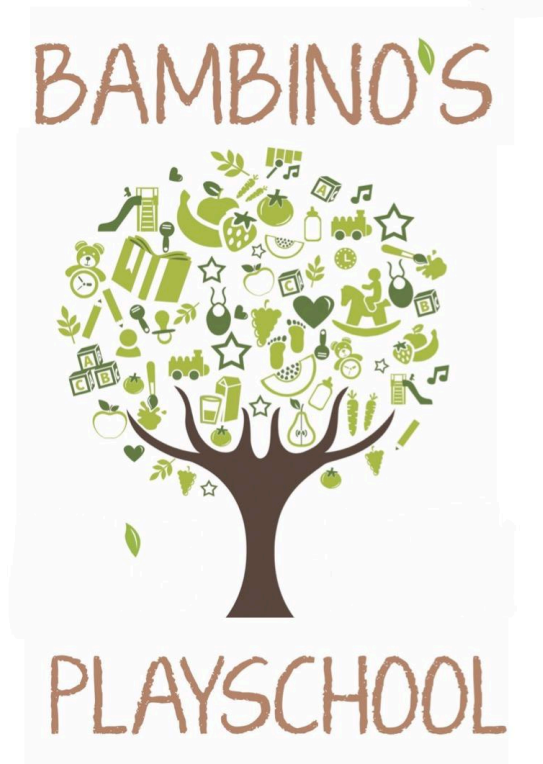


# FAMILY HANDBOOK



3404 Davis Drive  
Cary, NC 27519  
(919) 694-5777

[www.BambinosPlayschool.com](http://www.BambinosPlayschool.com)  
[team@BambinosPlayschool.com](mailto:team@BambinosPlayschool.com)

# Welcome & Educational Philosophy

## Welcome

*"If you want to do something good for a child...give him an environment where he can touch things as much as he wants."*

*Buckminster Fuller*

Welcome to Bambino's Playschool. We're a 5-Star North Carolina early learning community where children learn by doing, through hands-on exploration, project work, and field experiences that connect the classroom to real life. Our team brings decades of leadership in high-quality early childhood programs and is dedicated to creating a nurturing, joyful place for every child and family.

## Mission & Philosophy

### Our Mission

Our mission at Bambino's Playschool is to foster and nurture the development of the whole child by providing a "hands-on" environment rich with stimulating and engaging activities and materials to foster the development of the whole child—social, physical, cognitive, emotional, creative, language, and moral—through a rich, play-based, hands-on environment grounded in strong family partnerships.

A huge component of our program involves connecting children with nature. Bambino's Playschool places a large emphasis on limiting processed food and providing fresh vegetables and fruit in our meals. We are very intentional about serving fresh, wholesome meals prepared on site each day. In addition, we consider the natural environment to be a very important aspect of the growth and development of young children. The benefits of connecting to nature have been well documented in numerous recent scientific research studies and publications. In North Carolina today, more than one-third of young children are considered overweight and obese. Bambino's Playschool is determined to fight the childhood obesity epidemic by encouraging healthy eating habits and lifestyle changes for children to support them throughout childhood and into adulthood.

### What We Believe & Practice

Our main purpose and goal is to provide a quality preschool and child care experience that fosters and nurtures the development of the whole child. We offer the opportunity for each child to participate in structured and unstructured activities on the individual and small group levels. Children are allowed the freedom to explore, observe, experiment, run, talk, sing, or even shout. Bambino's Playschool provides children with the time and the materials they need to deepen and further their explorations within the environment. We find time each and every day for the children to create, move, sing, discuss, observe, read, and play. These seven components are

the ingredients to our high quality early childhood program.

We strive everyday to develop an atmosphere of understanding and cooperation with parents. We consider open communication between parents and staff to be a crucial factor in every preschool experience. It is a goal of the staff at Bambino's Playschool to continue this open communication, understanding, and cooperation throughout the preschool experience. Parental input is encouraged and is always welcomed. We have an open door policy. Parents are welcome at school at any time during business hours.

### **We believe in:**

- **Learning by doing:** Children investigate, build, create, move, sing, discuss, observe, read, and play every day.
- **Whole-child, developmentally appropriate practice:** Teaching is responsive to each child's age, strengths, and needs.
- **Nature-rich experiences:** Daily contact with the natural world supports curiosity, health, and well-being.
- **Healthy meals, healthy habits:** Fresh, wholesome meals are prepared on site; we intentionally limit processed foods.
- **Family partnerships:** Open communication and an open-door policy welcome families to participate and collaborate.
- **Quality standards:** We are a 5-Star licensed center and align our practices with NAEYC (the National Association for the Education of Young Children) standards and guidance.
- **Inclusive community:** We do not discriminate based on race, religion, sex, age (as permitted by law), or national origin.

### **Our Goals for Children**

- Develop confidence, cooperation, and self-control.
- Build strong problem-solving, early literacy, and numeracy skills.
- Expand language and communication.
- Strengthen fine and gross motor skills.
- Cultivate creativity, curiosity, and a love of learning.

## **Program Narrative**

Bambino's Playschool serves children ages 6 weeks through 12 years of age at the following location:

**3404 Davis Drive, Cary, NC 27519**

Phone (919) 694-5777 | Fax (919) 694-5775 | [team@bambinosplayschool.com](mailto:team@bambinosplayschool.com)

Our center is unique in that we provide a loving and nurturing environment for infants, toddlers, preschoolers, pre-kindergartners, and school-agers to explore and learn in. Our ratios meet and exceed the ratios required for a 5-star license by the state of North Carolina.

At Bambino's, we strive to create a sense of home and family at our centers. Our center gives parents and children a sense of home rather than "an institution." We create an environment where children feel they can come and kick off their shoes and have fun, while at the same time, they're learning about their world, socializing, and meeting new friends. Overall, we provide a learning environment which helps children develop socially, intellectually, physically, and emotionally.

We pride ourselves in creating an engaging environment that meets the developmental needs of children. Our curriculum is designed to specifically meet these developmental needs. A detailed yearly curriculum guide is revised and published annually. This month-by-month guide outlines the various skills and concepts the children will be introduced to throughout the year. The curriculum encourages children to solve problems, initiate activities, explore, experiment, question, and gain mastery through learning by doing.

Materials and time are appropriately provided at the child's age and level of development in the areas of:

- nature & science (concepts of size, shape, texture, weight, color, etc.)
- gardening
- dramatic play
- art
- music & movement
- numerical concepts (spatial, locational, & other relationships)
- large and small muscle development
- positive self-control
- positive social relationships
- speech and language development
- developing and building the whole child

All materials and toys are washed/sanitized daily. Cleaning and sanitizing schedules are posted throughout the center and classrooms.

## **Educational Focus**

Our daily schedule allows time for both teacher-directed and child-directed activities. We incorporate play-centered and curriculum-based experiences into every part of the day. We use The Creative Curriculum as a framework for curriculum and instruction with children from birth through age five. In addition, our teachers use the Funnydaffer Learning Platform to carefully plan and map out their daily and weekly activities. Even though our full-time center offers a year-round program, our primary instructional cycle runs from September through May. The summer months (June, July, and August) are devoted to curriculum review, playful summer themes, and transitions as children move to new classrooms.

We use a combination of a few research-backed assessment tools to help prepare our children for success: COR Advantage and Teaching Strategies Gold.

## Commitment to Playful Learning

At Bambino's Playschool, we believe that play is the foundation of all early learning. Play nurtures curiosity, creativity, problem-solving, and relationships while allowing children to explore ideas in meaningful, joyful ways.

Our approach to playful learning ensures that children learn content through play in a variety of contexts:

- **Free play (self-directed play):** Children make choices, explore materials, and follow their own ideas.
- **Guided play:** Teachers engage in children's play to extend thinking, introduce new vocabulary, or support emerging concepts.
- **Structured games:** Teachers intentionally plan play experiences that teach specific skills within an engaging, playful context.

This approach reflects Developmentally Appropriate Practice as defined by the National Association for the Education of Young Children (NAEYC, 2022):

*"Playful learning is a learning context in which children learn content while playing together freely (free play, or self-directed play), with teacher guidance (guided play), or in a structured game."*

— Developmentally Appropriate Practice in Early Childhood Programs Serving Children from Birth Through Age 8 (4th Edition), NAEYC

Play is woven into every part of our curriculum, from building with blocks and outdoor exploration to dramatic play, art, and storytelling so that children are not only learning but loving to learn.

## Educational Goals

Some of our educational goals for all children are as follows:

- To experience a sense of self-esteem and exhibit a positive attitude toward life
- To demonstrate cooperative, pro-social behavior
- To acquire learning and problem-solving skills
- To expand logical thinking skills
- To acquire concepts and information leading to a fuller understanding of the world
- To demonstrate skills in make-believe play
- To expand verbal communication skills
- To develop beginning reading skills (such as acquiring a love for books and listening to stories)

- To enhance gross and fine motor skills and develop beginning writing skills
- To use all senses in learning

## **Learning Environments**

Teachers design intentional interest areas that invite exploration throughout the day. These may include:

- Blocks
- Dramatic Play / House Corner
- Table Toys & Manipulatives
- Art
- Sand and Water Play
- Library / Reading and Language Center
- Music and Movement
- Cooking
- Computers
- Foreign Language (primarily Spanish)
- Outdoor Learning Environment (OLE)

## **Nature and Outdoor Learning**

Research consistently shows that children's social, emotional, intellectual, and physical health are positively impacted when they have daily contact with nature. Outdoor play provides opportunities for creativity, problem-solving, and cooperative interaction while promoting overall well-being.

At Bambino's Playschool, we view nature as an essential teacher. Regular time spent outdoors helps children strengthen focus, build cognitive skills, and develop self-discipline and social awareness. Play in natural spaces supports multiple areas of development and has been shown to:

- Encourage creativity and problem-solving
- Enhance cognitive abilities and academic performance
- Reduce stress and symptoms of inattention
- Increase physical activity and improve overall fitness
- Promote healthy nutrition and vision
- Foster positive social relationships and cooperation

By incorporating outdoor and nature-based learning every day, we help children develop curiosity, resilience, and a lifelong connection to the world around them.

# Enrollment & Daily Operations

## Admission & Registration

We operate under an open enrollment policy. This means that we may accept a child at any time of the year, provided that we have an opening. We do not discriminate because of race, religion, sex, age (except as required by law), or national origin.

There is a \$155 non-refundable registration fee for enrolling a child in the center (\$55 for school age children). The registration fee is due immediately upon notification that an opening is available at the center. An annual supply fee (\$100) is due by September 1st of each year. If your child enrolls between January and June of any particular year, you will not need to pay the annual supply fee until September 1st of the following year.

The procedure for admission includes a tour of the center, a one-on-one question & answer session between parents/guardians and the director, teacher/classroom visit, and completing an online application package consisting of (but not limited to) the following forms:

- Enrollment Application Form (Family Background, Emergency Info)
- Permission Authorization & Scheduled Hours
- Medical Report (Parent Report)
- Medical Report (Physician Report)
- Immunization History
- USDA Food Program Form
- Feeding Schedule (only for children 15 months and younger)
- Medical Action Plan (only for children with allergies and/or chronic illnesses/conditions)

Please complete these forms electronically and submit them to the director as soon as possible. These forms must be completed and turned in before the child's first day at school. This information is considered confidential and is available only to your child's teacher, the director, and the state licensing agency.

We require a 4-week written termination notice before withdrawing a child from the center.

All information regarding enrolled children and their families is strictly confidential.

## Operating Schedule & Closures

We are open from **7:00 AM - 6:00 PM, Monday through Friday** throughout the year. Our half-day program operates from 9:00 AM – 3:00 PM. When available, before school care for children grades K-5 operates from 7:00 – 8:15 AM and after school care operates from 2:30 – 6:00 PM.

Children may NOT be dropped off before opening time and MUST be picked up by closing time. All children attending school must be checked in by 10:00 AM on any given day. Children are only accepted after 10:00 AM with a doctor's note (because of an appointment).

Child care cannot be provided after closing time, except in an extreme emergency or with prior arrangements made between the parents and the director. A late fee will be charged for any child who has not been picked up from the center by closing time or by the scheduled hours listed on the child's Scheduled Hours Contract. Late fees are \$10 for each 5 minutes or fraction of 5 minutes per child. If a child has been picked up late more than 5 times, late fees are increased to \$20 for each 5 minutes or fraction of 5 minutes per child.

The full-time and half-day programs operate on a 12-month basis. We are closed on most major holidays.

## **Holidays and Vacation Schedule**

The center will be closed during the year for major holidays. The holiday schedule is updated annually and will be posted on our Brightwheel app.

We will be closed for approximately one week during the winter (generally the week of Christmas).

Tuition fees are not prorated or decreased due to holiday closings.

## **Bad/Inclement Weather Policy**

We will be open on days when there is bad/inclement weather IF the staff can reach the center safely. Any time there is inclement weather or if inclement weather is predicted, all parents will be notified via our Brightwheel app.

## **Nutrition & Meals**

A nutritious breakfast, lunch, and afternoon snack will be provided for all children 1 year old and older enrolled. We are a NUT-FREE school. Infant cereal and baby food will be provided for infants under 12 months of age. Parents of children under 12 months of age MUST provide ready-to-feed, properly labeled bottles of infant formula/breast milk on a daily basis.

All meals are monitored by the USDA Child Care Program and are in compliance with their high standards to ensure wholesome, nutritious meals. We do not serve foods that contain nuts, beef, or pork products.

Parents are asked to please call in by 8:00 am if your child will be late or absent so that we can modify our normal meal preparation. Special diets should be documented on your child's



registration forms and will be posted in the kitchen and in the classroom. All special diets should be signed statements from a physician.

Our goal is to teach children good eating habits and to develop their skills in feeding and serving themselves. Family style service is emphasized so that children have an opportunity to participate either in preparation of food, help in setting the table, serving, or clean up. Teachers are encouraged to sit with the children at meal times to encourage conversation and to assist children when necessary.

Menus are conveniently posted on the parent bulletin board. Please see the daily schedule in your child's classroom for approximate times that meals are served.

## **Birthdays & Celebrations**

We love celebrating children's special days! Families may plan a simple birthday celebration during school hours, typically held at **2:30 p.m. during afternoon snack**.

All food and drink items must be **store-bought, unopened, nut-free, and in their original containers** to meet health and safety regulations. Homemade food items cannot be served. Please provide enough for every child in the class to ensure all can participate.

Goodie bags may include small toys and/or edible treats, but should **avoid choking hazards**, and **latex balloons are not permitted** in the center.

Families often choose to celebrate with cupcakes, fruit, or ice cream. However, you may also arrange for a small character visit or special activity. Please coordinate with your child's teacher in advance so the schedule and allergies can be accommodated.

## **Clothing & Personal Items**

### **Clothing**

Please provide the center with 2-3 changes of clothing for emergencies. **ALL CLOTHES SHOULD BE LABELED.** We highly suggest children wear "play clothes" to school. They will get messy as they explore and have fun at school! Children are required to wear close-toed shoes to school.

### **Personal Items**

The center prefers that children not bring items (toys, food, etc.) into the center. Since we have plenty of toys and materials at school, we prefer to only have children bring these items on special days (ex. Show & Tell). Your child's teacher will let you know when we have special days

and when it is necessary to bring these items to school. If your child brings a blanket to school to use during nap time, it is your responsibility to take it home once a week (usually on Friday) to wash it. All linen and stuffed animals **MUST** be washed on a weekly basis. We are not responsible for any items brought to school that are lost or damaged.

Children may bring personal water bottles to school. All water bottles must be labeled with the child's name and the current date. They should be taken home daily to be washed. Please refrain from bringing glass water bottles to school.

## Arrival/Departure Procedures & Transportation

Children must be brought into the center by his/her parent or legal guardian or another designated adult at the time agreed upon in the scheduled hours contract. Upon arrival, parents are required to wash their child's hands with soap and water before delivering the child to his/her teacher. Children will only be released (with the appropriate picture identification) to persons authorized on their registration forms in the application package. Other transportation issues such as field trips, obtaining medical care, etc. are also addressed in the enrollment application package. Parents are required to sign children in and out daily upon arrival and departure. Generally, parents will use an electronic device (ex. – personal smart phone) to scan a QR code to sign children in and out each day. Children will only be released (with proper ID) to individuals on his/her application on file. Approved pick-up individuals must be provided on the child's enrollment form. We cannot under any circumstances accept email or phone call requests to add individuals to the approved pick-up list.

## Before And After School Care

When available, Bambino's Playschool offers **before and after school care (grades K-5)**, as well as **full-day care** on teacher workdays, school breaks, summer camp, and other closings (such as spring break or track-out). Spaces are limited and filled on a first-come, first-served basis.

When available, we provide transportation and care for children from most surrounding elementary schools, and can often accommodate additional schools by family request.

## Transportation and Safety

- Families must provide a **small booster seat** for any child under 80 pounds or under 8 years of age, in accordance with North Carolina child passenger safety laws.
- Children attending before-school care must arrive **no later than 8:00 AM** (time subject to change).
- All children must be signed in by a parent or adult chaperone and wash hands upon arrival.

- Vans depart promptly between **8:00–8:15 AM** and cannot wait for late arrivals.

## Registration and Fees

- The annual registration fee for before and after school care is **\$55**, due at the start of each school year with the enrollment packet.
- On **full-day care days** (when school is out), an additional **\$10 per day** fee applies, payable upon arrival.

## Meals and Nutrition

- Children must bring a **nut-free lunch** on full-day care days. Please pack food in a small cooler or insulated lunch bag for safety.
- Bambino's Playschool provides **morning and afternoon snacks** on full days, and an **afternoon snack** daily during the regular after-school program.

Our goal is to create a safe, engaging, and nurturing environment for school-age children to unwind, play, and explore after their busy school day.

## Tuition And Payment Policies

Families are responsible for timely payment of tuition to maintain their child's enrollment at Bambino's Playschool. All payments are made online through our convenient AutoPay feature. Weekly or monthly invoices are sent via email through our billing system.

Tuition must be paid regardless of holidays/absences to reserve your child's space in the program. No credits, allowances, or adjustments are made for missed days, holidays, or short-term closures due to weather or unforeseen circumstances. Year-end tax statements are provided automatically through the online payment portal for all enrolled children.

## Payment Plans

### Payment Plan A – Weekly

- Invoices are sent each **Friday**.
- Payments are automatically drafted from the account on file **Friday morning**.
- Payment is due **upon arrival on Friday (no later than 10:00 AM)** for the upcoming week.
- If Friday is a holiday or closure day, payment is due before that date.

## Payment Plan B – Monthly

- Payments are automatically drafted from the account on file on the last day of the month for the upcoming month.
- Payment is due **upon arrival on the last day of the month (no later than 10:00 AM)** for the upcoming month.
- If the last day of the month is a holiday or closure day, payment is due before that date.
- Monthly tuition = weekly rate × number of Mondays in the upcoming month.

## Late and Returned Payment Policies

- Tuition not received by the due date will incur a **\$15 late fee per day** until payment is received.
- After a late payment, future payments may be required in cash, certified check, or money order.
- Returned payments due to non-sufficient funds (NSF) will incur a **\$35 fee**.
- Unless prior arrangements are made, continued late or missing payments may result in suspension or termination of care.

## Adjustments and Fee Reviews

Fees are reviewed monthly based on attendance records. Adjustments, if needed, take effect at the start of the following month and are communicated in writing.

## Health, Safety, & Supervision

### Health Policy

Children are required to have a current (within the last 12 months) medical examination prior to the first day of school. A current immunization record is also required for registration.

If a child has any of the following symptoms, he/she will be isolated, with supervision, from the other children until the parents pick him/her up.

- Suspected signs of a communicable disease
- Nausea, vomiting, diarrhea
- Cough or difficulty breathing
- Complaint of sore throat or chest discomfort
- Discharge from ears or eyes, inflamed tissues around ears or eyes
- Any visible rash or skin sore with suspicion of communicable nature
- Oral temperature of 100 degrees F or more
- Continuing headache, general malaise, or stiff neck

Under no circumstances should a child be sent to school if he or she has any of the above symptoms. A child will not be permitted to return to the center until twenty-four hours after antibiotic treatment is started. If a fever is involved, the child must be fever-free (without medication) for twenty-four hours before returning to school. ALL illnesses must be reported to the center. Parents will be notified if their child has been exposed to a communicable disease. If a child is sent home from the center with an illness or for any health related issue, a signed doctor's statement must be brought to school stating what the illness was and an exact date the child can return to school.

A sick child cannot do well in a group setting, and it is difficult for the staff to give a sick child the extra attention he or she needs. We do not administer oral medication. If your child is receiving other types of topical medications (diaper cream, etc), the medicine must be provided in the original container along with a signed consent form, which includes the directions, time, and dosage. All medications will be placed in a locked box while at school. All medication must be taken home each day upon departure from the center. If, for some reason, staff encounters extreme difficulty in applying medication to children, parents will be notified. Topical medication will only be applied at 11:00 am & 3:00 pm. All medication must be age-appropriate and must be in its original container.

Parents must notify the center if their child is or has been ill. This must be done so that, if necessary, we can inform other parents of particular illnesses that their child may have been exposed to. We assume that any child sent to the center is well enough to participate in our regular program. It is not possible for us to keep a child inside during recess, since we need all the staff to supervise the children on the playground. If a parent feels that his or her child is not well enough to participate in all activities, he or she must keep the child at home. We do realize that this may be a hardship for working parents, but we must think of the welfare of all the children.

Children with allergies or medical conditions (ex. – asthma, diabetes, etc.) must have a complete medical action plan on file, signed by his/her physician (reviewed and renewed annually) prior to the first day of school.

Staff are required to document unusual incidents relating to the health care of a child, such as bowel movement with blood, a sore that may not be healing as it should or a child who is unusually irritable without an apparent reason. All incident reports will be kept confidential and will be shared with the parent.

## **Vision Screening Program**

Bambino's Playschool partners with Prevent Blindness North Carolina to provide free annual vision screenings for all children ages 2-5 and retinal screenings for families and staff. The screening uses a specialized camera that takes a photograph of children's eyes while they watch flashing lights. The process takes only seconds and requires no physical contact. The adult retinal screenings help identify early signs of eye health issues including diabetic

retinopathy, glaucoma, hypertensive retinopathy, macular degeneration, cataracts, and other retinal changes that may indicate a need for further care.

Results are returned to the center approximately two weeks after screening, and families receive a copy of their child's results. Images are read by licensed eye doctors, and individuals are contacted only if a referral for further care is needed. If the screening identifies a possible vision concern, we strongly recommend scheduling a comprehensive eye exam with an eye doctor to determine if treatment is needed. Early detection and treatment of vision problems can prevent permanent vision loss and support both your child's and your family's health and well-being.

This family education partnership provides an opportunity for staff and families to learn together about vision health and preventative care. Early detection and treatment of vision problems can prevent permanent vision loss and support your child's learning and development. All children are automatically included unless families notify the director in writing prior to the screening date. Family and staff participation in retinal screenings is voluntary and scheduled when convenient for families. Families receive advance notice through Brightwheel and written notification.

## **Active Supervision & Safety**

Children are supervised at all times throughout the day, both indoors and outdoors. Our classrooms and playgrounds are designed so that staff can maintain clear visual and auditory supervision in all areas.

Active supervision is the focused, intentional, and continual observation of young children by educators to ensure that children of all ages are exploring and learning in a safe manner. Staff use active supervision strategies to anticipate children's needs, redirect unsafe behaviors, and ensure each child's health and safety.

Bambino's Playschool follows NAEYC and North Carolina Child Care Rules regarding active supervision, which includes maintaining required staff-child ratios and ensuring all children are always within sight and sound of staff.

### **Expectations by age group:**

- **Infants (birth–12 months):** Staff remain within arm's reach and actively engage with each infant during play, feeding, and sleep transitions.
- **Toddlers (1–2 years):** Staff stay close and on the child's level, scanning the environment continuously and positioning themselves to see and hear all children.
- **Preschoolers (3–5 years):** Staff maintain active visual supervision at all times and move frequently through the classroom to anticipate needs, provide support, and extend learning.

- **School-age children (5–12 years):** Staff ensure awareness of all children's locations and activities, maintaining consistent head counts, especially during transitions and outdoor play.

## Our Staff

The quality of any program is a direct reflection of its staff. Our teachers and caregivers are highly qualified, passionate early childhood professionals dedicated to creating a nurturing, stimulating, and safe environment for every child.

It is our goal that the majority of our staff hold or are pursuing an Associate's degree or higher in Early Childhood Education or Child Development. At a minimum, all staff members hold or are working toward the North Carolina Early Childhood Credential, as required by licensing regulations.

All staff maintain current CPR and First Aid certification and participate in ongoing professional development each year, including workshops, courses, and training in child development, health, and safety. Our goal is for each employee to complete 40 hours or more of continuing education annually.

We hire individuals who demonstrate warmth, professionalism, and a genuine commitment to children and families. Every teacher strives to provide high-quality care and learning experiences that help children grow, explore, and thrive.

Bambino's Playschool also conducts state-required background checks and maintains verified personnel records of staff qualifications, health assessments, and training documentation.

## Professional Development Partnerships

Our teaching staff and leadership team participate in ongoing coaching and professional development through partnerships with regional early childhood specialists and quality enhancement initiatives. These partnerships ensure our staff have continuous access to research-based strategies, expert coaching, and the latest best practices in early childhood education.

Professional development partnerships include:

- **Healthy Social Behaviors (HSB) Coaching Project** through The Early Years, which enhances our educators' skills in supporting children's social-emotional development and creating positive classroom environments
- **Rebuilding Capacity for Quality (RCQ)** through Wake County Smart Start, which provides coaching in classroom quality, teacher-child interactions, leadership development, and accreditation preparation
- **NAEYC Accreditation Coaching** to ensure our program meets the highest national standards for early childhood education

These partnerships strengthen every aspect of our program—from classroom practices and curriculum planning to family engagement and organizational leadership—ultimately ensuring the highest quality care and education for your child.

## **Confidentiality & Child Assessment Practices**

Bambino's Playschool values the trust that families place in us. All child and family information is treated as confidential and is shared only with those directly involved in the child's care, education, or well-being.

Staff members do not discuss specific children or family matters with anyone who is not directly responsible for that child's daily experience. Information is never shared in front of other children, families, or staff members who are not directly involved.

All staff are legally required to report any suspicion of child abuse or neglect to the proper authorities, as mandated by North Carolina law.

## **Observation-Based Assessment**

Teachers use ongoing observation and documentation to understand each child's interests, progress, and developmental needs. These observations guide individualized planning and inform communication with families. Information gathered through portfolios, checklists, and anecdotal notes is stored securely and shared only with authorized staff and the child's family.

## **Data-Driven Adjustments**

Assessment results and developmental observations are reviewed regularly by teaching teams and administrators to identify trends and make data-driven adjustments to curriculum, learning environments, and teaching strategies. This ensures that our program continually responds to the needs of the whole child—socially, emotionally, physically, and cognitively.

## **Family Participation in Assessment**

Families play an important role in understanding and supporting their child's growth. At Bambino's Playschool, we view families as partners in the assessment process and encourage collaboration in the following ways:

- **Sharing Insights:** Families are invited to share information about their child's interests, strengths, emerging skills, and experiences at home that may inform classroom learning goals.
- **Ongoing Conversations:** Teachers regularly communicate with families about developmental progress through Brightwheel updates, conferences, and informal discussions.



- **Collaborative Goal Setting:** During family–teacher conferences, educators and families review documentation and observations together to celebrate growth and identify next steps.
- **Family Input in Portfolios:** Families are welcome to contribute photos, drawings, or notes that reflect milestones or achievements from home for inclusion in their child's developmental portfolio.

By combining professional observation with family input, we create a more complete understanding of each child's development and tailor learning experiences that reflect the whole child — at home and at school.

## Infant & Toddler Practices

Families will furnish all formula, diapers, and unique items they want used with their child. The center will provide dye-free, hypoallergenic wipes. All items must be labeled with the child's name. In addition to labeling all infant bottles and sippy cups, they must also be dated with the date of delivery to the center. If this is not done upon arrival, you will be asked to label and date the items before leaving your child.

All bottles and cups must be taken home each day upon departure. Families do not need to bring diaper bags unless the child is still using bottles. Items such as diapers, extra clothing, and other unique belongings will be stored in the child's individual cubby.

## Infant Safe Sleep Policy

As recommended by the American Public Health Association and the American Academy of Pediatrics, all infants under 12 months of age in our care will be placed on their backs to sleep on a firm, tight-fitting mattress in a crib.

Since 1992, the American Academy of Pediatrics has recommended that infants sleep on their backs to reduce the risk of Sudden Infant Death Syndrome (SIDS). This is also required by North Carolina's Division of Child Development and Early Education (DCDEE) for all licensed child care facilities.

### **Bambino's Playschool follows all safe sleep practices:**

- No waterbeds, sofas, soft mattresses, pillows, blankets, or other soft surfaces are used for infant sleep.
- Pillows, blankets, quilts, comforters, sheepskins, stuffed toys, and other soft items are not permitted in infant cribs.
- Unless a physician specifies otherwise in writing, infants will always be placed in a supine (back) position for sleep.
- Once an infant can easily roll from back to stomach, they will be placed on their back to sleep but allowed to find their preferred position.

- Positioning devices or restrictive items will not be used.

## **Prevention of Shaken Baby Syndrome and Abusive Head Trauma (SBS/AHT)**

### **Belief Statement**

Bambino's Playschool believes that preventing, recognizing, responding to, and reporting Shaken Baby Syndrome and Abusive Head Trauma (SBS/AHT) is an essential part of keeping children safe, supporting healthy development, providing quality care, and educating families.

### **Background**

SBS/AHT is a form of physical child abuse that occurs when an infant or small child is violently shaken and/or sustains trauma to the head. Shaking can last only a few seconds but may result in serious injury or death.

According to North Carolina Child Care Rule 10A NCAC 09 .0608, all licensed child care programs caring for children under five years of age must adopt and implement an SBS/AHT prevention policy.

### **Procedures and Practices**

**Recognizing** - Staff observe children for possible signs of abusive head trauma, including:

- Irritability or high-pitched crying
- Difficulty staying awake or loss of consciousness
- Trouble breathing or lifting the head
- Seizures, vomiting, poor feeding, or loss of appetite
- Lack of smiling, vocalization, or eye tracking
- Decreased muscle tone
- Bruising on the upper arms, rib cage, or head

**Responding** - If SBS/AHT is suspected, staff will:

1. **Call 911 immediately** and inform the director.
2. Notify the child's parents/guardians.
3. If the child has stopped breathing, trained staff will begin **pediatric CPR**.

**Reporting** - Contact:

- Suspected child maltreatment in child care is reported to the **Division of Child Development and Early Education (DCDEE)** by calling 1-800-859-0829 or emailing [webmasterdcd@dhhs.nc.gov](mailto:webmasterdcd@dhhs.nc.gov).

- Suspected child maltreatment in the home is reported to the county **Department of Social Services**:
  - Durham County: 919-560-8000
  - Wake County: 919-212-7000

**Prevention Strategies** - When caring for a crying, fussing, or distressed child, staff will:

- Check for basic physical needs (hunger, fatigue, illness, or diaper change).
- Use calming techniques such as:
  - Rocking or holding the child close
  - Speaking or singing softly
  - Gently patting or rubbing the child's back, chest, or tummy
  - Offering a pacifier or soothing toy
  - Taking a short stroller walk or turning on calming music/white noise

The facility also:

- Allows staff who feel overwhelmed to take a short, immediate break.
- Provides support to families who may need assistance calming a child and encourages breaks when needed.

**Prohibited Behaviors** - The following behaviors are **strictly prohibited**:

- Shaking or jerking a child
- Tossing a child into the air or onto furniture, a crib, or a car seat
- Pushing a child into walls, doors, or furniture

## **Staff Training and Professional Resources**

Staff will review and discuss:

- [North Carolina Foundations for Early Learning and Development](#)
- [How to Care for Infants and Toddlers in Groups \(Zero to Three\)](#)
- [Including Relationship-Based Care Practices in Infant-Toddler Care \(Network of Infant/Toddler Researchers\)](#)

Staff also complete SBS/AHT training within the first two weeks of employment, covering:

- [Recognizing, responding to, and reporting child abuse or neglect](#)
- Understanding brain development in children up to five years old

Resources reviewed include:

- [Brain Development from Birth \(Zero to Three\)](#)
- [The Science of Early Childhood Development \(Center on the Developing Child, Harvard University\)](#)

## Resources

### Professional Resources:

- [Healthy Child Care NC](#)
- [Caring for Our Children Standards](#)

### Parent Web Resources:

- [American Academy of Pediatrics](#)
- [National Center on Shaken Baby Syndrome](#)
- [Period of PURPLE Crying](#)

### Facility Resources:

- [CDC: Preventing Shaken Baby Syndrome](#)
- [Zero to Three: Early Development & Well-Being](#)

## Application

This policy applies to all children up to five years of age, their families, educators, administrators, substitute providers, and volunteers.

## Communication

### For Staff:

- All staff working with children under five review this policy within 30 days of adoption.
- Staff must complete SBS/AHT training before caring for children.
- Each staff member signs an **acknowledgment form** verifying that the policy was received, explained, and understood.
- Signed forms are kept in staff files.

### For Families:

- Families of children under five review and sign this policy upon enrollment.
- A copy is provided and explained on or before the child's first day of care.
- Signed family acknowledgment forms are kept in the child's file.

# **Relationships & Family Engagement**

## **Positive Guidance, Family Partnerships, and Community Connections**

### **Our Partnership Philosophy and Approach to Guidance**

At Bambino's Playschool, we believe that families are children's first and most important teachers. Everything we do is strengthened when families and educators work together as partners. We view each family as an expert on their own child, and we see ourselves as partners in supporting your child's growth, learning, and well-being.

Research consistently shows that children thrive when families and teachers communicate openly, share information regularly, and collaborate on goals and strategies. This partnership approach is at the heart of our program.

At Bambino's Playschool, our goal is to help children develop self-control, problem-solving skills, and respect for themselves and others. We never use physical punishment or threats of punishment. Instead, we use constructive, developmentally appropriate guidance that helps children learn from their experiences.

We believe praise and positive reinforcement are the most effective ways to guide behavior. When children experience calm, understanding interactions with adults, they build strong self-concepts and the ability to regulate their own behavior.

#### **Our teachers and staff will:**

- Praise, reward, and encourage children.
- Set clear limits and model appropriate behavior.
- Listen to children and guide them with empathy.
- Treat the children as people and respect their needs, desires, and feelings.
- Modify the environment to prevent problems before they occur.
- Offer natural and logical consequences.
- Explain expectations at each child's developmental level.
- Use short, supervised periods of quiet reflection ("time-in" or brief "time-out") only when necessary.
- Stay consistent and respectful in all interactions.
- Use effective guidance and behavior management techniques that focus on a child's development

#### **We will NOT:**

- Handle children roughly in any way.
- Leave children alone in a room separated from staff.

- Use threats or profanity, yell, make fun of, shame, humiliate, verbally abuse, or frighten children.
- Withhold food, rest, or physical activity as punishment.
- Punish or make fun of children for toileting accidents.
- Require physical activity as punishment.
- Assign chores involving cleaning or hazardous materials.
- Delegate discipline to another child.
- Restrain a child except to ensure immediate safety.

If a challenging behavior persists, teachers will partner with the family to share strategies that work best for the child at home and school. Redirection is encouraged as an appropriate technique to guide behavior when needed.

## **Family and Staff Communication and Connection**

At Bambino's Playschool, open and ongoing communication between families and staff is essential to each child's success. We believe that partnership, transparency, and collaboration help children feel secure, supported, and known.

### **Daily Communication - Brightwheel: Your Window Into Your Child's Day**

We use Brightwheel as our primary communication platform, and it serves as a daily bridge between home and school. Through Brightwheel, you'll receive:

- Real-time updates throughout the day - Teachers share daily reports through the Brightwheel app, including updates on meals, naps, toileting, activities, and highlights from the day.
- Photos and videos of your child's activities and milestones
- Daily reports on meals, naps, and learning experiences
- Weekly classroom newsletters and lesson plan information
- Important announcements and event invitations
- Direct messaging with your child's teacher and our administrative team
- Families are encouraged to share information about their child's routines, sleep, or any changes at home that may impact their day.
- Teachers and administrators are available for brief conversations at drop-off and pick-up times.

### **Ongoing Updates**

- Families receive weekly classroom newsletters, announcements, and reminders through Brightwheel and the Family Information Board.
- Family and Teacher Conferences are held twice per year to discuss developmental progress, observations, and goals. Additional meetings may be scheduled as needed.
- Program-wide updates, event invitations, and policy reminders are sent digitally and posted on-site.

## Approach to Communication

Our staff strive to communicate with warmth, respect, and professionalism. We:

- Listen carefully to families' concerns and perspectives.
- Maintain confidentiality regarding all child and family information.
- Provide regular feedback on developmental milestones through observation-based assessment tools.
- Use positive, strengths-based language when discussing children's growth and behavior.

We encourage families to reach out any time with questions, ideas, or concerns. Building relationships grounded in trust and respect is at the heart of our work with children and families.

## Multilingual Communication

We celebrate the rich linguistic diversity of our families. Brightwheel's built-in translation feature allows every family to communicate in their home language. Whether you speak Spanish, Russian, Ukrainian, Hindi, or any other language, you can send and receive messages in the language most comfortable for you. This ensures that language is never a barrier to partnership and that every family has full access to information about their child's day.

## At Drop-Off and Pick-Up

While Brightwheel keeps you connected throughout the day, we also value the brief face-to-face moments at arrival and departure. Teachers use these informal conversations to share quick updates, ask about your child's evening or morning, and ensure smooth transitions between home and school. These daily touchpoints help us understand your child's needs and experiences in both settings.

## Ongoing Feedback Opportunities

At Bambino's Playschool, we view families as essential partners in shaping the quality and success of our program. We believe that continuous, open communication helps us grow and best meet the needs of the children and families we serve.

Families are encouraged to share ideas, questions, and concerns at any time. The following systems are in place to make ongoing communication easy and effective:

- **Open-Door Policy:** Families are welcome to meet with the Director or teaching staff at any time during operating hours to discuss questions or concerns.
- **Brightwheel Messaging:** Families may send messages directly to teachers or administrators for timely updates or feedback.
- **Suggestion Box:** A suggestion box is located outside the administrative office for families who prefer to provide anonymous input.
- **Family Surveys:** Formal feedback surveys are distributed annually to gather input on curriculum, communication, and family partnership practices.

- **Informal Check-Ins:** Teachers and administrators regularly invite families to share thoughts about classroom experiences and ways to strengthen collaboration.

## **Deeper Conversations: Conferences & Goal Setting**

### **Family-Teacher Conferences**

We hold formal Family-Teacher Conferences twice each year. These are dedicated 20-30 minute conversations where you and your child's teacher can:

- Review your child's developmental progress and portfolio
- Celebrate growth and achievements
- Discuss your child's interests, strengths, and emerging skills
- Set goals together for the coming months
- Share strategies that work well at home and at school
- Ask questions and explore any concerns

Conferences are offered in person at the center, and we're happy to arrange virtual (Zoom) or phone conferences for families who need flexible scheduling. We want to make these conversations as accessible as possible.

### **Ongoing Dialogue**

Learning doesn't wait for scheduled conferences. You're always welcome to request a conversation with your child's teacher or with our director at any time. Simply send a message through Brightwheel, call the office, or speak with us at drop-off or pick-up to schedule a time to talk.

### **Our Commitment to Responsiveness**

All feedback is reviewed by the administrative team. Suggestions are used to inform staff development, improve family engagement strategies, and refine classroom and program practices. Families will be informed when feedback results in program improvements or policy updates.

At Bambino's Playschool, your voice matters, and your partnership helps us continue to provide a nurturing, high-quality environment for every child.

## **Family Partnerships, Participation, and Involvement**

Bambino's Playschool believes families are a child's first and most important teachers. We invite every family to take an active role in their child's early learning experience. Families are always welcome in our classrooms during program hours. We maintain an open-door policy because we believe your presence enriches our program and strengthens your child's sense of security and belonging.



## Ways to Participate

- **In the Classroom:** Read to children during story time, help with special projects, or share your family's culture, traditions, or language
- **Special Events:** Join us for seasonal celebrations, family fun nights, and community gatherings. Or, planning family engagement activities (ex. Fall Festival, Preschool Graduation, Family Picnic, etc)
- **Behind the Scenes:** Assist with classroom preparations, bulletin boards, special activity materials, decorating classrooms, or supporting teacher appreciation activities.
- **Share Your Expertise:** Speak to children about your profession, hobby, or cultural traditions. Sharing family cultural experiences with the classroom is always fun!
- **Family Committees:** Help plan events, welcome new families, or support teacher appreciation activities

We know that every family has different capacities for involvement, and all forms of participation—big and small—are valued and appreciated.

## Family Events Throughout the Year

We host family engagement events throughout the year to build community and celebrate together. Recent events have included our Fall Festival, Holiday S'mores & Hot Chocolate Storytime, and our Preschool Graduation ceremony. Information about upcoming events is shared through Brightwheel and posted on our Family Information Board.

Teachers meet with families at least twice per year for Family and Teacher Conferences to discuss each child's growth and progress. Families are encouraged to communicate regularly with teachers or the director regarding any questions or concerns. We maintain an open-door policy. Families are always welcome to visit during program hours.

Our Family Information Board and Brightwheel app share important updates, calendars, and opportunities for involvement.

## Removing Barriers to Family Participation

We recognize that families have diverse needs and schedules. To ensure all families can participate meaningfully in their child's education, we offer multiple accessibility options including virtual conference options via Zoom or phone for families who cannot attend in person, multilingual communication through Brightwheel's translation features, and flexible scheduling for conferences and family events. These supports help remove barriers so every family can engage in their child's learning journey.

## Supporting Smooth Transitions

We understand that separation can be difficult, especially for young children. Our teachers support each child's emotional comfort by offering warm, consistent care and predictable

routines. We encourage families to share a hug, smile, or comforting word before transitioning the child to the teacher at drop-off. Trust and reassurance from families help children feel secure and confident in their new environment.

Transitions are important milestones in your child's early learning journey. We provide thoughtful support at every step.

### **When Your Child Starts at Bambino's**

Your child's transition to our program begins during your initial tour and enrollment process. Here's what to expect:

1. **Tour & Enrollment:** You'll tour our facility, meet staff, visit classrooms, and have all your questions answered. If you choose to enroll, you'll complete enrollment paperwork and select a start date.
2. **Optional Play Date:** If you feel your child would benefit from a gradual introduction, we offer optional "play dates"—short 1-2 hour visits to the classroom before the official start date. Just let us know if you'd like to arrange this.
3. **First Day Welcome:** On your child's first day, their teacher will send a welcome message through Brightwheel and share highlights from the day. We understand that starting something new can feel big for both children and families, and we're here to provide extra support and reassurance during this adjustment period.
4. **Ongoing Check-Ins:** In the first weeks, we maintain close communication to ensure your child is settling in comfortably. Please share anything that helps us understand and support your child during this transition.

### **Moving Between Classrooms**

As children grow and develop, they transition to new classrooms within our program. Because Bambino's is a close-knit community, children are already familiar with teachers and friends throughout the building, which makes these transitions feel natural and exciting.

When it's time for your child to move to a new classroom:

- **Advance Notice:** You'll receive advance notice from your child's current teacher and the director
- **Teacher Collaboration:** Teachers share information about your child's interests, strengths, routines, and strategies that work well
- **Classroom Visits:** Your child will visit the new classroom before the official move to build familiarity and comfort
- **Family Communication:** We'll answer any questions you have and work together to support your child through the change

All teachers have access to Brightwheel information across classrooms, so receiving teachers are already familiar with your child's learning journey, recent experiences, and family communication.

## Preparing for Kindergarten

For our Pre-K families, the transition to kindergarten is an exciting and important milestone. We support this transition in several ways:

- **Spring Family Conference:** We discuss kindergarten readiness, review your child's developmental portfolio, and celebrate growth
- **Kindergarten Information:** We share information about local elementary schools, registration timelines, and developmental screening services available through Wake County Public Schools (919-694-8993)
- **Classroom Preparation:** Teachers incorporate school-readiness themes, routines, and conversations into the Pre-K year
- **Preschool Graduation:** We celebrate our graduating Pre-K students with a special ceremony complete with caps and gowns, student performances, and a family luncheon

We're exploring ways to enhance our kindergarten transition support and welcome your input and ideas.

## Community Connections

### Bringing the Community to Our Classroom

We value the strong ties between our program and the broader Cary community. Community volunteers are invited to share their time, talents, and professions with our children.

We believe children benefit from meaningful connections to the wider community. Throughout the year, we invite community helpers and local professionals to visit our classrooms and share their knowledge and experiences with children. Based on our curriculum themes, children might meet firefighters, police officers, healthcare providers, artists, musicians, or other community members who help them understand the world around them.

These visits bring learning to life and help children see themselves as part of a caring, connected community.

### Field Experiences

Currently, we focus on bringing community experiences to our center rather than taking children on off-site field trips. This allows us to provide rich, meaningful learning experiences while maintaining the highest safety standards for our young learners.

Through these experiences, we aim to nurture compassion, curiosity, and a lifelong sense of belonging to the community.

## Support Services & Resource Connections

We recognize that families sometimes need support, information, or connections to community resources. Whether you have questions about your child's development, need help navigating services, or are looking for family support programs, we're here to help.

### How We Support Families:

- **Proactive Conversations:** If our staff notice potential developmental, learning, or social-emotional needs, we initiate caring, confidential conversations with families and share relevant resources
- **Family-Initiated Requests:** You're always welcome to ask teachers or the director for resource information, referrals, or recommendations
- **Resource Lists:** We maintain updated lists of trusted community resources and service providers
- **Referral Support:** We can help you understand options, navigate referral processes, and connect with appropriate services
- **Collaboration with Specialists:** Many speech therapists, occupational therapists, and physical therapists work with children in our program. We collaborate with these professionals (with your permission) to support your child's growth and learning

## Community Resources

At Bambino's Playschool, we believe that high-quality early childhood education is strengthened by strong partnerships with families and by connecting families to helpful community supports. These connections promote children's well-being, development, and learning.

### Community Resources Available to Families

We've compiled a comprehensive list of community resources and supports available to families in the Cary and Wake County area. This list is included in the "Community Resources" section below of this handbook and is updated regularly. Resources include:

- Developmental screening and early intervention services
- Parent education and support programs
- Health and vision screening services
- Child care subsidies and financial assistance
- Literacy programs and school readiness support
- Multilingual and culturally responsive services
- Family crisis support and emergency assistance

Please don't hesitate to reach out if you need help accessing any of these resources or if you're looking for support we haven't listed.

## Confidentiality & Trust

All conversations about family needs, referrals, and community resource use are strictly confidential. Information is never shared without your explicit permission, except as required by law (such as our legal obligation to report suspected child abuse or neglect to appropriate authorities).

We encourage families to make use of the resources listed below, and please let our staff know if you need help navigating, contacting, or linking to any of them.

## Key Programs & Supports in Cary / Wake County

- [Wake County Smart Start](#): Offers many family-focused programs for children from birth to age 5, including home-visiting, parent education, and preschool readiness initiatives
- [Home-Visiting & Family-Based Programs](#): Under Smart Start's umbrella, there are programs such as Parents as Teachers (birth to kindergarten), Nurse-Family Partnership (first-time moms & infants), and Home Instruction for Parents of Preschool Youngsters (HIPPY) for preschool-aged children, delivered either in your home or in community settings.
- [Triangle Area Parenting Support \(TAPS\)](#): Offers workshops, facilitated parent groups, and community supports for parents of young children (birth-18 months and beyond). Based in Cary: 201 Shannon Oaks Cir, Suite 102, Cary, NC 27511.
- [Free Book & Early Literacy Programs](#): For example, Dolly Parton's Imagination Library mails a free age-appropriate book each month to children in Wake County from birth to age 5.
- [Developmental Screening & Early Education Support](#): Through the Wake County Public School System (WCPSS) "Preschool Programs & Early Learning" services, families of children ages 3-5 (not yet in kindergarten) can get free developmental screening, support, and linkage to early education services. Call 919-694-8993 for developmental screening.
- [Child Care Subsidies & Referral Services](#): The North Carolina Department of Health and Human Services (NC DHHS) Child Care Subsidy program helps eligible families afford child care through vouchers and financial assistance. Also, Child Care Referral & Resource lookup tools exist for [Wake County](#).
- [Parenting Education & Behavior-Support Programs](#): Project Enlightenment (WCPSS) offers parent workshops, a lending library for parent resources, and programs such as Triple P (Positive Parenting Program) for families of young children.

- [New Parent / Infant Support](#): For example, WakeMed offers classes for expectant parents, babysitters, siblings, and new families at locations including Cary.
- [Special Services Support](#): If your child has developmental, social-emotional, or behavioral concerns, there are specialist centers and community services (for example inclusive early childhood programs, assessments) available.

### How Families Can Use These Resources

- [Ask our staff for a referral](#): If you have questions about your child's development, behavior, or need more support at home, please speak with your child's teacher or the director. We'll help you connect with the right resource.
- [Explore parent-education and support groups](#): These often provide both tips/skills and concrete supports (e.g., books, diapers, developmental screenings).
- [Use home-visiting or in-home programs when helpful](#): Particularly valuable for families with infants, toddlers, or children who may need extra support.
- [Literacy and readiness](#): Actively engage with early literacy and school-readiness opportunities — e.g., free books, parent-child interaction, developmental screenings.
- [Bilingual and culturally responsive services](#): Many of the local supports explicitly offer services in Spanish and other languages. For example, TAPS and Smart Start programs mention bilingual offerings.

## Your Voice Matters: Feedback & Communication

We view families as essential partners in shaping the quality and direction of our program. Your ideas, questions, suggestions, and concerns help us improve and grow.

### Ways to Share Feedback:

- **Open-Door Policy**: Meet with teachers or the director any time during operating hours to discuss questions or concerns
- **Brightwheel Messaging**: Send messages directly to teachers or administrators for timely communication
- **Suggestion Box**: Located outside the administrative office for families who prefer to provide anonymous input
- **Family Surveys**: Distributed annually to gather feedback on curriculum, communication, and family partnership practices
- **Informal Check-Ins**: Teachers and administrators regularly invite families to share thoughts about classroom experiences and program improvements

## **Our Commitment to Responsiveness**

All feedback is reviewed by our administrative team. We use your input to inform staff development, improve family engagement strategies, and refine classroom and program practices. When feedback leads to program improvements or policy updates, we'll communicate those changes to families.

At Bambino's Playschool, your partnership makes everything we do stronger. Thank you for entrusting us with your child's early learning journey. Together, we're building a foundation for lifelong success.

## **Commitment from Our Program**

We commit to:

- Regularly sharing updated community resource lists with families.
- Inviting resource providers (e.g., parenting programs, developmental screening services) to visit or share information at our center.
- Maintaining open communication with families about needs and working together to connect families with supports.
- Being proactive. If our staff notice potential developmental, social-emotional, or family-support needs, we will initiate conversations and referrals in partnership with families.

*"Together may we give our children the roots to grow and the wings to fly..." - Anonymous*