

# Learn and Play Child Development Center LLC



## Parent Policies & Procedures

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# Policies and Procedures

## About Us

Learn and Play Child Development Center is a state licensed daycare center, providing care to children ages 6 weeks to 12 years old. Our goal is to provide excellence in our academic program, a safe environment, and enjoyable activities every day. We believe our center will help your child develop academically, emotionally, and socially. We are equally committed to the safety and well-being of each child here at our center. Our daycare operates year-round, 24 hours a day 365 days per year. Learn and play is designed to focus on the needs of the working parent and their children. We take pride in offering a center like no other and care second to none for children 6 weeks to 12 years of age.

## Curriculum & Activities

Our curriculum is theme-based and developmentally appropriate using the HiMama Curriculum for all age groups. We began teaching infants by exposing them to books, playing games with them, talking to them, and helping them reach first-year milestones. We have three age-appropriate infant rooms designed to help foster their developmental skills in a safe and comfortable environment to meet the needs of the individual child and not an age.

**Infant I** class is designed for the nonmobile infant. This class will focus on touch, voices, eye contact, and creating a bonding moment with the infant.

**Infant II** class is designed for the more mobile infant who is beginning to crawl and try to get around and learn about their surroundings and environment. Toys, music, and engaging learning activities will help develop new skills and creative exploration. This class will focus on the infants love of textures, touch, and sound. Foods may be introduced during this time with the parents support and desire.

**Infant III** class is designed for the pre-walking infant. All activities and interactions are focused on the needs and safety of the infant who is crawling, starting to climb, and in the beginning stages of walking. This class will focus on the exploring infant and creating an engaging environment that helps the infant develop skills of the pretoddler.

We prepare our toddlers for pre-school by introducing them to the HiMama curriculum. Toddlers enjoy a daily group-time which focuses on music/songs, reading stories and learning colors, shapes, numbers, and letters. There are two toddler classes to meet the needs of all students.

**Toddler I** class is designed for the steady walkers. This class will create a love of learning and focus on the socialization, and verbal skills of the toddler. This class is for the one- and two-year-old child who is not quite ready to be potty trained and needs more nudging and coaxing to take part in the next developmental stage.

**Toddler II** class is designed for the toddler who is showing interest in using the potty. This class may have one year old and two-year old's and teachers will focus all activities around potty training and ensuring the training is successful. This class requires the support of the parent and their ability to continue the potty training at home.

Pre-school classes are divided into age learning centers which children explore, learn, and play. Some of the subjects they study include language and development, phonics, reading, writing, numbers, and art. There are two preschool classrooms that meet the developmental needs of the three- and four-year-old. The preschool schedule is 8:00 to 2:30 Monday through Friday and like any school focused curriculum to be successful, the child must attend on a regular basis. We follow the Alamogordo School District Calendar.

**Pre-school I** is designed for the developmental needs of the three- and four-year-old. Activities will focus on reading, math, and language skills.

**Pre-school II** is designed for the developmental needs of the three and four-year-old. Activities will focus on where preschool school I left off and continue to create a learning environment that prepares the child for PreKinder or kindergarten.

**PreKinder/Kinder** is designed for the four- and five-year-old and will mirror the traditional kindergarten class for the child who has missed the ability to go to public school kindergarten due to their birthdate. This class will follow a curriculum that focus on all the learning targets of the kindergartner.

Other activities that all children enrolled in Learn and Play CDC will participate in, include, but are not limited to the following; books and story-time, Legos, circle-time, tumbling exercises, music and dancing and singing, dress up, play food, interactive stuffed animals, cars/trucks/planes, arts and crafts, puzzles, flash cards, animals/dinosaurs, trains, musical instruments, balls, dolls, various learning toys, various games, bean bag toss, blocks, large beads and string, song games, coloring, sing along story books, painting, science, and puppets.

All children participate in daily outdoor recreation and activities (weather permitting). Activities include climbing, sliding, swinging, jumping, running, balls, racing, parachute, catch, bubbles, follow the leader, squirt bottles, ride-on toys, wagons, safe water toys, various games, and exploring nature/weather.

All classes from Toddler III and beyond will have weekly PE, Music, Art, Social Emotional Learning, and Spanish classes from a designated teacher who is hired to come into the facility to teach these structured classes. All children will participate 45 minutes in each class once per week.

We want our children to learn, play, and grow in a safe, loving environment and our daycare to be one that children love attending and parents love visiting. Parents are welcomed and encouraged to visit and participate in center activities.

### **Summer Activities**

During the summer, 5–12-year-olds enjoy endless activities including: water day, movies, crafts, field trips, and exciting games. Some of the summer games and activities include Face Painting, Music and Movement, Slip n' Slide, Scavenger Hunt, Food Fun, Bubble Blast, Backward Day, and many more. The children ages 5 – 12 years-participate in 1 field trip a week.

### **Camera Viewing**

Learn and Play Child Development Center offers the ability to view your child at any time throughout the day. Cameras are installed in every child area or classroom and on the playground. From an app on your cell phone, you can log on and be connected directly to your child's classroom. This special feature is available for a monthly service fee. **An Internet Viewing fee of \$11.40 will be charged to your account monthly if you choose this service.** Ask the front desk for details and instructions on viewing your child on-line. If you do not want this viewing access, notify us in writing and you will not be charged. Camera monitoring will be available through the Grow With Me App.

## Rates and Registration

\*\*Registration fee of \$35.00 plus tax per family paid with the application and will hold your child's spot\*\*  
Rates are per week and do not include tax. There will be a 3% credit card fee added to all payments. If you use a debit card, the fee will not be charged.

### Infants and Toddlers

Infants (6 weeks to 12 months)	\$205.00 wk.
Toddlers and non-potty-trained Preschoolers	\$205.00 wk.

### Preschool and Pre-Kindergarten

Preschool	\$185.00 wk.
Prekindergarten	\$185.00 wk.

Pre-K curriculum hours are 8:00 am to 2:30 pm M-F  
We follow the Alamogordo and Tularosa School District Calendar Schedules  
(When schools are closed, preschool and pre-kinder students may attend, but there will be no structured curriculum.)

### School Age Programs

**We drop off and pick up at all Alamogordo and Tularosa Schools**

Before & After School	\$145.60 wk.
After School only	\$85.60 wk.
Before School Only	\$55.60 wk.
Weekly School Breaks	\$185.00 wk.

We provide transportation to and from Alamogordo Schools.

### Summer Program

3 to 5 years old	\$185.00 wk.
6 to 12 years old	\$185.00 wk.
Does not include field trip expenses	
Drop-In Care (if space is available)	\$75.00 day

### Family Discounts

Multiple Child: \$10.00 weekly discount for each additional child (does not apply to before or after school)

### Payment and Late Fees

Learn and Play accepts credit and debit through the himama app or you can pay in cash or check at the center to the receptionist. Payment is due on Monday of each week. If tuition is not paid by Friday at closing time, a \$15.00 late fee will be charged to your account. Children with a past due balance will not be allowed to attend the following Monday unless the past due balance is paid in full. No account will be held for more than one week. We do not carry balances. Payments may be paid bi-weekly or monthly if tuition is paid for in advance. If for any reason you decide to withdraw your child from our center, a two-week notice is required, and payment will be expected during this time. If a check is returned to us for any reason, a \$35.00 fee will automatically be charged to your account.

While Learn and Play is a 24-hour service, children are not allowed to stay longer than one hour prior and one hour after a scheduled shift. There may be an exception made if the parent has made prior arrangements for extended care.

### **Admission Requirements**

Learn and Play Child Development Center accepts children ages six weeks to thirteen years of age. To enroll in our daycare, you must provide the center with the following required documents: Application, Enrollment form, current immunization record, birth certificate and paid registration fee of \$35.00.

If during your child's stay with us, there is a change of employment, home address, or telephone number, it is the parent's or legal guardian's responsibility to notify the daycare management in writing of such changes. Our management must be able to always contact responsible parent/guardian while their child is in attendance.

Learn and Play Child Development Center admits students of any race, color, national and ethnic origin to all the rights, privileges, programs, and activities generally accorded or made available to students at the center. It does not discriminate based on race, color, national and ethnic origin in administration of its educational policies or admission policies. Learn and play also does not discriminate based of the developmental needs or disability of the child. However, placement cannot be guaranteed for the child if the disability requires teachers to have adequate training to meet the needs of certain children with severe disabilities. Learn and Play will do its best to accommodate all needs of the child enrolled in its care.

### **Holiday Closings**

Our daycare operates year-round, 24 hours a day 365 days per year. Learn and play is designed to focus on the needs of the working parent and therefore, all federal holidays are designated for the working parent in mind and children may not be dropped off for any reason other than to go to work. Due to scheduling of staff, all federal holidays when children will attend, Learn and Play CDC must be notified at least two weeks prior to the holiday to ensure adequate staffing is available for the care of students.

### **Inclement Weather**

We follow Alamogordo Public Schools for inclement weather closings. Children may be dropped off for care in the event of school closings and no additional charge will added unless the closure is three days or more at which time the weekly payment schedule will be followed for school age students.

### **Policy for Drop Off and Pick-Up**

Please arrange for your child to be at the center by 7:45 (7:15 for school age students) for breakfast and 11:00 am to ensure your child can eat lunch. There will be no exception to this policy.

Upon arrival, it is the responsibility of the adult dropping off the child to check-in the child and walk them to their classroom. Children are not to be dropped off in the parking lot and allowed to enter unescorted. This is a state regulation.

The parent(s) of the child shall at any time the child is in attendance be permitted access to all childcare areas of the Center and shall make his or her presence known to Center Staff prior to removing the child from the Center.

Each parent/legal guardian will document in the enrollment papers the people authorized to pick-up his/her child. Parents will sign children in and out of the facility daily using the HiMama App. All parents and other authorized persons picking up and dropping off children will be buzzed in by the receptionist. This is the for the safety of our children and staff.

If you want a person who is not identified as an emergency and authorized person to pick-up your child, you must notify us in advance, in writing. Your child will not be released without prior written

authorization. The provider will require photo identification from anyone that it is not recognized. Please notify your pick-up person of our policy. Calling the center to authorize a pickup will not be granted as we are not able to verify who is on the phone.

A child will only be released to that person with proper identification, such as a valid driver's license or picture identification. Please keep in consideration that although someone may be on the pick-up list, staff may still ask for I.D if the person picking up is not recognized. We thank you for your help in this matter. We must focus on your child's safety.

To protect your child, we will need copies of any court ordered custody agreements. Without a custody agreement, we are not able to prevent the release of your child to a parent.

If a child has not been picked up after fifteen consecutive hours and we have not heard from you, attempts will be made to contact you, and the contacts listed as emergency and authorized pick-ups but if after 2 hours we have not been able to reach you or a person listed on an emergency and authorized pick-up, we will call the local child protective services agency.

### **Pandemic Policy Changes for Drop Off, Pick-Up, and Operations**

In the event of a pandemic, the center will follow the state's licensing department and governor's guidance on operations and the CDC's recommended guidelines to prevent the spread of illnesses. These guidelines may include but are not limited to:

- Posting a door sign at all entrances to the facility.
- Restricting families' access to the front door of the facility or limiting access to entry only
- Only allowing children and staff who are required for daily operations and ratio inside the building and classrooms.
- Modifying sign-in/sign-out procedures. Staff signing children in and out of the facility for the families if they use a computer/keypad system. If pens are used, sanitizing with a disinfectant wipe or other means before another person uses the pen.
- Daily temperature checks and health screening of all staff and children upon arrival. Further, excluding all visitors, staff, and children if they have a fever above 100.4 degrees Fahrenheit or exhibit respiratory symptoms, including cough or shortness of breath. Staff conducting daily health screenings using the appropriate PPE.
- Ceasing all unnecessary child transportation.
- Staggering arrival and drop off times and/or plan to limit direct contact with parents as much as possible.
- Staff walking children to their classroom, and at the end of the day, walking them back to their parents or cars.
- Hand hygiene stations set up at the entrance of the facility, so that staff and children can clean their hands before they enter.
- Following proper hand hygiene guidance for adults and children such as washing hands frequently with soap and water:
  - upon arrival in classroom in the morning
  - before and after eating meals and snacks
  - after blowing noses, coughing, or sneezing or when in contact with body fluids after toileting or changing diapers
- limiting or reducing the number of children in each classroom and playground.
- Keeping each group of children in a separate room and not mixing children.
- Routinely cleaning, sanitizing, and disinfecting surfaces and objects that are frequently touched.
- Cleaning and sanitizing all toys and surfaces at the end of the day.

## Guidance and Discipline

Our goal for the classrooms is that children be well cared for. All children will be happy, clean, and fed nutritiously. Our learning program is especially geared towards fun while the child learns. We strive to make each day a fun, safe, nutritional, and an educationally balanced experience for every child. Our parents are encouraged to visit the center and their child whenever their child is in attendance, and to discuss any questions or concerns with the teacher or director/owner.

Our personnel **DO NOT**: Inflict corporal/physical punishment, nor physically or sexually abuse any child. The staff is not allowed to shake, jerk, pinch, or handle roughly any child. Our staff will not verbally abuse or humiliate a child that includes but is not limited to, the use of threats, profanity, or belittling remarks about a child or his/her family. Children are not isolated in a dark room, closet, or in any unsupervised area. Mechanical or physical restraint devices to discipline children are prohibited. If for any reason, an employee of the center is caught doing any of the offenses listed, they will be automatically dismissed and reported to the authorities.

### **Discipline Policy**

**Infants are not disciplined in any form other than redirection.**

**Toddler and older:**

First Time: Redirection of behavior, such as a sensory activity such as play dough or playing with another toy.

Second Time: Talking with the child about the problem, trying to understand the child, and discussing emotions.

Third Time: Time out chair will be used. Age-appropriate time will be used.

If problem continues: The child will sit in the director's office or at the front desk and lose the privilege of a favorite activity. We will also notify the parent of the behavior and ask for reinforcement at home. The child may be dismissed if the behavior continues and depending on the type of behavior being exhibited. Dismissal is determined by the Director and at the Director's discretion.

### Child Abuse

We are required by law to report any suspected child abuse, child neglect, exploitation, or deprivation to the Department of Family and Children's Services.

### Meals

Our center will provide breakfast, lunch, Dinner and three snacks, one in the morning, afternoon, and evening. Milk or juice is served with all the meals and snacks, and water is offered throughout the day. The meals and snacks for each week constantly vary to ensure the children receive a well-balanced diet. The children are offered the food, but they will not be forced to eat but instead encouraged to try new foods. It is our goal to offer nutritious meals and snacks to the children in our care, as nutrition is a vital part of a child's health.

Children should not bring food except in case of allergies or special diets prescribed by a physician. A doctor's note is required for all food brought from home including special milk and snacks. Food allergies can be life threatening and each child with a food allergy should have an action plan for emergency care completed by the family physician.

Weekly menus are posted on the bulletin board as well as on the HiMama App and are available at the beginning of every week. All food products are purchased weekly, bi-weekly, or monthly. The perishable products are bought fresh weekly. Our mealtimes are as follows:

Breakfast:	7:00 AM – 7:45 AM (School age is 7:30 due to transportation of students)
Am snack:	9:00 AM – 9:45 AM (Please see class schedule for specific times)
Lunch:	11:00 AM – 12:30 AM (Please see class schedule for specific times)
Afternoon Snack:	2:30 PM – 3:00 PM
Dinner:	5:30 PM – 6:30 PM
Evening Snack:	8:00 PM – 8:15 PM

Children that are dropped off at the center after the above mealtimes must have already eaten.

### **Special Needs Children**

If your child has any type of special needs, please notify the front desk or director. We as a daycare center provide for special needs children whenever possible. Please bring a written statement from the doctor that states the type of special needs the child requires.

### **Infant Care**

We provide care for infants starting at 6 wks of age. We provide the following formula at no additional charge:

Enfamil Infant Formula with Iron, Unflavored, Milk-Based Powder

Similac Infant Formula with Iron, Unflavored, Milk-Based Powder

When infants are 7 months to 12-months, with the parent's permission, children will be introduced to solid baby food, provided by the center. Left over formula and baby food that has been opened is returned home each day. We cannot retain this overnight.

The infant's parent/legal guardian must complete an infant information form and always keep an updated form in the infant area.

Parents must bring their child at least 1 change of clothes in case of accidents or soiled clothes, more is preferred.

Parents have the option of having the center provide diapers for their children for an additional charge of \$25.00 per month. If you prefer to provide your child's diapers, they can be brought daily (at least 8 per day) or in bulk with your child's name on the packaging. Diapers will be changed every 2 hours or as needed when soiled.

Member's Mark Unscented Sensitive Wipes will be provided by the center at no additional charge. If your child uses a special type of wipe, you are welcome to provide them.

If a child has a pacifier, please mark the pacifier with your child's name or initials. Children will not be allowed to have pacifiers attached to their clothing or around their neck. Toddlers will only be allowed to have a pacifier during naptime.

Infants will be placed on their backs in a crib to sleep unless a physician's written statement authorizing another sleep position for that infant is provided. No objects will be placed in or on the crib with an infant. This includes, but is not limited to, covers, blankets, toys, pillows, quilts, comforters, bumper pads, sheepskins, stuffed toys, or other soft items. No objects will be attached to a crib with a sleeping infant, such as, but not limited to, crib gyms, toys, mirrors, and mobiles. Only sleepers, sleep sacks and wearable blankets provided by the parent/guardian and that fit according to the commercial manufacturer's guidelines and will not slip up around the infant's face may be worn for the comfort of the sleeping infant. Individual crib bedding will be changed daily, or more often as needed. Infants who arrive at the center asleep or fall asleep in other equipment, on the floor or elsewhere, will be moved to a safety-approved crib for sleep. Swaddling will not be permitted. Wedges, other infant positioning devices and monitors will not be permitted unless a physician's written statement authorizing its use for a particular infant is provided.



### **Toddler Care**

Diapers will be changed every 2 hours or as needed when soiled. Parents must provide pull-ups or underwear/panties for their children who are in the Toddler II classroom and being potty trained. Our staff is trained to help potty train children. During the potty-training process, children will be taken to the restroom several times throughout the day and encouraged to use the toilet. Once a child is using the toilet on a consistent basis, the teacher will instruct the parent to transition their child to underwear. All children will need several change of clothes kept at the center in case of accidents.

### **Biting**

Biting is a normal stage of development that is common among infants and toddlers-and sometimes even among preschoolers. It is something that most young children will try at least once. When biting happens, our response will be to care for and help the child that was bitten and to help the biter learn a more appropriate behavior. Our focus will not be on punishment for biting, but on effective behaviors that address the specific reason for biting. Supervision and prevention will be the number one way we help change the behavior. Notes will be written to the family of the child who was bitten and the biter's family. We will work together with the families of each to keep them informed and to develop strategies for change.

### **Nap Time**

Nap time is scheduled from 11:30 – 2:30 pm for ages 1 yr – 3 yrs. Please see class schedule for nap times. Infants will nap at various times throughout the day. While at the center, we provide each child with a bed or cot with sheets during nap times. Parents must provide a blanket and take it home weekly to be washed and returned. Parents must also provide a change of clothes for each child in case of accidents.

### **Television**

There is no TV in the center. However, learning videos offered through our curriculum may be shown that supplement the learning skills.

### **Postings**

We have posted for public viewing the following items:

State License

Copy of rules

Review of evaluation report

Communicable disease chart

Statement of parental access

Names of persons in charge

Current weekly menus

Emergency plans for severe weather and fire

Statement for visitors

### **Staff Qualifications**

Our teachers are hired in compliance with the state requirements and qualifications as a base minimum. All staff will pass criminal history records check and have current CPR & First Aid certification. All will participate in orientation and ongoing training in the areas of child growth and development, healthy and safe environments, developmentally appropriate practices, guidance, family relationships, cultural and individual diversity, and professionalism, and all required trainings mandated by the state.

### **Administering of Medication**

Medicine will be administered, but only with written authorization and instructions from the child's parent or legal guardian. An authorization form is provided at the front desk for any medicine that should be taken. Medicine should be in the original container with the child's name clearly marked on the container. Prescription medicine will be given only to the name listed on the label. If the medicine is for more than one child in the family, it should state both names separately on the bottle. Parents must hand the medicine to the director or the designated manager in charge when bringing the child to the center and must take the medicine home each night. Medicine is not allowed in the child's room. We will be glad to administer over the counter medicine according to the directions on the label if a medicine form is completed and the bottle is clearly marked with your child's name. We will not administer fever reducer or any medicine containing fever reducer with the exception of children who are getting their shots at which time we will administer pain relieving medicine up to 2 hours prior to pick up for shots and up to 24 hours after getting shots.

### **Adverse Reaction to Medication:**

If our front office or your child's teacher notices any type of adverse reaction to any medicine or your child has any type of allergic reaction to food or to insect stings, you will be notified as soon as possible. A form will be filled out by our staff indicating reactions and you will receive a copy.

### **Immunization**

Immunization is required. All children who attend daycare must have a certificate of immunization. Parents must submit at time of enrollment. This is a state requirement and must be enforced. We ask that each time your child has an immunization; you bring in a new form with current dates and shots. The correct immunization form can be obtained from your pediatrician or local health department.

### **Exclusion of Sick Children**

If your child's temperature is 100.5 degrees or higher, or he/she develops diarrhea, vomiting, or any other contagious symptom, such as but not limited to rash, sore throat, or pink eye, we will notify you to come pick up your child.

If a child is sent home with a temperature, vomiting, diarrhea, or any other contagious symptom, he/she may not return to the center until 24 hours after the symptom subsides.

We will not administer fever reducer throughout the day to keep a child's fever down. If you would like for your child to have medicine for cough or runny nose, please bring something without fever reducer such as Triaminic or Children's Sudafed Cold & Cough and ensure the original packaging has your child's name on it and the directions with times to administer the medication.

There is a notice on our bulletin board in the foyer that is constantly updated listing all illness/diseases present at the center.

A communicable disease chart is posted in the foyer on the bulletin board for your viewing. The chart contains recommendations for the exclusion of sick children and their readmission. This is the course that our state recommends we follow and will be followed.

Staff or any other persons being supervised by the staff shall not be allowed in the center that knowingly have or present symptoms of vomiting, fever, or diarrhea.

### **Notifiable Communicable Diseases**

According to the communicable disease chart posted on our bulletin board, there are certain infectious illnesses that must be reported to the health department. These illnesses are referred to as notifiable communicable diseases.

We are required by law to report any suspected case of notifiable communicable diseases to the local health department. It is the parent's responsibility to inform us of a notifiable communicable disease their child or children may have been exposed to. If your child is exposed to a notifiable communicable disease, our center will notify the appropriate parents/guardians that their child may have been exposed as well and recommend proper action be taken.

### **Handwashing, Health & Safety**

Hand hygiene stations such as sanitizer will be set up at the entrance of the facility, so that staff and children can sanitize their hands before they enter.

All adults and children will follow proper hand hygiene guidance, washing hands frequently with soap and water. Hand washing will be performed as follows:

- \* upon arrival in classroom in the morning
- \* before and after eating meals and snacks
- \* after blowing noses, coughing, or sneezing or when in contact with body fluids
- \* after toileting or changing diapers
- \* after returning from outside play

### **Cleaning and Disinfecting**

All surfaces and objects that are frequently touched such as tables, doorknobs, counters, desks, phones, keyboards, faucets, toilets, sinks, light switches, will be routinely cleaned, sanitized, and disinfected. All toys and surfaces will be cleaned and sanitized at the end of the day. All toys that are put in a child's mouth will be put into a bucket until cleaned and sanitized.

### **Written Parental Authorization**

We must obtain written authorization from the parent/legal guardian before their children participate in routine transportation, field trips, special activities away from the daycare center, and water related activities occurring in water more than 2 feet deep. Public facilities used for water related activities will employ certified lifeguards. All children must wear floaties or life jackets to be admitted to the pool area. Currently, we do not have a pool.

### **Parental Access**

Parents may visit the center unannounced and at any time that their child is in care. Any information requested by the parent concerning the operation of the childcare center or the care of the child will be provided to parents. The parent(s) will be provided daily communication (verbal/written) regarding the care of the child, especially with infants, toddlers, and nonverbal children.

The infant room welcomes parents/guardians to nurse or feed their infants. Having an open-door policy does not mean the doors will be unlocked. For the safety and protection of the children, external doors will be kept always locked.

### **Prohibited Substances**

No person shall smoke, use tobacco, or prohibited substances on the premises or in any vehicle being used to transport children during operating hours.

### **Emergency Plans**

The Center shall conduct drills for fire, and other emergency situations. The fire drills will be conducted monthly and other emergency drills will be conducted every quarterly.

We have a written plan for handling emergencies, including but not limited to severe weather, loss of electrical power or water and death, serious injury or loss of a child, a threatening event, or natural disaster

which may occur at the Center. The Center has in place procedures for evacuation, relocation, shelter-in place, lock-down, communication and reunification with families, and continuity of operations. A copy of our emergency plans is available upon request.