curriculum, health and safety protocols, parent responsibilities,

communication channels, and much more. It is designed to serve as a valuable resource throughout your child's time with us, helping you navigate and understand the various aspects of our program.

At Los Ositos Morenos Childcare, we value open and transparent communication, and we encourage you to reach out to us with any questions, concerns, or feedback you may have. We firmly believe that a strong partnership between parents and caregivers is essential for your child's well-being and growth.

Thank you for entrusting us with the privilege of caring for your child. We look forward to embarking on this wonderful journey together and creating cherished memories.

Abby Moreno
Owner/Provider
Los Ositos Morenos Childcare

Philosophy

At Los Ositos Morenos Childcare, we are dedicated to providing a nurturing, inspiring, and inclusive environment where children thrive as curious, capable learners. Rooted in the belief that each child is a unique individual with their own talents, interests, and capabilities, our approach places the child at the heart of everything we do. Guided by the principles of Reggio Emilia and play-based education, we empower children to explore their interests, express their ideas, and collaborate with others. We believe that play is a child's natural way of learning and a fundamental component of early childhood development. Through imaginative play, problem-solving, and hands-on exploration, children develop social skills, creativity, critical thinking abilities, and a strong foundation for lifelong learning.

Our philosophy emphasizes the importance of meaningful experiences that honor each child's unique strengths and perspectives. By fostering a love of learning and building self-esteem, we prepare children for future educational success and help them grow into confident, compassionate individuals. We also value the power of partnerships between parents, caregivers, and educators. Together, we create a supportive community that nurtures each child's growth and ensures they feel valued, respected, and empowered to reach their full potential. At Los Ositos Morenos Childcare, every child's journey is celebrated as they learn, grow, and flourish.



Licensing Information

Abigail McConchie
13260 SW Howard Dr. Tigard, OR 97223
Provider #: CF503968
Maximum Number of Children: 16

Questions or complaints regarding this facility should be directed to: Amie Bouie (971) 940-2595

Non-Discrimination Policy

At Los Ositos Morenos Childcare, we are committed to fostering an inclusive and diverse environment that celebrates the uniqueness of every individual. We firmly believe in providing equal opportunities and maintaining a non-discriminatory atmosphere for children, families, and staff members. Discrimination based on race, color, ethnicity, religion, gender identity, sexual orientation, national origin, disability, or any other protected characteristic will not be tolerated within our daycare center.

We strive to create an environment that promotes respect, understanding, and acceptance. At Los Ositos Morenos Childcare, we are dedicated to ensuring that all children have access to our programs and services, regardless of their backgrounds or personal characteristics. We actively work to challenge biases, stereotypes, and prejudices, fostering an atmosphere of inclusion where every child feels valued and supported. Our commitment to non-discrimination extends to our hiring practices as well, ensuring that all staff members are selected based on their qualifications, experience, and dedication to upholding our inclusive values.

About Us

At Los Ositos Morenos Childcare, our nurturing environment is shaped by our dedicated staff. We take great pride in our team, as each caregiver is genuinely passionate about early childhood education and the well-being of every child in our care.

Our staff members have undergone comprehensive background checks and training to ensure the highest standards of safety and care for our children. They work together to create a warm and welcoming atmosphere, fostering positive connections with both the children and their families.

Together, our staff guides children through age-appropriate activities that nurture their social, emotional, cognitive, and physical development. At Los Ositos Morenos Childcare, we firmly believe that every child deserves a secure and loving environment where they can flourish and grow, and our staff is committed to making that belief a reality.



Mrs. Abby

Owner/Provider

Mrs. Abby Moreno, the heart and soul behind Los Ositos Morenos Childcare. With over 11 years of experience working with children, Mrs. Abby has honed her expertise in early childhood education, specializing in the Reggio Emilia and play-based learning approaches.

Mrs. Abby is a true advocate for each child's unique journey; she excels in reading the classroom dynamics and seamlessly tailoring activities to meet their evolving needs. Her unwavering commitment extends beyond the classroom walls, aiming to create a nurturing and secure environment where both children and their families feel valued and supported. Mrs. Abby is so excited to invite you into the classroom!



Mr. Moreno

Owner/Provider

Meet Mr. Moreno – Co-Owner and Lead Spanish Immersion Teacher at Los Ositos Morenos Childcare!

Moreno has been an amazing teacher here at Los Ositos Morenos for a year and a half, building strong connections with the kids and earning praise from families for his engaging Spanish Immersion program—many parents love hearing their little ones teach them new words! As a proud co-owner, he shares his native language and culture with enthusiasm, and his patience, kindness, and playful spirit make children feel safe and valued. Plus, his musical talents always add a fun, joyful touch to the day. We're so grateful to have him on our team!



Ms. Madison

Assistant Teacher/Closing Teacher

Madison is a dedicated teacher at Los Ositos Morenos Childcare. With a background as a nanny and a talent for arts and crafts, she excels in creating engaging activities tailored to each child's individual needs. Her vibrant energy and passion for teaching help her quickly build strong connections with the children, making her an invaluable member of our team.




Operating Details

Hours of Operation (both location)

MONDAY	7:00am - 5:30pm
TUESDAY	7:00am - 5:30pm
WEDNESDAY	7:00am - 5:30pm
THURSDAY	7:00am - 5:00pm
FRIDAY	7:00am - 5:30pm
SATURDAY	Closed
SUNDAY	Closed

**Early or late pickup and/or dropoff may be accommodated in some cases.*

Contact Information

-  (503) 939 - 1195
-  lositosmorenos@gmail.com
-  lositosmorenos.com



Holidays + Closures

Los Ositos Morenos Childcare will follow the Tigard-Tualatin school district for closures.

- New Years Day
- MLK Jr Day
- Presidents Day
- Spring Break
- Memorial Day
- Juneteenth
- July 4th
- Labor Day
- Veterans Day
- Thanksgiving Break
- Christmas Break
- New Years Eve
- *Severe weather (snow days, natural disasters, etc.)

In addition, Los Ositos Morenos Childcare will be closed for 1 week at the end of August to prep for our Fall Program.

In the unfortunate event that our primary care provider falls ill, Los Ositos Morenos will remain closed for the day. We understand the potential inconvenience this may cause for our families and assure you that we will communicate any closures due to illness as soon as possible. We appreciate your understanding and cooperation as we prioritize the health and safety of everyone within our childcare community.

The Provider has an additional 14 days of paid grievance/sick/doctor visit days a year.

Tuition will remain the same every month regardless of closures/holidays/breaks/illnesses



Brightwheel

At Los Ositos Morenos Childcare, we prioritize open communication and transparency between our center and families. To support this goal, we use Brightwheel, a top childcare management platform that boosts parent engagement and streamlines our daily operations.

With Brightwheel, we can offer real-time updates and insights into your child's daily experiences. The app enables you to:

- **Stay Informed:** Receive daily reports, photos, and updates on your child's activities, meals, naps, and milestones.
- **Seamless Communication:** Easily message our staff with any questions or concerns directly through the app.
- **Secure Check-In/Out:** Utilize Brightwheel for a safe and convenient check-in and check-out process using a unique PIN and QR code.
- **Tuition Payments:** Access a simplified billing system to view invoices, set up automatic payments, and monitor your account balance.

Please note that all parents and guardians are **REQUIRED** to have Brightwheel for emergency purposes, including checking their children in and out. If you are new to Los Ositos Morenos, enrollment forms need to be turned in before you can access Brightwheel.

Required Documents

As part of our enrollment process, we require the following documents and forms to ensure that we have the necessary information to provide the best possible care for each child.

- Enrollment Form**

- Health and Immunization Records**
- Permission Forms**
- Medical Emergency Authorization**
- Sick Policy**
- Los Ositos Morenos Childcare Policy Agreement**
- Handbook Acknowledgement**
- Allergy Care Plan (if applicable)**
- Specialty Care Plan (if applicable)**
- Brightwheel is downloaded onto your phone**

Withdrawal, Removing a Day of Care + Termination

We understand that circumstances can change that require families to withdraw their child from our program. If you decide to withdraw your child from Los Ositos Morenos Childcare, please provide a written notice via email, Brightwheel, or a physical letter. The notice should include your child's name, their last day of attendance, and optionally, the reason for withdrawal. We require a minimum notice period of 30 days prior to withdrawal from the daycare center. Full payment for those 30 days is required.

If you need to adjust specific days in your child's schedule, the same 30-day notice is required. Whether you are withdrawing your child completely or just modifying their schedule, full payment for those 30 days is required.

If Los Ositos Morenos Childcare determines that you or your child is not a suitable fit for our program, you will receive a two-week written notice of termination to assist you in finding alternative care. Payment is due for this two-week termination period as well. Immediate termination may occur in cases of policy or procedure violations. Adherence to our policies is crucial, and failure to comply may result in immediate termination at the discretion of Los Ositos Morenos Childcare.



Tuition and Fees

Tuition

Starting Fall of 2026 tuition will increase 3% to the highest 5 every fall.
Tuition & fees for care at Los Ositos Morenos Childcare are as follows:

12m - 3 years (36m)

1 day/week	\$305/month
2 days/week	\$610/month
3 days/week	\$915/month
4 days/week	\$1220/month
5 days/week	\$1525/month

3 years (37m) - 12 years

1 day/week	\$285/month
2 days/week	\$570/month
3 days/week	\$855/month
4 days/week	\$1140/month
5 days/week	\$1425/month

Fall Registration	\$60.00
Summer Registration	\$40.00
Drop-in care	\$80/day

- Tuition is due on the 1st day of every month and is to be paid no later than the 5th day of every month. Tuition is due regardless of attendance.
- There is a non-refundable \$60 enrollment fee for our Fall program and a non-refundable \$40 enrollment fee for our Summer Program.
- Drop-in care: we provide drop-in care services for children aged 12 -months to 12 years old, subject to availability. Drop-in care is offered at a non-refundable fee of \$80 per day.

Late Fees

At Los Ositos Morenos Childcare, we prioritize providing high-quality care and educational experiences for all children. To ensure we can continue offering these services, we emphasize the importance of timely and consistent tuition payments. Tuition is due on the 1st of each month, and payments received after the 5th will incur a late fee of \$15 per day. If payment is not received by the 10th of the month, childcare services will be discontinued unless a payment plan has been arranged.

Late pick-ups also disrupt our operations and staff schedules. Los Ositos Morenos Childcare closes promptly at 5:30 PM. An initial late fee of \$20 will be applied, plus an additional \$1 per minute after 5:30 PM (e.g., 5:35 PM = \$25). This fee must be paid immediately to avoid potential termination of services.

If you anticipate challenges or delays in making payments, please notify us as soon as possible. We are committed to working with families to find solutions that support your child's continued participation at Los Ositos Morenos Childcare. Your cooperation in adhering to our payment and pick-up policies helps us maintain a nurturing and enriching environment for every child. Thank you for your understanding and partnership.





Program Overview

At Los Ositos Morenos Childcare, our daily schedule balances structured activities with ample time for free play, promoting socialization, creativity, and problem-solving skills. We offer age-appropriate learning experiences in various areas, including language development, Spanish immersion, arts, and more, ensuring a well-rounded educational journey. Our dedicated team of caregivers strives to create an inclusive and respectful environment that encourages positive social interactions and emotional intelligence.

At Los Ositos Morenos Childcare, we prioritize individualized attention and tailored support for each child. We take the time to understand their unique needs and interests, adapting our approach to foster their growth and development. Our program is founded on the belief that early childhood is a critical time for learning and exploration, and we are devoted to offering a safe, nurturing, and inspiring space for every child to thrive.

Programs

At Los Ositos Morenos Childcare, we offer two distinct programs throughout the year:

- Fall Program: September to June.
- Summer Program: June to August.

Please note that separate enrollments are required for each program. This means you will need to complete separate enrollment forms and pay the fees for both the Fall and Summer programs. To ensure your child's spot, submit your enrollment forms and fees when the Provider has them ready.

Spanish Immersion

At Los Ositos Morenos Childcare, we're thrilled to offer a Spanish immersion program as part of our commitment to nurturing well-rounded, curious learners. Language is a window to new cultures, and we're so excited to open that window for the children in our care!

Leading the way is Mr. Moreno, our fluent Spanish-speaking guide who brings his expertise, enthusiasm, and love for teaching right into the classroom. Through engaging activities, songs, and conversations, Mr. Moreno introduces Spanish naturally and playfully, making language learning a seamless part of the children's day.

One of the best opportunities to practice Spanish is during lunchtime. With so many everyday words and phrases to explore, lunchtime becomes an exciting learning adventure. Children learn to name their food, share simple sentences about what they like, and practice polite expressions like "por favor" (please) and "gracias" (thank you). These moments not only enrich their vocabulary but also help build confidence in speaking Spanish.

Our Spanish immersion program isn't just about learning a new language—it's about expanding minds, building cultural awareness, and fostering a love for communication. By introducing Spanish early, we help children develop skills that will benefit them for a lifetime.

We're proud to see the children pick up new words, understand simple instructions in Spanish, and even surprise their families by singing songs or counting in Spanish at home. Seeing their excitement and progress is one of the most rewarding parts of what we do.

At Los Ositos Morenos Childcare, we believe every moment is a learning opportunity, and with Spanish immersion, lunchtime and playtime become stepping stones to a brighter, multilingual future!

Daily Schedule

7:00 AM	Arrival and Greeting/Table Activities
8:00 AM	Art and Creative Expression
8:30 AM	Free Play and Exploration Centers
9:15 AM	Circle Time - Welcome and Group Activity
9:30 AM	AM Snack
9:45 AM	Outdoor Play or Gross Motor Activity
10:30 AM	Music & Movement
11:00 AM	Small Group activities. (E.g., puzzles, books, sensory play)
11:30 PM	Lunch
12:00 PM	Rest or Nap Time
3:00 PM	PM Snack
3:15 PM	Outdoor Play or Gross Motor Activities
4:30 PM	Story Time and Language Development
4:45 PM	Free Play/Art and Creative Expression
5:15 PM	Circle Time - Recap and Farewell
5:30 PM	Departure

Please note that this schedule is just a sample and may vary depending on the age group and specific activities offered at Los Ositos Morenos Childcare. We aim to provide a well-balanced day that incorporates play, art, learning, outdoor time, rest, and social interactions.

Pickup and Drop-off

At Los Ositos Morenos Childcare, the safety and security of the children in our care are of utmost importance. To ensure a smooth and organized pickup and drop-off process, we have established a comprehensive policy that prioritizes the well-being of our children and promotes a positive experience for both parents and caregivers.

Drop-off Procedure

Drop-off hours are from 7:00 AM to 9:30 AM. You'll enter through the gate to the right of the house. Follow the curved path and enter your specific code assigned to you to access the childcare facility. This code is exclusively for regular pick-up adults and should not be shared with grandparents, aunts, uncles, or emergency contacts who only pick up once or twice a month. If there's a breach of your code, you will receive a warning. A second breach will result in loss of code privileges, requiring you to ring the doorbell and wait for a staff member to assist you. Upon arrival, parents or guardians should accompany their child to the designated drop-off area, where a staff member will be available to greet and assist them. If there are any important updates to share, we encourage parents to communicate these during drop-off. To help reduce anxiety, we kindly ask that parents refrain from lingering at the door or in the classroom with their child. It is required to sign your child in on the Brightwheel app. Please note that drop-off after 9:30 AM is not permitted unless arrangements are made at least a day in advance and approved by the provider.

Pickup Procedure

During pickup, we kindly ask that parents or authorized individuals arrive at the designated pickup area. It is essential for parents to present valid identification when collecting their child to guarantee their safety and protection. If there are any changes to the pickup arrangements, we require advance notice along with written authorization from the parent or guardian. To maintain the privacy and safety of all children, we strictly follow the list of authorized individuals permitted to pick up a child. If an unauthorized person attempts to pick up a child, we will verify their identity and seek parental approval before the child can be released.

Authorized Persons

We adhere strictly to our pickup and drop-off policy to guarantee the safety of every child under our care. Only those individuals authorized by a child's parent or guardian are permitted to pick up or drop off the child. To maintain this security measure, we request that parents or guardians provide us with a list of those who are authorized to collect their child.

If parents or guardians wish to include a new authorized person on the child's list, they can do this through Brightwheel. Once the new individual is added and approved, they will be allowed to pick up the child according to the set schedule. If the provider has not previously met this newly authorized individual, they must show a valid ID to the provider before the child is released to them. Additionally, the provider will not release the child to anyone they do not recognize without parental permission or without a valid ID.

In situations where the authorized person picks up the child infrequently, the provider must be notified in advance before the child is released.

Nap/Quiet Time

We acknowledge the importance of rest and rejuvenation in a child's active day filled with play and learning. To facilitate this, we include a designated nap or quiet time in our daily schedule, allowing children to recharge and relax. During this time, younger children (12 months to 5 years) can take a restful nap in a comfortable and supervised setting, while older children (6 years and above) are encouraged to participate in calm activities like reading, drawing, or listening to soothing music.

It is required per state licensing that children up to 5 years old lay down and rest for a minimum of 30-45 minutes before being handed any quiet activity. We recognize that each child has unique sleep needs, and we make every effort to accommodate their individual preferences and routines. Our caregivers foster a peaceful environment, ensuring that children feel safe and content during nap or quiet time. This vital component of our daily routine enhances the overall well-being of our children, supporting their cognitive and emotional growth at Los Ositos Morenos Childcare.

Clothing

At Los Ositos Morenos Childcare, we encourage parents to dress their children comfortably and appropriately for a day filled with play, learning, and exploration. We recommend choosing clothing that allows for ease of movement and is suitable for both indoor and outdoor activities. As children often engage in messy and hands-on play, we kindly request parents to dress them in clothes that can withstand a bit of dirt or spills.

Additionally, please provide an extra change of clothing for your child, including underwear and socks, to be kept in their designated cubby. This ensures that we can promptly address any accidents or spills that may occur during the day, allowing your child to feel comfortable and confident throughout their time at LOMC. Please remember to label all clothing items with your child's name to avoid mix-ups and facilitate a smooth transition during dressing times. By working together to dress our children in suitable attire and providing an extra set of clothing, we can create a positive and enjoyable experience for each child, free from unnecessary interruptions or discomfort.



Toys

At Los Ositos Morenos Childcare, we kindly ask that toys be kept at home. This policy helps promote fair and inclusive play among all children while preventing potential disputes or the loss of personal belongings.

Our childcare center is fully equipped with a wide variety of age-appropriate toys, games, and learning materials designed to engage, entertain, and support the development of every child. By following this guideline, we encourage social interaction and help foster a sense of belonging within our LOMC community.

Media

At Los Ositos Morenos Childcare, we are proud to be a media-free childcare center, with one special exception: our annual holiday movie tradition. Outside of this once-a-year event, we focus on promoting active engagement, creativity, and hands-on learning experiences, avoiding passive media consumption.

Our program offers a wide variety of age-appropriate activities and materials, including books, arts and crafts, music, and outdoor play, all designed to support holistic development. By fostering a screen-free environment, we create a space where children can thrive through authentic and enriching experiences.

Toilet Training

Toilet training is a significant milestone in a child's development, and we are committed to supporting both children and parents during this process. Our caring and experienced staff work closely with parents to ensure a consistent and positive approach to toilet training at the daycare center. We follow the child's cues and readiness for toilet training, providing encouragement and gentle guidance throughout the journey. Our caregivers regularly communicate with parents to understand the child's progress and any specific toilet training techniques used at home. We maintain a child-friendly and hygienic environment in our restroom facilities, with step stools to promote independence. Our caregivers assist and supervise children during toilet visits, ensuring their safety and comfort. We respect each child's pace and readiness, allowing them to transition at their own pace without pressure. Our goal is to make the toilet training experience a positive and successful one for both the child and their family.

Birthdays

When a child's birthday approaches, we create a fun and inclusive celebration to make them feel cherished and valued. Parents are welcome to provide a simple treat or healthy snack for the class to enjoy during the celebration. Please check with us about any dietary restrictions or allergies.

Family School Outings

While we don't organize traditional field trips, we do prioritize family weekend get-togethers that foster community connections. Events like summer barbecues, zoo visits, pumpkin patch outings, and Christmas tree cutting allow families to bond and interact outside of the daycare environment. These gatherings provide an excellent opportunity for parents to observe how their children play and socialize, while also getting to know your child's teachers in a more relaxed setting. By engaging in these activities, we strengthen our community and create lasting relationships among families.



Health + Safety

We maintain a comprehensive health and safety policy to ensure a secure and nurturing environment for everyone at our daycare center. Our facilities are routinely inspected, and we adhere to all local and provincial regulations related to health and safety in childcare settings. Our staff members undergo rigorous training in first aid, CPR, and emergency procedures, and we maintain up-to-date health records for all children and staff. We have implemented thorough sanitation and hygiene practices, including regular handwashing, sanitizing of toys and surfaces, and maintaining a clean and hygienic environment. Additionally, we closely monitor and promptly address any health concerns or illness to prevent the spread of communicable diseases. Our aim is to create a safe and healthy space where children can thrive, explore, and learn, while parents can have peace of mind knowing their child's well-being is our top priority.

We encourage a culture of open communication with parents and caregivers to stay informed about any health issues or concerns. We kindly request parents to keep their child at home if they show signs of illness or have a contagious condition to prevent the spread of infections. Our health policy includes guidelines for handling medication administration if required, and we work closely with parents to ensure that all medical needs are addressed appropriately. In the event of an emergency, we have established clear procedures for immediate action, and our staff is well-prepared to respond promptly and effectively. Please review our Health + Safety policies closely and feel free to let us know about any questions or concerns you may have.

Absence Due to Illness

To maintain a safe and healthy environment, we have a comprehensive policy regarding absences due to illness. If your child is feeling unwell or exhibiting any of the following symptoms, we kindly request that they stay home to rest and recover.

- **Fever:** A temperature of 100.2°F or higher indicates a fever, and the child should remain at home until they are fever-free for at least 24 hours without the use of fever-reducing medications.
- **Vomiting or Diarrhea:** If your child has vomited or had diarrhea within the last 24 hours, they should stay home to prevent the spread of infection.
- **Contagious Illness:** Children with contagious illnesses, such as chickenpox, strep throat, conjunctivitis (pink eye), or any other infectious condition, should remain at home until they are no longer contagious, as advised by their healthcare provider.
- **Severe Cough or Difficulty Breathing:** Persistent or severe coughing, difficulty breathing, or signs of respiratory distress require immediate attention, and the child should stay home until symptoms improve.
- **Rash or Skin Infections:** If your child has a rash with an unknown cause or a suspected skin infection, they should stay home until the rash is evaluated and treated by a healthcare provider.
- **Sore Throat:** A severe or persistent sore throat, especially with fever or swollen glands, should prompt the child to stay home and seek medical evaluation.
- **Lethargy or Extreme Fatigue:** If your child is unusually tired or lethargic, keeping them home to rest is essential for their recovery.

To notify us of an absence due to illness, please inform us via Brightwheel. When your child returns to LOMC, we may ask for a note from their healthcare provider, confirming they are cleared to return if they have been diagnosed with a contagious illness. However, please note that a doctor's note does not guarantee automatic clearance to return to daycare; this decision is at the Provider's discretion. Your cooperation in following our illness absence policy is essential for fostering a healthy and supportive atmosphere for everyone at Los Ositos Morenos Childcare.

Illness While in Care

In the event that a child becomes ill while at Los Ositos Morenos Childcare, we have established protocols to promptly address the situation with utmost care and attention. If a child exhibits symptoms of illness, such as fever, vomiting, diarrhea, severe cough, or any other contagious signs, we will take immediate action to ensure the child's well-being and prevent the spread of infection.

Isolation/Separation Protocols

If a child shows symptoms of illness while at Los Ositos Morenos Childcare, we will immediately separate them from other children to minimize the risk of transmission. The child will be placed in a designated isolation area under the supervision of a caregiver until their parent or guardian can pick them up. Throughout this period, our staff will provide compassionate care and comfort to the child, closely monitoring their condition.

Communication With Parent/Caregiver

Upon noticing any symptoms, we will promptly inform the child's parent or guardian. We kindly ask that parents maintain updated contact information to facilitate effective communication in these circumstances. It is crucial for parents or designated emergency contacts to be reachable and prepared to arrange for the child's swift pickup from Los Ositos Morenos Childcare. You are expected to collect your child within one hour of being contacted. If this does not occur, we will reach out to the emergency contacts listed in your child's file.

First Aid

Our caregivers are well-trained in basic first aid and are prepared to respond effectively to various health situations. In case of minor injuries or non-emergency illnesses, our staff will administer appropriate first aid and provide necessary care until parents arrive. For more severe or emergent health concerns, we will activate our emergency response plan and contact emergency medical services immediately.



Medications

Some children may require medication to manage specific health conditions while in our care. We follow strict procedures to ensure the safe and responsible administration of medications. Our policy includes:

Authorization and Documentation

Before any medication can be administered at Los Ositos Morenos Childcare, we require written authorization from the child's parent or legal guardian. This authorization must include specific details such as the child's name, the name of the medication, dosage, frequency, and any additional instructions provided by the healthcare provider. Additionally, the authorization form should outline any potential side effects or adverse reactions that our staff should be aware of during medication administration.

Safety Storage + Handling

All medications brought to Los Ositos Morenos Childcare must be properly labeled with the child's name, the name of the medication, and the dosage. Medications must be provided in the original container from the pharmacy or manufacturer. Our staff will store medications in a secure and designated location, inaccessible to children, to ensure the safety and integrity of the medications.

Communication With Families

We believe in open communication with parents regarding their child's health needs. Our caregivers will maintain a detailed medication log, recording each instance of medication administration, including the date, time, and dosage given. Parents will receive regular updates on their child's medication schedule and any relevant observations

Emergency Situation Procedures

In the event of an emergency, our staff is trained to administer emergency medication (e.g., epinephrine auto-injectors for severe allergic reactions) to a child with a known medical condition, as specified in the child's medical authorization form. Parents will be informed immediately of any emergency medication administration.

Emergency Preparedness

At Los Ositos Morenos Childcare, we take every precaution to ensure the safety of our children and staff. Our comprehensive emergency preparedness and evacuation procedures are designed to handle various scenarios and to provide a secure environment where children can thrive. We continuously review and update these procedures to maintain the highest level of readiness and responsiveness.

Fire Drills

Los Ositos Morenos Childcare conducts monthly fire drills to familiarize children and staff with emergency evacuation procedures. Our caregivers will calmly guide the children through the evacuation process, ensuring that everyone knows the designated evacuation routes and meeting points. We have fire extinguishers and emergency exits throughout our facilities, and these areas are kept clear at all times.

Evacuations

In the event of an evacuation due to a fire or natural disaster, Los Ositos Morenos Childcare will relocate and walk up the street to the corner of SW Fonner St and SW Howard Dr. Parents will be notified as soon as possible to pick their children up from this location.

Emergency Supplies

Los Ositos Morenos Childcare is equipped with essential emergency supplies, including first aid kits, emergency communication devices, and emergency food and water provisions. These supplies are regularly checked and maintained to ensure their readiness in case of an emergency.

Staff Emergency Training

At Los Ositos Morenos Childcare, we prioritize ongoing training in emergency response protocols, which includes first aid, CPR, and basic life support. We are well-prepared for any emergency, ensuring that we can respond in a coordinated and efficient manner. Our teamwork extends to managing communication with emergency services and keeping parents informed during critical situations, all to maintain a safe environment for the children in our care.

Allergy Management

Los Ositos Morenos Childcare is an "allergy-aware" facility, meaning that we recognize the importance of allergy management and take proactive measures to prevent allergic reactions for all children in our care. In the event that a child in our care requires stringent practices to prevent an allergic reaction, we are prepared to accommodate their needs.

Information and Communication

Prior to enrollment, we request parents to inform us of any known allergies or dietary restrictions their child may have. We encourage parents to provide written details about the child's allergies, including the specific allergens, symptoms, and emergency response procedures.

Prevention Measures

To minimize the risk of allergen exposure, we maintain a strict no-sharing/no home food policy at Los Ositos Morenos Childcare. We closely monitor snack times and meal preparation to prevent cross-contamination. We are trained in recognizing allergy symptoms and administering emergency medication, such as epinephrine auto-injectors, in case of severe allergic reactions.

Food From Home and Snack Sharing

At Los Ositos Moreno Childcare, we provide three snacks, and lunch, with seconds available throughout the day. We prioritize the health and safety of our children, so outside food and drinks are not permitted unless they are for specific dietary needs or allergies.

Treats for Birthday Celebration/events

Parents are welcome to bring a birthday treat for their child's special day. Please note that all treats must be store-bought, including those for parties and events. It's essential to ensure that any food brought to Los Ositos Morenos Childcare is store-bought and remains in its original packaging.

Cleaning and Hygiene

Maintaining a clean and hygienic environment is essential to ensure the health and well-being of our children, staff, and visitors. We adhere to rigorous cleaning and hygiene practices to create a safe and nurturing space for everyone in our care.

Cleaning and Disinfection

At Los Ositos Morenos Childcare, we prioritize the health and safety of our little ones by following a thorough cleaning schedule. We ensure that every area is regularly sanitized and disinfected. High-touch surfaces, toys, and equipment are meticulously cleaned multiple times throughout the day. We also maintain strict hygiene standards in restrooms, changing areas, and dining spaces, which are routinely sanitized to create a safe and healthy environment for all children.

Handwashing Guidelines

Handwashing is a critical practice in preventing the spread of germs and illnesses. We promote and supervise regular handwashing for all children, staff, and visitors. We encourage children to wash their hands before and after meals, after using the restroom, and after playing outdoors. Our staff leads by example and follows proper handwashing procedures to instill good hygiene habits.

Personal Hygiene Expectations

Los Ositos Morenos Childcare follows stringent personal hygiene protocols. The team wears clean, suitable clothing and practices excellent personal grooming. Regular handwashing is mandatory, and personal protective equipment (PPE) is utilized as necessary when dealing with bodily fluids or performing cleaning and disinfection tasks.

Safe Food Handling

At Los Ositos Morenos Childcare, we prioritize the health and safety of our children by adhering to strict safe food handling and preparation protocols to prevent foodborne illnesses. We undergo comprehensive training in proper food handling methods, ensuring that all meals and snacks are prepared and served in a safe and hygienic manner. We believe that a healthy diet is essential for growth and development, and we are committed to providing nutritious meals that meet the highest safety standards.

At Los Ositos Morenos Childcare, we take pride in upholding high standards of cleanliness and hygiene. By maintaining a clean and safe environment, we aim to promote the health and well-being of our children and provide a positive and comfortable space for learning and growth.

Bodily Fluids

Bodily fluids include, but are not limited to:

Blood, vomit, urine, feces, saliva, nasal discharge

Procedures

Universal Precautions

- All bodily fluids are treated as potentially infectious.
- Gloves are worn during cleanup or contact with high-risk bodily fluids.
- Hands are washed with soap and water immediately after handling any bodily fluids.

Cleaning and Disinfection

- Contaminated surfaces are cleaned with soap and water, then disinfected.
- Soiled clothing or linens are sealed in a plastic bag and returned to the child's guardian.

Waste Disposal

- Cleaning materials (gloves, paper towels, wipes) are disposed of in a covered, lined trash can.
- Trash containers are emptied and sanitized daily.

Child Incidents

- If a child has an incident involving bodily fluids, staff will:
 - Respond quickly and appropriately
 - Clean the child and provide fresh clothing
 - Sanitize the area thoroughly
 - Notify the parent/guardian

Exposure and Documentation

- Any contact with blood or other high-risk fluids is documented.
- Parents are informed if their child is involved in an exposure or injury involving bodily fluids.



Nutrition and Mealtimes

At Los Ositos Morenos Childcare, our meal and snack policies are designed to promote healthy nutrition and create a positive mealtime experience for every child in our care. We follow a carefully structured meal and snack schedule that provides balanced and nourishing options throughout the day. To ensure the safety and well-being of all children, we maintain an allergy-aware environment.

Los Ositos Morenos teachers play an active role during mealtimes, engaging with the children and modeling healthy eating habits. We strive to create a supportive atmosphere that encourages children to explore new foods and develop lifelong healthy eating habits. At Los Ositos Morenos Childcare, we believe in fostering a love for nutritious food while making mealtimes enjoyable and educational!

Snack and Meal Schedule

Children are offered a snack at 9:30 AM and 3:00 PM. Lunch starts between 11:30-11:45 AM. Water is always available to children.

Behavior Management

At Los Ositos Morenos Childcare, we prioritize a positive approach to behavior guidance, emphasizing the importance of nurturing children's social and emotional development in a respectful and supportive environment. Our techniques are designed to encourage desirable behaviors while helping children build valuable life skills and confidence.

We believe in understanding the root causes of behaviors and guiding children toward making positive choices. We are actively engaging with children using a variety of strategies to promote a harmonious and inclusive atmosphere. Some of the positive behavior guidance techniques we use include:

Clear and Consistent Expectations

We establish clear and age-appropriate expectations for behavior, ensuring that children understand what is expected of them. We communicate these expectations in a positive and encouraging manner, helping children recognize the importance of respectful and considerate actions towards others.

Encouraging Kindness and Empathy

We actively promote kindness and empathy among children. We encourage acts of kindness, such as sharing, comforting, and helping others. Through daily interactions and activities, we foster an environment where children learn to understand and respect the feelings and perspectives of their peers.

Respecting Boundaries and Personal Space

We teach children the importance of respecting personal boundaries and personal space. We consistently model appropriate physical interactions and encourage children to ask for permission before touching or hugging others. By teaching these boundaries, we create an environment where children feel safe and respected.

Teaching Conflict Resolution Skills

Conflict is a natural part of social interactions, and we see it as an opportunity for learning. We model effective conflict resolution techniques and encourage children to communicate their feelings and needs. We guide them in finding constructive ways to resolve conflicts and collaborate in finding solutions that respect the needs and feelings of all involved parties.

Learning How to Be a Friend

We promote the value of sharing and taking turns in our daily activities. Through games, group activities, and sharing materials, we teach children the importance of being patient and considerate towards others' needs and desires.

Discipline Policy

Our discipline policy is rooted in promoting a positive and respectful environment while guiding children towards making responsible choices. Our approach to discipline is developmentally appropriate, taking into consideration each child's age, individual needs, and understanding of consequences. The following are the key components of our discipline policy:

Developmentally Appropriate Discipline

We recognize that discipline techniques should align with each child's developmental stage and ability to comprehend consequences. We employ discipline strategies that are gentle, nurturing, and age-appropriate, taking into account a child's cognitive and emotional development.

Breaks

Taking a break can be a helpful approach in certain situations, allowing a child to calm down and reflect on their actions in a supportive environment. This method is used sparingly, emphasizing self-regulation rather than punishment, and provides a peaceful space for children to regain their composure.

Redirection and Alternatives

We use redirection techniques to guide children towards more appropriate behaviors. When a child engages in challenging behavior, we gently redirect their attention to a more suitable activity or behavior, encouraging positive choices.

Involving Children in Problem Solving

We believe in empowering children to participate in problem-solving discussions. In situations where challenging behaviors arise, we engage children in age-appropriate discussions, encouraging them to express their feelings and find solutions together. This collaborative approach fosters a sense of ownership and accountability in children for their actions.

Our ultimate goal with discipline is to help children develop self-control, empathy, and decision-making skills, leading to a positive sense of self and respectful behavior towards others. We value open communication with parents or guardians, and we work closely with families to maintain consistency in behavior expectations and discipline strategies between home and Bumblebee Childcare



Challenging Behaviors

Our approach to addressing challenging behaviors is rooted in empathy, understanding, and proactive measures to support each child's individual needs. We follow a systematic and compassionate process to address and manage challenging behaviors, ensuring the well-being and success of every child. The steps taken for challenging behaviors are as follows:

Understanding Underlying Causes of Challenging Behaviors

We closely observe and assess children's behaviors to identify any underlying factors that may contribute to challenging behaviors. These factors may include frustration, emotional stress, communication difficulties, or changes in routine or environment. By understanding the root causes, we can develop targeted strategies to address these challenges effectively.



Consulting With Parents

Effective communication with parents or guardians is crucial in understanding a child's behavior holistically. We collaborate with families to share observations and gather insights into a child's behavior patterns, routines, and any significant changes in their home environment. This partnership enables us to develop a comprehensive and tailored approach to support the child.

Collaboration With Professionals

In cases where challenging behaviors persist, or when specific needs arise, we may collaborate with specialized professionals, such as behavioral therapists, pediatricians, or occupational therapists. Working together with experts, we develop individualized behavior support plans that target the specific needs of the child, incorporating evidence-based strategies to foster positive change.

Implementing Guidance Techniques

We remain consistent in applying positive behavior guidance techniques to redirect challenging behaviors and promote positive alternatives. By reinforcing desired behaviors and providing children with constructive choices, we help them build valuable self-regulation and problem-solving skills.

Recognizing and Celebrating Positive Behavior Changes

When children demonstrate progress in managing challenging behaviors, we celebrate their successes. Positive reinforcement and recognition encourage children to continue making positive choices, boosting their self-esteem and sense of accomplishment.



Biting

Biting is unfortunately not unexpected behavior for toddlers. Some children and many toddlers communicate through this behavior. However, biting can be harmful to other children and to staff. This biting policy has been developed with both of these ideas in mind. As childcare professionals, we understand that biting, unfortunately, is part of a childcare setting. Our goal is to help identify what is causing the biting and resolve these issues. If the issue cannot be resolved, this policy serves to protect the children that are bitten. If a biting incident occurs, the parent of the child biting and the parent of the child who was bitten will be contacted. Names of the children are not shared with either parent.

When Biting Does Occur:

Our job at Los Ositos Morenos Childcare is to keep the children safe and help a child that bites learn different, and more appropriate behaviors. We provide a chewy toy for them and redirect the behavior to the chewy toy that can be available to them at all times.

For the child that was bitten:

- First aid is given to the bite. It is cleaned with soap and water. If the skin is broken, the bite is covered with a bandage.
- Parents are notified.
- The "Incident Report" form is filled out documenting the incident.

For the child that bit:

1. We will firmly tell the child that we do not bite, teeth are not for biting, and we will show them the bite that hurt their friend. We will then ask the friend to give them a gentle touch to their arm, to show that we are gentle with our friends, and we do not hurt them.
2. The child will discuss with a teacher how the other child may feel and what other ways they can communicate what they need.
3. The parents are notified. The "Incident Report" is filled out documenting the incident.

Moving forward:

The child will be shadowed to help prevent any biting incidents. The child will be observed by the teachers to determine what is causing the child to bite (teething, communication, frustration, etc.) The child will be given positive attention and approval for positive behavior.

When biting continues:

1. If a child inflicts 2 bites in a one week period in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, a discussion will be held with the parents to brainstorm what better ways we can go about the child's biting and what we can do together to help prevent this from happening less or at all.
2. If the child again inflicts 2 bites in a one week period in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the child will be asked to take a one week break from the school.
3. If the child again inflicts 2 bites in a one-week period in which the skin of another child or staff member is broken or bruised or the bite leaves a significant mark, the parents will be asked to make other childcare arrangements and be given a 2-week termination notice.

If a child, who has been through step 1 and 2 and then goes 3 weeks (15 days of school attendance) without biting, we will go back to step one if the child bites again. If a child bites twice in a 1-hour period, the child will be required to be picked up from Los Ositos Morenos Childcare for the remainder of the day.

News and Updates

By sharing regular updates on a child's activities and upcoming events, we seek to foster a strong sense of engagement and involvement for parents. These updates help parents stay connected with their child's experiences and provide opportunities for them to participate in their child's journey.

Monthly Newsletters

Our monthly newsletters serve as a comprehensive source of information for parents. These newsletters provide an overview of closures, themes, educational activities, and special events planned for the month. It is highly encouraged that parents read the newsletters and stay informed to ensure they are up to date with all the important happenings in our community.

Event Calendars

We provide a school year calendar in September and a summer calendar in February. These calendars detail events, closures, deadlines, and other important information, ensuring that parents are well-informed and can plan accordingly.

Animals

At Los Ositos Morenos, we strive to maintain a safe, nurturing, and engaging environment for every child. To ensure clarity and transparency regarding the presence of pets on the premises, the following policy outlines important details and procedures:

Pets at Los Ositos Morenos:

The following pets reside on the property:

- Cat: Nyla
 - Date of Birth: January 9, 2020
 - Breed: Long-Hair Domestic
- Cat: Oso
 - Date of Birth: July 27, 2020
 - Breed: Short-Hair Domestic
- Dog: Duke
 - Date of Birth: October 8, 2020
 - Breed: Irish Setter, St. Bernard & Great Pyrenees
- Dog: Evie
 - Date of Birth: October 25, 2023
 - Breed: Poodle & Husky

Policies and Procedures Regarding Pets:

1. Restricted Access:

- The cats, Nyla and Oso, will be kept in areas inaccessible to children during childcare hours. This ensures the safety and comfort of both the children and the cats.

2. Controlled Interaction:

- The dogs, Duke and Evie, may occasionally be visible as they move through the childcare area to access the outdoors. However, they will always remain under supervision and separated from the children by secure baby gates to prevent direct contact.

3. Health and Vaccination:

- All pets residing at Los Ositos Morenos are up-to-date on vaccinations to maintain the health and safety of everyone on the premises.

4. Friendly Disposition:

- The pets are known for their gentle and friendly demeanor. They have been socialized to ensure they pose no threat to the children in care.

5. Behavior Notes for Duke and Evie:

- While Duke and Evie are well-behaved, they may bark occasionally, especially on Mondays, as they readjust to new people after the weekend. This is a normal and temporary behavior that will be managed appropriately.

By adhering to these policies, Los Ositos Morenos ensures a safe and welcoming environment while maintaining the well-being of our furry companions. If you have any questions or concerns regarding the presence of pets, please do not hesitate to reach out.

Parent Responsibilities

At Los Ositos Morenos Childcare, we believe that a strong partnership with parents is essential for the well-being and growth of each child. By adhering to the outlined parent responsibilities, we can work together to create a nurturing and enriching environment for all children in our care.

Brightwheel

Parents are responsible for downloading the Brightwheel app and ensuring that their child is checked in and out every day at Bumblebee Childcare.

Be On Time

Parents are expected to drop off their child no later than 9:30am and pick up their child no later than 5:30pm. If unforeseen circumstances arise, parents should communicate with us to make appropriate arrangements.

Communication

Parents are encouraged to maintain open communication with us. Sharing important information about a child's well-being, changes in routine, or relevant events at home is crucial to provide comprehensive care.

Provide Supplies

Parents are responsible for keeping an adequate supply of their child's things. This includes diapers, wipes, diaper cream, sunscreen, extra clothing, bedding, comfort items, water bottle and anything else the child may need while here.

Update Forms

Parents are expected to update their child's registration forms whenever necessary. Please make sure we have accurate contact numbers, pickup lists, allergies or health information, and other important information.

Tuition Payments

Parents are responsible for making timely payments for their child's tuition and any additional fees as outlined in the enrollment agreement. Late payments are subject to fees and additional charges.

Confidentiality and Abuse Policies

Our policies and procedures are designed to ensure the protection of personal information and the well-being of every child in our care. We understand the gravity of our duty to report child abuse and the importance of adhering to data protection measures. We are trained to handle sensitive information responsibly and to act promptly and appropriately when concerns arise. We value the trust placed in us by parents and are dedicated to upholding the highest standards of confidentiality and privacy at all times.

Confidentiality

At Los Ositos Morenos Childcare, we prioritize the privacy and confidentiality of all children and families. We are dedicated to handling any information related to children and families with the utmost care and discretion. Access to confidential information is strictly limited to authorized personnel who need it to perform their duties effectively.

We are committed to safeguarding personal information, ensuring it is not disclosed or shared with unauthorized individuals or organizations. Written consent from parents or guardians is obtained before sharing any child-related information outside of Los Ositos Morenos Childcare, except in cases where disclosure is mandated by law or necessary for the child's safety and well-being.

Parents have the right to establish preferences regarding the sharing of their child's photos, activities, or artwork on public platforms, and we fully respect and honor these choices.



Duty to Report

In cases where there are concerns for a child's safety or well-being, confidentiality may be waived to ensure the child's best interests. Our duty to report child abuse policy outlines the steps and responsibilities if we suspect or become aware of any signs of child abuse or neglect. The following are the key aspects of our duty to report child abuse policy:

Recognizing Signs of Abuse

We undergo comprehensive training to help recognize the physical, emotional, behavioral, or environmental signs that may indicate child abuse or neglect.

Reporting Procedures

If we have reasonable cause to believe that a child is experiencing abuse or neglect, we are required to report it immediately. Staff members who make a report in good faith are protected by law from retaliation or adverse consequences. We maintain the confidentiality of staff members who report suspected child abuse or neglect, and their identity is not disclosed without their consent, except as required by law.

Collaboration with Authorities and Families

We cooperate fully with child protection authorities, law enforcement, and other relevant agencies in any investigations related to child abuse or neglect. While reporting is a legal obligation, we also recognize the importance of open and transparent communication with parents or guardians.

Acknowledgement Form

It is important that parents and families are aware of Los Ositos Morenos Childcare's policies and guidelines for care. Please read and familiarize yourself with these and use them as a reference for situations like tuition fees, illness, meals, and other day-to-day questions.

Acknowledgement

My/our signature(s) below verify that I/we have read the Los Ositos Morenos Childcare Parent Handbook and agree to follow and abide by the guidelines and policies within.

Please return this form to Los Ositos Morenos Childcare to be kept with your child's file. All forms and documents as listed below must be submitted before your child may begin care.

Signature

Date

Signature

Date

Required Documents

- Enrollment Form**
- Health and Immunization Records**
- Permission Forms (Non-Medication, Permission to Photograph)**
- Medical Emergency Authorization**
- Sick Policy**
- Policies**
- Parent Handbook Acknowledgement**