

Coronado Children's center



"Where Children Come First"

Parent Handbook

Coronado Children's Center
7106 Menaul NE
Albuquerque, NM 87110
505-883-1177

"A Nationally Accredited Daycare and Learning Center"

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1 Welcome

Welcome to Coronado Children's Center. We are a professional day care and learning center that has been in operation since 1990. To facilitate greater understanding between the Center and the parents we serve, we have created this handbook. It covers our philosophies, business policies, and expectations. Please read this handbook carefully and feel free to discuss any questions you may have with us.

2 Introduction

The primary goal of Coronado Children's Center has always been to provide high quality childcare service for our community. The constant pursuit of that goal has resulted in a program that exceeds the New Mexico State requirements for licensing with a curriculum and staff that meets the requirements for accreditation.

2.1 Open Communication

Coronado Children's Center is genuinely interested in maintaining daily open channels of communication with each child's parents in order to better understand and care for each child. Questions, feedback, thoughts, suggestions, and ideas are always welcome.

2.2 Our Philosophy

Children, especially infants and toddlers, need to develop warm, supportive relationships with adults who are responsive to their individual needs. Children develop and learn in an environment that is appropriate for their individual abilities, age, culture, and language. Infants and toddlers learn primarily by using their senses and by actively using their bodies to discover and experiment. Preschool children learn best through concrete, hands-on experiences with objects, their environment, and people. This means that play is the main way young children form a solid foundation for later school success. They need many opportunities to explore, to think, to reason, to problem solve, and to question.

We want to provide all of the children in our center, a clean, safe, comfortable, loving environment where they can play and learn. We believe in the value of both structured and flexible schedules. Structured activities will include a preschool curriculum, regular reading times, arts

and crafts, and musical activities. Flexible activities will include outdoor play and free play. The most important priority is to have fun. Please don't expect our environment or your child to be perfectly clean at pickup time. We do lots of activities that are messy and will do our best to maintain cleanliness and order, but fun and the well being of the children will always take precedence over cleaning.

2.3 Our Mission Statement

The mission of Coronado Children's Center is to provide high quality childcare in a clean, safe, loving, and learning environment. The Center is dedicated to encouraging your child to be appropriately challenged towards developing their individual learning awareness.

2.4 Accreditation and Licensing

Coronado Children's Center is proud to be nationally accredited through the National Early Childhood Program Accreditation (NECPA). The Center also complies with all New Mexico rules and regulations governing childcare facilities and is licensed by the New Mexico Children Youth and Family Department. We are licensed to provide service for 12 children under the age of two and 55 children over the age of two.

2.5 Equal Opportunity Policy

We do not discriminate against any child because of race, creed, special needs, handicap, sex, or national or ethnic origin. We accept all children with disabilities as long as the child can be served with presently existing staff.

2.6 Administration and Staffing

2.6.1 Director

The Director of Coronado Children's Center has a Bachelors degree with an emphasis on education. The Director has also completed the National Administrator's Credentials program.

2.6.2 Teachers/Staff

The teachers at Coronado Children's Center are both educated and experienced in working with young children. Understanding the development of children and how they learn best, our teachers have

planned activities that meet the physical, motor, language, intellectual, social, and emotional needs of young children. They facilitate each child's natural curiosity and desire to learn by providing a learning environment that is challenging yet not too frustrating.

They believe children can develop the basic concepts that form the foundation for literacy (reading and writing), math, science, social studies, fine arts, and health that will be necessary to later school success. Preschool children spend some time each day in small group and large group activities and a significant amount of time each day in self-chosen activities, both indoors and outdoors. These experiences encourage children to learn from one another as well as from adults.

2.6.3 Training/Qualifications

Our teachers are carefully selected to ensure they are committed to fostering self-esteem and instilling a determination to enjoy learning in our children. All Coronado Children's Center staff is required to be First Aid and CPR certified. New employees are required to become Red Cross certified within their first ninety (90) days of employment. We also comply with New Mexico State regulations by requiring that all staff receive their 45-hour entry level courses in early childhood and childcare training. Additional early childhood training is required annually with professional on-site training being provided for up to 24 hours per year.

Tuberculosis testing and criminal background checks are performed on all prospective teachers prior to employment.

3 Enrollment

Coronado Children's Center does not discriminate against any child because of race, creed, special needs, handicap, sex, national origin, or ethnic origin. We accept children with disabilities provided we have the existing staff to serve each child's needs.

3.1 Enrollment Requirements

Upon deciding you wish to enroll your child, there are several forms that must be completed and in the possession of Coronado Children's Center before we can assume the responsibility of caring for your child. The required forms are:

Childcare Application

Certificate of Immunization
Transportation Permission slip
Signed Contract and Rate Agreement

3.2 Child Orientation

Newly enrolled children will be given a tour of the facility. We will explain the rules that apply to the child, both indoors and outdoors. After introducing the child to the teachers, they will help integrate the child by pairing the child with another.

4 Hours of Operation

Coronado Children's Center maintains an open door policy and encourages you to visit and spend some time observing your child and the others as they grow, learn, and play.

4.1 Business Hours

Coronado Children's Center is open Monday through Friday from 6:30 a.m. to 6:00 p.m.

4.2 Holidays

Coronado Children's Center observes the following holidays:

New Year's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day and the day after
Christmas Day

5 Fees and Payment Procedures

5.1 Registration

Coronado Children's Center charges a one-time registration fee of \$50 that is non-refundable. If you have more than one child enrolled, the fee for each additional child is \$25.

5.2 Tuition Rate and Payment Due Date

The weekly tuition payment is due on the first day of each week and is non-refundable. Weekly tuition rates are as follows:

Infant (2 and under)	\$130.00
2 to 3 year olds	\$110.00
3 years old and over	\$105.00
Before/after school	\$70.00

Payments made be made monthly at the weekly payment rate.

5.3 Late Payment Fee

The weekly tuition payment is due the first day of every week. If the payment is not made on time, a late charge of \$20 will be added to your bill for each week it is late. After two weeks, the child/children will be dropped from enrollment.

5.4 Returned Check Fee

If you pay by check and the check is returned by the bank due to insufficient funds (or any other reason), a handling charge of \$35 will be due immediately. Coronado Children's Center reserves the right to refuse future payments by check.

5.5 Late Pick-up Fee

Coronado Children's Center closes promptly at 6:00 p.m. No exceptions will be granted. A minimum late fee of \$30 will be assessed (for up to 20 minutes) with a \$20 charged being imposed for each additional 15 minute increment.

5.6 Refund Policy

Coronado Children's Center does not provide tuition refunds unless you are terminating service after giving the required notice. *(Please refer to the "Termination Policy".)*

6 Arrivals and Departures

6.1 Signing In and Signing Out is Mandatory

The State of New Mexico mandates parents to sign and/or initial their child in and out of Coronado Children's Center. Cards for this purpose are conveniently located on the entrance counter. In order to ensure your child's safety, we require your assistance with this procedure.

If someone other than the parent is to pick your child, please notify us ahead of time. A verbal notice is fine on that day if the person is on the list of people who are authorized to pick up your child. If the person is not on the authorized list, we must have written permission to release your child. Please inform emergency contacts and/or people designated to pick up your child that if we do not know them and/or the child is too young to recognize them (i.e., "Hi Grandma!"), we will need to ask for identification. This is not meant to offend them – it is simply a measure taken for the child's protection.

6.2 Arriving and Dropping Off

It is normal for some children to have difficulty separating from parents or cry when you drop them off. In our experience, children are nearly always quick to get involved in play or activities as soon as the parents are gone. For that reason, we encourage you to make your drop off brief. A smile, cheerful good-bye kiss, and a reassuring word that you will be back are all that is needed.

Drop off times may not be a good time to discuss serious problems. Little ears hear and understand everything and we are not comfortable discussing the children in front of anyone but their parents. Please ask for a private parent conference.

If it is necessary to drop off your child during our rest time, please be as quiet and brief as possible. Children who arrive during rest time will be expected to remain quiet until rest time is over so that others will not be disrupted from their naps.

6.3 Picking Up and Departing

Please be brief at pick up times. When two different authority figures are present (parent and teacher), it frequently is a time of testing. We expect parents to support our rules but if they do not, we will remind the child

that their behavior is inappropriate. If needed, we will also take action to correct the child. Please be in control of your child during pick up times.

Pick up times may not be a good time to discuss serious problems. Little ears hear and understand everything and we are not comfortable discussing the children in front of anyone but their parents. Please ask for a private parent conference.

If it is necessary to pick up your child during our rest time, please be as quiet and brief as possible so that others will not be disrupted from their naps.

6.4 Clothing and Supplies

Children should arrive dressed for play. We like to have fun and having fun involves outdoor play and messy activities. Please don't dress your child in nice clothing and expect them to be spotless when you arrive to pick them up. Clothing should be comfortable and seasonally appropriate for outdoor play. All clothing items must be identified with the child's name.

Parents are expect to supply the following items:

<u>Infants</u>	<u>Toddlers</u>
diapers	diapers
pacifier	pacifier
bottles	second outfit
nasal syringe	
second outfit	

Sunscreen, ointments, and pain relievers are treated as medications and require a release form. *Please refer to Medications under the Standard Policies section.*

6.5 Personal Belongings

Coronado Children's Center is not responsible for any personal lost items. We strongly recommend that you do not allow your child to bring personal items to the center. These items include (but are not limited to): balls, dolls, toy guns, toys, stuffed animals, jewelry, make-up, combs, brushes, hair pins, hats, gum, candy, purses, money, etc. These items can create contention among the children and can be inadvertently taken home by other children. Remember to put your child's name on all personal clothing items.

7 Absences

7.1 Holidays and Vacations

In order to ensure your child's space at Coronado Children's Center, a written notice is required seven (7) days in advance for vacations. This also entitles you to a 50% reduction in your tuition rate for that week provided your child is physically absent from the Center for all 5 days.

Without providing 7-day written notice, you will be financially responsible for your child's full tuition during his/her absence. Even with notice, if your child should return to the Center for even one day (out of the five), the full tuition rate will be due.

Please note the 50% reduction in the tuition rate is limited to two (2) weeks per year. You will be required to pay the full tuition rate for anything over two weeks.

7.2 Illness

Coronado Children's Center is a "well-child" care facility. We do not provide sick childcare. Sick children want care from their parents in the comfort of their own homes. If your child is sick, please make other childcare arrangements so as not to expose other children to the spread of their illness. Every effort is taken to reduce the spread of illness by encouraging hand washing and other sanitary practices. If your child is not able to participate in the normal activities of the day care, then your child must stay home.

If your child's illness keeps him/her out of the Center for a full week, the child's tuition rate will be reduced by 50%. If your child is absent for less than 5 days, the full weekly tuition rate will still be required.

If your child becomes sick while at the Center, you will be contacted immediately and asked to pick up your child from the Center. If the child has not been picked up within one hour (60 minutes), the emergency contact person will be called and asked to come pick up the child. Following an illness, the child can return to Coronado Children's Center only with a doctor's note.

Symptoms requiring the removal of your child from day care include (but may not be limited to): diarrhea, vomiting, a fever of 100.4 or higher,

unexplained rashes, chicken pox, and any signs of communicable diseases.

If there is any reason to suspect that your child has been exposed to a communicable disease, the parent will be notified immediately and all licensing and health regulations will be followed.

7.3 All Schedule Changes

Parents are responsible for notifying the center of any schedule changes! This includes such things as school vacations, school holidays, election days, Teacher In-Service Training days, and days missed due to illnesses. Should a child not be at the school when staff arrives to pick the child up, the parents or emergency contact will be notified.

8 Standard Policies

8.1 "Center" Rules

Coronado Children's Center emphasizes respect towards self, others, and the environment. Hitting, pushing, biting, grabbing, kicking, spitting, or pinching other children, infants, or adults will not be allowed. We do not tolerate the use of obscene, derogatory, or disrespectful language. Children are encouraged to keep their hands to themselves and be respectful of other people's property. In the event your child willfully destroys toys or other pieces of equipment inside or outside the Center, you will be held financially responsible for replacing the damaged item(s).

8.2 Discipline

Coronado Children's Center maintains a positive discipline policy that focuses on prevention, redirection of energy, love, consistency, and firmness. The rules are explained frequently so the children are familiar with the guidelines. The age and individual needs of each child will be considered. Keep in mind that there will be disagreements between children. Young children who are not adept at communication have a hard time expressing their feelings and sometimes resort to inappropriate behavior. The teachers will help the children learn to express their emotions verbally. In addition to modeling appropriate behavior, they will teach the children acceptable vocabulary to express anger, happiness, sadness, etc.

Since most behavioral problems are easily resolved in this manner, the use of time outs is rare except when a brief cooling off period is needed. If the children are fighting over a toy, we may put the toy in for a short time out and then bring it back into circulation. This seems to work better than giving the child a time out.

Under no circumstances will there be any spanking, physical abuse, verbal abuse, name-calling or isolation used. Neither food nor sleep will be withheld as a means of punishment.

If a discipline problem arises that does not respond to the above-mentioned techniques, we will hold a conference with the parents and try to find a solution together. If the child's behavior prevents us from being able to properly care for the other children, you may be called to remove your child.

8.3 Medications

The Coronado Children's Center will not administer medication or apply any ointments or creams (including sun screen) without a properly completed medication signup sheet. All such items, whether prescribed or over-the-counter, must be in their original container and be labeled with the child's name and date.

The medication signup sheet is available at the entrance counter. Failure to complete the sheet with pertinent information will prevent the Center from administering the medication – requiring the parent to return to the Center to do so.

8.4 Emergencies (Accidents/Incidents/Illness)

In the event of an emergency, the Director of Coronado Children's Center will assess the situation and contact the parents immediately if necessary. Regardless of whether the parents need to be contacted immediately or not, the teacher will complete the appropriate accident/incident/illness report. The Director will sign the report and a copy will be left at the entrance counter for the parents.

8.5 Suspicion of Child Abuse or Neglect

Coronado Children's Center is committed to providing a safe learning environment. Administration and staff have been trained to notice signs of abuse and/or neglect on a child. In the event of suspected abuse or neglect, the teacher immediately reports his/her suspicions to the

Director. The Director is responsible for reporting any alleged abuse or neglect to the Child Protective Services Agency.

8.6 Fire Drills and Evacuations

During fire drills, staff and children evacuate the Children's Coronado Center. In the event of a fire, staff will contact all parents or emergency contacts.

8.7 Excursions/Field Trips

Coronado Children's Center guidelines for excursions and field trips are designed for the safety of the children. While traveling, children must have their seat belts in place and are not allowed to stand up while the vehicle is moving. There are no exceptions! Each child is expected to remain close to his/her group and within the teacher's view at all times. No child will be permitted to wander alone. Children are also expected to follow the "Center" rules listed earlier.

In the event a child misbehaves and/or fails to follow a directive, the child will lose their trip privilege and the parent will be immediately notified of the child's behavior.

9 Activities/Curriculum

9.1 Infants and Toddlers

Infants and toddlers will not necessarily follow the same schedule as preschoolers at the Coronado Children's Center. They are not capable of sitting still for circle time, may need a morning nap, etc. Infants are always fed on demand and toddlers usually eat meals and snacks with the older children.

9.2 Course Curriculum

Coronado Children's Center uses a preschool curriculum that includes weekly and monthly lesson plans as well as outdoor activities for the 2 to 5 year old. The curriculum includes age appropriate activities covering math, science, reading readiness, music, art, social studies, social skills, physical education, language, art, motor skill development, and various field trips. Children also have the opportunity to develop their technical, eye/hand coordination, and manipulative skills using the Center's computer.

9.3 Meals and Snacks

Coronado Children's Center provides tasty meals and snacks at no extra charge for all children who eat table food. We participate in the Federal Adult and Childcare Program which sets standards for food quality, serving portions, and serving times. The Coronado Children's Center operates on a 4-week cycled menu. The menu is posted weekly on the bulletin board at the entrance counter. Please feel free to review it as often as you desire.

Serving times are as follows:

Breakfast	7:00 a.m. – 9:00 a.m.
Lunch	11:00 a.m. – 12:30 p.m.
Snack	2:30 p.m. – 3:30 p.m.

Infants are fed on demand unless the parents have another feeding schedule in mind. *Note: If you do not want your infant to use the Center's formula, you may provide your own.*

Children who are dropped off after meal times should be fed before they arrive. Please be aware that no outside food is allowed in the Center. This includes cookies, donuts, candy, gum, beverages, and fast food and convenience store items. These items will be disposed of upon arrival at Coronado Children's Center.

Exception: During a child's birthday, parents may bring in a healthy snack.

9.4 Naps/Rest Time

Coronado Children's Center has a designated nap/rest time each day. All children between the ages of 12 months and 5 years of age must nap, rest, read quietly, or play quietly during this period. Rest time gives everyone a much-needed break during the day. Without this time of rest, some children are argumentative in the afternoon, short-tempered with others, and not real happy when they go home in the evening.

Please try to avoid dropping off your child during naptime. Children who arrive during rest time will be expected to remain quiet until the designated time is over. If it is absolutely necessary to pick up or drop off your child during our rest time, please be as quiet and brief as possible so as not to disrupt the other children.

9.5 Indoor/Outdoor Play

Coronado Children’s Center has a variety of age-appropriate toys for indoor play. Toys may be rotated or temporarily placed out of use so that the children do not become bored.

A sandbox, slides, swings, tricycles, balls, trucks, etc. are available with outdoor activities.

9.6 Cleanliness and Hygiene

Coronado Children’s Center does its best to maintain strict cleanliness and hygiene standards. Children’s hands are washed upon coming inside, before and after meals, and after toileting.

Infants sleep in separate cribs or “pack and plays” with clean sheets used only by them between washings. Toddlers (and up) use washable nap mats or cots. Each child has a separate nap mat with sheets, blankets, and pillows that are washed weekly. (Soiled items are washed as often as necessary.) Mats are also wiped with bleach water on a weekly basis.

Children use separate cups, plates, bowls, and eating utensils that have been washed and sanitized. High chair trays are disinfected with a bleach water solution after each use.

9.7 Toilet Training

When you feel your child is ready for toilet training, Coronado Children’s Center asks that you begin this teaching at home during a weekend or vacation. We will follow through and encourage your child while in our care. Toilet training will be done in a relaxed manner with the cooperation of the family. The child must be at least 2 years old and showing signs of readiness. When a child is ready, the process should go pretty quickly. The child must be kept in 5-ply training pants (not pull-ups) at all times. Putting a child in diapers part time and training pants part time can be confusing and delay the training process. Since activity levels at the Center can distract your child from responding to an urge to use the potty, we will continue to use diapers or pull-ups until your child can and will announce the need to use the bathroom and can control his/her bladder and bowels for a few minutes beyond that announcement. During toilet training, it is helpful if the child is dressed in “user friendly” clothing.

9.8 Daily Schedule

Young children, toddlers, and babies enjoy a structured schedule that allows for flexibility. A schedule helps the day to flow more smoothly, allows the children to anticipate coming events, and aids in achieving a variety of goals. Coronado Children’s Center will try to adhere to the following schedule:

7:00-7:30	Playtime	Breakfast served family style.
7:30-8:00	Break	Children use restrooms and wash hands.
8:00-8:45	Outdoor fun	Planned activities varying day by day.
8:45-9:00	Break	Children use restrooms and wash hands/face.
9:00-9:30	Circle Time	Various activities planned around a theme
9:30-10:45	Project Time	Varied depending upon children’s needs/interests
10:45-11:15	Outside Play	Activities focusing on different muscle groups
11:15-11:30	Break	Use restrooms; wash hands; prepare for lunch.
11:30-12:15	Lunch	Family style
12:15-12:45	Break	Children use restrooms; wash hands/faces.
12:45-2:45	Quiet Time	Teacher reads story; children take naps.
2:45-3:00	Break	Children use restrooms; wash hands for snack.
3:00-3:15	Snack Time	Family style and then wash hands
3:15-3:30	Circle Time	
3:30-4:30	Project Time	
4:30-5:00	Outside Play	Planned activity
5:00-5:15	Closing	Teachers assist children in getting ready to go home.

10 Parental Involvement

Coronado Children’s Center welcomes your questions, your thoughts, your suggestions, your ideas, and your presence. We encourage you to visit and spend time observing your child as he/she grows, learns, and plays.

10.1 Bulletin Board and Newsletter

The Coronado Children's Center bulletin board is located next to the entrance counter. Please check it for the week's menu, monthly calendar, playground schedule, and other current information. The monthly newsletter highlights recent activities and notes upcoming events.

10.2 Curriculum Meetings

Parents are invited to share any cultural information, special skills, or interests that will benefit our program. We welcome any input that you might have about our curriculum at Coronado Children's Center. Curriculum meetings for the school year begin in July. If you wish to contribute, please let the Director know.

10.3 Parent/Teacher Conferences

Parent/Teacher conferences at Coronado Children's Center are scheduled in October and April of each year. Additional conferences can be scheduled upon request.

10.4 Parent Conflict Resolution

Coronado Children's Center follows a chain of command when a problem arises. Parents must first address their problems and/or concerns to the Director. The Director will seek to clarify the problem by obtaining input from other individuals involved in the matter. The Director will then report those findings to the parents and if needed, work with the parents towards a resolution. Where necessary, a parent/teacher conference will be arranged to ensure that all parties involved are given the opportunity to address and respond to any concerns the parents may have.

11 Summer Program

Coronado Children's Center charges the full-time tuition rate during the summer. In addition, a summer activities fee of \$70 per child will be collected at the beginning of the summer. The beginning of summer is based on the end of the public school year.

Coronado Children's Center has an excellent summer program with daily field trips for children between the ages of 5 and 12. Some of the places we visit include:

Albuquerque Children's Museum
New Mexico Museum of National History
Indian Pueblo Cultural Center
Rio Grande Nature Center
University of New Mexico Maxwell Museum of Anthropology
Albuquerque Biopark (aquarium, botanic gardens, zoo)

Among the visits, children are able to enjoy the exotics of the rain forest, a magic show, the dynamax theatre, the Movie 8 matinee theatre, and a hawk/owl/snake presentation.

Other summer activities include swimming, roller-skating, bowling, and picnics. Hands-on activities include arts and crafts, water play, science/nature, dramatic play, manipulative cooking and sensory exploration.

You will need to provide your child with a bottle of sun block. *Please see "Excursions and Field Trips" in section 8 for additional information.*

12 Termination Policy

Coronado Children's Center may terminate service whenever we are unable to provide the level of support that a child requires or whose family does not abide by the Center's policies and procedures. Parents may terminate service whenever they feel we are unable to provide the level of service the parents require. Termination of services from either party will be in the form of a letter to the other party.

Parents will be responsible for full tuition for the week in which the Center received the notice of termination.

Coronado Children's Center will give one (1) week notice when terminating. Parents are expected to give one (1) week notice when terminating. The one week will be paid in full, regardless of whether or not the child is in attendance. Coronado Children's Center reserves the right to give written notice of immediate termination under extreme circumstances that affect the well-being of the Center or other children in attendance. In this situation, the one week payment is still required.

13 *Revisions to Handbook*

There will be a periodic revision of this handbook and the accompanying contract. We reserve the right to make changes in rates and policies as we deem necessary. You will be notified in writing of any changes that may occur. We will attempt to give at least two weeks of changes.

Thank you for allowing Coronado Children's Center the opportunity to be a part of your child's growth and development. We value your friendships and appreciate your partnership with us. We will continue to place your children first in all that we do.