

2023-2024 FAMILY HANDBOOK:

Policies & Procedures for CentroNía's Center-based Programs

Revised August 2023 by the Senior Director of Early Childhood Education Programs.

The information included in this document reflects the most recent information, policies, and procedures established by CentroNía, and may be revised, modified, or changed, if necessary, with the authorization of the Senior Director of Early Childhood Education Programs and the President and CEO of CentroNía.

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LIST OF ABBREVIATIONS

CACFP	Child and Adult Care Food Program
CCS	Maryland Child Care Scholarship Program
CFSA	DC Child and Family Services Agency
CPS	Maryland Child Protective Services
DOH	Department of Health
ECE	Early Childhood Education
EHS	Early Head Start
EPSDT	Early Periodic Screening, Diagnosis, and Treatment
HS	Head Start
MSDE	Maryland State Department of Education
OSSE	DC Office of the State Superintendent of Education
OST	Out-of-School Time
Pre-KEEP	Pre-Kindergarten Enhancement and Expansion Program
R.O.C.K.S.	CentroNía Studio R.O.C.K.S. Out-of-School Time Program
USDA	United States Department of Agriculture
WPA	Working Parents Assistance Program for Montgomery County residents

INTRODUCTION

We are happy to welcome all families and children in our region to CentroNia's diverse and dynamic early learning community. Our mission is to provide high-quality care and education for all children, regardless of their economic and social circumstances, because by "educating children and strengthening families in a bilingual, multicultural community"—as our mission states—CentroNia supports children's development and learning to ensure their future school readiness and success.

Guiding Principles of CentroNia

CentroNia commits to providing:

- a safe, nurturing, healthy, and accessible environment that serves children and working families. consistent respect for everyone's strengths, culture, and family.
- opportunities for parents to engage with program activities to further enrich children's learning & development.
- a comprehensive network of support for children, families, and staff.
- intentional, high-quality interactions that support children's cognitive, social, emotional, and linguistic development.

CentroNia Early Childhood Education (ECE) Programs

CentroNia provides high-quality education and care through diverse early learning programs designed for pregnant mothers, infants, toddlers, and preschoolers. Our services are funded by local and state governments, federal grants, private and public foundations, corporate donors, parent contributions and individual private contributions. Our programs align with best practices in early education and research-based curricula that ensure that our children are ready to succeed in school. As a nonprofit, community-based organization that offers education and care to young children, CentroNia's programs mark the beginning of a developmental journey that leads to the transition of our children into public, private or charter schools.

Licensing and Accreditation

Licensing refers to compliance with all laws and regulations related to operating a childcare center. Accreditation is a voluntary process that demonstrates that a center and its staff have met or exceeded high standards of quality. The CentroNia centers located at Columbia Rd, Upshur St, Cardozo Education Campus, and Stevens Early Learning are licensed by OSSE (Office of State Superintendent of Education). CentroNia Columbia Rd is in the process of reaccreditation by NAEYC (National Association for the Education of Young Children). The CentroNia site in Takoma Park, Maryland is licensed by the Maryland State Department of Education Office of Child Care (OCC) and accredited by Maryland State Department of Education (MSDE).

Privacy and Confidentiality

CentroNia ECE Programs maintain confidentiality and respect the family's right to privacy, refraining from disclosure of confidential information. However, when we have reason to believe that a child's welfare is at risk, we are required by law to share confidential information with pertinent agencies. Disclosure of children's records, beyond family members and program personnel having an obligation of confidentiality, requires familial consent (except in cases of abuse or neglect).

ADMISSIONS POLICIES

CentroNía has open and non-discriminatory admissions policy regarding children or parents' racial or ethnic background, national origin, gender, sexual orientation, religion, or disability. The Admissions Office determines enrollment eligibility based on licensing, subsidy, and grant requirements, as applicable.

Parents must provide all required documentation to ensure their child's participation in the relevant program.

Enrollment

- Parents must prove they are eligible for the program they are applying for at CentroNía and understand that each program may have different requirements. The main requirements relate to family income and residency.
- Parents must submit all enrollment and medical forms before the child's first day at the center.
- An Initial Enrollment Fee (one-time charge) of \$75 applies to each child at enrollment, excluding those enrolling in Early Head Start, Head Start, MSDE & MOCO Pre-K Expanded programs.
- Parents must attend a **mandatory orientation meeting** with the Program Administrators. Children will be allowed to attend the program when the following requirements have been fulfilled:
 - The child has been determined eligible for the program to which parents are applying.
 - All enrollment documents have been completed.
 - Parents/guardians have signed an agreement with CentroNía.
 - Parents/guardians have attended the initial orientation.
 - Parents/guardians have signed the *Acknowledgement of Receipt* for the Parents' Handbook/Agreement

Health Certificate and Immunization Requirement

Proof of updated health certificate and immunization record is required at enrollment from all children. Parents are responsible for updating the health certificate and immunization records annually before the current certificate expires and must submit a copy of the immunization record each time a new vaccine dose is given.

Children cannot, by regulation, be accepted without the required immunization documentation. In the event that children have not received required immunizations due to religious beliefs or medical reasons, parents or guardians must submit an exemption/waiver from the Maryland or DC Department of Health (DOH) and complete the *CentroNía Immunization Commitment*.

Children enrolled in Early Head Start must submit a copy after every well-child visit as outlined in the Early Periodic Screening Diagnosis and Treatment (EPSDT) schedule.

Oral Health Requirement

All children participating in the program must comply with oral health standards set forth by the proof of updated immunization records. Parents must submit an updated copy of the Oral Assessment Form and are responsible for updating oral health records every year. For children enrolled in Early Head Start, oral health forms must be submitted every 6 months.

Medication Requirement

Any medications expected to be kept in the classroom should be accompanied by appropriate documentation signed by a doctor. For children with prescribed asthma or allergy medications, parents must also submit an asthma/allergy action plan signed by the parent and doctor.

See the “Medication” section on page 19 for more information.

Waiting List

- CentroNía maintains a waiting list for interested families. New spaces are offered based on the order of registration on the waitlist. Priority is given to eligible at-risk families and siblings of currently enrolled children.
- The Admissions Office will contact parents when a space becomes available for their child; parents should update contact information as needed.
- To begin the re-enrollment process for a child who has been previously withdrawn from a program, parents must submit a new application to the waiting list, with the understanding that enrollment remains determined by availability, waitlist order, and eligibility, and is not guaranteed.
- Families interested in CentroNía Head Start/Early Head Start services must submit proof of eligibility at the time of enrollment; this includes proof of income and proof of address. Families that are categorically eligible for Head Start/Early Head Start services must submit proof of their eligibility at the time of enrollment (for example, children with IFSPs, children in foster care, and families receiving SNAP).

Withdrawal Policies

- Families must notify the Admissions Office in writing, at least two (2) weeks prior to withdrawal from CentroNía within the contract term. Early Head Start families must notify the ERSEA coordinator in writing, with at least two (2) weeks prior to withdrawal from the Early Head Start program.
- All decisions regarding permanent dismissals are made in consultation with CentroNía leadership.

Dismissal Policies

- CentroNía reserves the right to dismiss a child with two (2) weeks written notice for the following reasons:
 - Within American Disability Act (ADA) guidelines, any special needs which CentroNía cannot adequately and reasonably meet.
 - Unexplained and unexcused absences.
 - Consistently late child pickups (at least five [5] times a quarter).
 - Frequent sickness that is not properly addressed by parents or guardians.
 - Out-of-date Health and Emergency forms.
- Immediate termination of contract may be enforced in the following situations:
 - Verbal, physical, or psychological abuse or harassment by a child or any adult associated with a child, towards anyone affiliated with CentroNía.
 - Excessive classroom behavioral problems, showing no improvement with documented behavioral intervention plans developed between teachers, support staff, and parents.
 - Repeated disrespectful behavior from a child’s parents, guardians, or caregivers towards staff implementing any of the policies and procedures outlined in this manual.

- In cases of aggressive, disruptive, and/or threatening behavior from any adult, the police will be contacted, and the incident will be reported to licensing agencies.

GENERAL OPERATIONS

Hours of Operation

CentroNía serves children and families Monday through Friday. While sites are open from 7:00am to 6:00pm, the hours of service for individual classrooms and programs vary, as established by contract terms or program operations. Schedules may be subject to change; parents will be informed of any changes by letter, emails, robocalls, robotexts, social media, and our website.

Closings

CentroNía operates year-round, and closes on federal holidays, the day after Thanksgiving, and at least five (5) days for staff training days, which include one week in August as the new school year transition.

Early closing days may be scheduled for staff training and other administrative tasks and parents need to make care arrangements for those days. Different programs may have additional closings according to their policies and requirements.

CentroNía prepares a school year calendar, with closures and other important dates and events that is updated and shared with families yearly. However, parents must be aware that unexpected closures due to circumstances out of our control may occur and can impact program operations.

Emergency Closings

CentroNía follows the inclement weather notices and warnings from DC Public Schools (DCPS) and Montgomery County Public School (MCPS). Parents will be notified of any closures using different media, including our website. In the event of an emergency occurring while the school day is already in progress, we will make every effort to call parents, post updates to our website, and make the information available through local media. Parents must ensure that their contact information is up to date so as not to miss any important updates.

Delayed Openings

When DCPS or MCPS have 2-hour delay opening due to inclement weather, CentroNía will open at 10:00 am for children and families.

CentroNía's Studio ROCKS Out-of-School Time program will not provide morning service (before school) on days of delayed openings. Therefore, parents with children enrolled in the Studio ROCKS program must take children directly to school on those days.

Sign-In and Sign-Out

Families are **required** to sign their child in and out every day on the sign in sheet located in each classroom.

Absences and Tardiness

Children's attendance is important for their development and learning. Parents are responsible for ensuring that their child arrives by 9:00am each day to ensure full program participation. Families must notify the classroom teacher before the class starts if the child will be running late or will be absent. Children who arrive after 9:00am will not receive breakfast.

Parents must follow program policies and procedures related to absences (refer to the "Health and Safety" section for details). This includes presenting a doctor's note when a child has been absent three (3) or more consecutive days.

Any exceptions to the above policies must be in writing and cannot be disruptive of classroom operations.

Late Pick-Up Policies and Fees

- Children must be picked up on time based on the contract or center hours. In case of a late pickup, parents must call CentroNía immediately. There is a late pickup charge of \$5.00 per minute and the adult who picks the child up must sign the late pick-up form.
- If families incur overtime charges five or more times in a quarter, the Program Directors/Managers will address this issue with the families. CentroNía has the right to terminate enrollment or extended care services if further late pick-ups continue after meeting with the program leadership.
- If a child is not picked up one (1) hour after closing time, and there is no communication from the families or authorized emergency contact person, CentroNía will notify Child and Family Services (DC-CFSA) or Child Protective Services (MD-CPS) and the local police.

Authorized Individuals for Pick-Up

- **Children will be released by CentroNía staff only to an adult listed as authorized to pick up on the enrollment forms, unless a written note, signed by the parent, is received prior to the child's departure.**
- Authorized adults (18 years or older unless participating in the teen parents' program) may be subject to a photo ID check.
- Individuals listed as emergency contacts must be local and have a personal/mobile phone number.
- Children will not be released to transportation services without the company of an authorized adult.
- CentroNía **cannot refuse** to release a child to the child's parent or legal guardian who has or shares legal custody and presents photo identification. Parents experiencing custody difficulties need to keep CentroNía fully advised of circumstances that might affect the child's attendance. A parent must provide a certified copy of the court order awarding sole custody or denying custody to a person.
- When a parent shares a protective order, CentroNía will follow the judge's orders for the time specified in the order. Parents may be asked for a photo of the person the order is against.

Smoke Free Policy

All sites are non-smoking facilities. Smoking is prohibited inside CentroNía centers, on their playgrounds, and in the surrounding areas.

Alcohol and Drug Policy

It is unlawful to distribute, dispense, possess, use, and/or be under the influence of a controlled substance, including cannabis and alcohol, on the premises. Management reserves the right to contact law enforcement should there be a suspicion of use or possession of any controlled substances in our facilities.

Children will not be released to any adult who appears to be under the influence of controlled substances, drugs, or alcohol.

Guns and other weapons Policy

CentroNía is a gun-free zone.

Cell Phone Policy

For the safety of our children and improved staff-parent communication, please avoid using your cell phone during drop-off and pick-up.

Photography Policy

Every parent has the option of permitting or limiting photography/filming of their child through the *Photo Consent Form* included in the enrollment documentation. CentroNía's Communications Department takes and uses photos of the children to create reports, posters and collages displaying events and activities. Teaching staff also take pictures as part of the assessment process, to document your child's development, and learning process. Use of a child's image by a non-CentroNía entity would require a separate consent form.

Volunteer Policy

- Family and community involvement are vital components of a successful program. CentroNía benefits each year from the invaluable support of volunteers. There are many volunteer opportunities during school hours, after school, or sometimes on weekends. Parents are welcome to participate.
- Under the Early Head Start and Head Start programs, volunteer hours are considered important to meeting CentroNía's required in-kind contributions to the program.
- Certain volunteer positions are subject to background and fingerprint check.

Emergencies

- Monthly fire drills are performed to ensure that our children and staff are prepared to respond to an emergency in our centers.
- Training is provided to all staff on protocols and procedures regarding response plans for emergencies such as fire, bomb threat, evacuation and relocation, bus evacuation, lock-down, violent incidents, and child abduction.

- Teaching staff and ECE leadership are trained in adult and pediatric First Aid, CPR, and medication administration, as required by licensing agencies. They also complete hours of health and safety training every school year.
- An Automated External Defibrillator is available for emergencies at every site.

GENERAL POLICIES

Classroom Staff

Classrooms are staffed with qualified Lead Teachers, Teacher Assistants, and support personnel that ensure we maintain adult-child ratios. These professionals meet or exceed the requirements of the different programs and licensing agencies. All staff go through a Comprehensive Criminal Background Check, Child Protection Registry, and Mandatory Drug Test as required by the licensing agencies.

Grievance Procedures and Parent Concerns

Parents are encouraged to address their concerns about their child's care and issues related to the program by reaching out to either the child's teacher, the Program Director/Manager, or the Senior Director of Early Childhood Education Programs. CentroNía's President & CEO and licensing agency may become involved as needed.

Mandated Reporting of Suspected Child Abuse or Neglect

- CentroNía staff must report all incidents of child abuse and neglect, in accordance with the provisions of applicable state or local law.
- To this end, employees are provided training in identifying child abuse and neglect and in the reporting process pertaining to their jurisdiction every year.
 - Neglect is understood to include any treatment that constitutes or could reasonably give rise to a clear and present danger to the child's health, welfare, and safety, due to the failure to provide for the child's basic needs.
 - Physical Abuse refers to non-accidental physical injury.
 - Sexual Abuse refers to any sexual act committed, or allowed to be committed, by an adult against a child.
- If any person knows or has reasonable cause to suspect that a child has been a victim of child maltreatment or is in immediate danger, it is his or her responsibility to immediately report the suspicion to his or her immediate supervisor or Senior Director and to call the appropriate hotline:

DC: Call 202-671-SAFE (7233)

MD: Call 240-777-4417

- Confidentiality of all records pertaining to child abuse or neglect is required by federal and state laws. When reporting abuse committed against a child by their family, caregiver, or other adult, you will be required to identify yourself, but this information will not be shared with the person or people against whom a complaint has been made.
- Parents shall be informed in the event a child abuse or neglect report has been made.

Inclusion

- CentroNía's early childhood programs strive to respond to the characteristics and needs of every child, regardless of their capabilities. Special education provides the procedures and resources to

facilitate early intervention to promote each child's development and learning. As part of the educational program, children are screened and assessed to determine their strengths and identify areas of concern, which will be addressed throughout daily lessons and interactions.

- When children have specific needs that require additional support and resources, the referral process allows families and the center to access internal and external services to support the child, family, and classroom teachers. If CentroNía needs to contact external professionals to conduct evaluations and interventions for a child, parents will be first asked to sign a consent form. When child needs are beyond the scope of services provided at CentroNía, the Early Childhood Education team may promote transitioning the child to a setting that is developmentally appropriate for them.
- If at enrollment a child has an Individualized Family Service Plan (IFSP, for children under age 3) or Individualized Education Plan (IEP, for children over 3 years of age), it is important to share it with the Admissions Office and/or Early Childhood Education leadership team. Meetings with parents will be coordinated prior to enrollment to implement the plan. Parental permission will be required in order for all relevant service providers to be contacted for continuity of services between programs.

Developmental Screenings/Assessments

CentroNía's early childhood education programs use the *Ages and Stages Questionnaire* to assess children's growth and progress. All information gathered is protected and confidential; these evaluations are only used for the benefit of the child and program.

Developmental screenings are completed by parents and teachers within the first 45 days of a child's enrollment. If results from the developmental screening demonstrate that the child's development is within typical range, no further interventions will be needed. If results indicate that a child may require additional developmental support, staff will meet with the family to discuss a range of interventions. An action plan will be established to ensure progress is monitored and assessed. If families choose to seek outside services without the coordination of CentroNía, we will ask parents' consent to be included in the external evaluation process and exchange of information so that staff and external agents can share reports on the student's progress and receive updates that teachers can use to support the student in this classroom.

Positive Behavior Management Policy

- CentroNía promotes positive discipline, guiding children to develop self-control and appropriate behaviors in their relationships with peers and adults in order to ensure that the learning environment is safe and nurturing for all and that all parties (children, families, and staff) understand the limits and boundaries of socially acceptable behavior. Priorities include:
 - Maintaining physical safety and emotional wellbeing of children and adults in our Centers to build a supportive community of learners.
 - Consistently applying strategies in place to prevent challenging behaviors.
 - Developing and applying conflict resolution strategies.

Positive discipline has a major impact in preventing behavioral problems by helping children learn and practice social-emotional skills. Discipline helps to instill habits of responsibility and self-control in children. It is an ongoing preventative process that fosters children's learning of strategies to manage their emotions and behavior and to respond to difficult situations.

- Children are expected to follow teacher directions and school rules, resolve conflicts without physical contact, be respectful of adults and each other, use appropriate language, and respect the rights and property of others. In the event of problematic behavior disciplinary action will be taken.

Discipline is typically handled first in the classroom by the teaching team. If concerns escalate and safety is an issue, teachers meet with the parents, the Program/Site Director, and the Mental Health Coordinator or Consultant to discuss the situation. Action steps could include class observations and assessments.

When a child is constantly displaying challenging behaviors, the following steps may be taken:

1. Parents/guardians will be notified. Staff will discuss with parents/guardians how the child's behavior is handled at home and in other settings and how it can be best handled at the center.
2. CentroNia's Mental Health Coordinator or Consultant will lead in the development of a plan to address the child's behaviors; this will include age-appropriate strategies and skills development.
3. With the family's consent, center staff may facilitate a referral for external early intervention or special education services, or other community resources.
4. Center staff will collaborate with parents /guardians, the Family and Health Manager, and the child's primary care provider to coordinate assessment for any related health concerns.
5. Parents and staff will continue to share information on a timely basis about the child's progress and follow-up recommendations.
6. Parents/guardians will be asked to make sure an authorized adult accompanies the child during field trips if they are not able to do so.

Staff members will not use physical punishment (i.e., shaking, hitting, or threatening), nor will they grab, hold, or restrain a child unless they are endangering themselves or others. Inappropriate handling of a child is not tolerated at CentroNía. This action will be a basis for immediate dismissal.

- CentroNía reserves the right to remove a child from the center under the following circumstances:
 1. Continued disruptive behavior that clearly jeopardizes the physical safety of the child or his/her classmates.
 2. An assessment by the Mental Health Coordinator or Consultant that all possible interventions and supports aimed at providing a physically safe environment have been exhausted.
 3. Unwillingness of parents/guardians and families to participate in mental health consultations provided through the program or to independently obtain and participate in child mental health assistance available in the community.
 4. Failure to meet the mental health and/or social emotional needs of the child as agreed by both the staff and the family AND the identification of a different Program better able to meet these needs that can immediately provide services to the child.

In any of the above cases in which termination is recommended, CentroNía will follow its established policies and procedures, which are in line with local, state and Federal regulations. CentroNía staff will support the parents/guardians/family with referrals to community-based services, as needed, and with the transition directly to the receiving program.

HEALTH AND SAFETY

Accident or Injury

Every effort is made to keep children safe, but children can still incur some bumps, bruises, and scratches. If a child is injured during the day and medical attention is required, the parent will be notified immediately to come and pick up his/her child as soon as possible. For less serious injuries, parents will be notified by telephone and will receive an Incident Report at the end of the day. In the event a child hurts himself or herself or another child, parents will receive an Incident Report. The report **will not** include the names of other children involved.

If the situation is an emergency, a call will be made to 911 and the parents will be notified immediately.

It is imperative for parents to keep emergency information up-to-date and inform staff of temporary or permanent changes of address, phone numbers, emergency contact people and immunizations.

Allergies and Dietary Considerations

For the safety of children and staff with allergies, CentroNía is a nut-free zone: products containing nuts are not permitted in any of the centers. Parents must report food allergies, intolerances, and other dietary considerations to the Admissions Office during the registration, noting these on the appropriate forms in the registration packet and providing a doctor's note. Staff are trained in food allergy protocols and are provided with information to prevent, recognize, and respond to food allergies and emergencies.

Children with allergies that require a special diet (for example, no milk products) and/or the use of prescribed medications, including EpiPens, must provide a written doctor's note and the medication with administration and dosage instructions.

Handwashing Procedure

Children are instructed on proper handwashing procedure and families are asked to have children practice the procedures at home. Staff follow the handwashing practices:

- Staff members and those children who are developmentally able to learn personal hygiene are taught handwashing procedures and are periodically monitored.
- Handwashing is required by all staff, volunteers, and children when handwashing would reduce the risk of transmission of infectious diseases to themselves and to others.
- Staff assist children with handwashing as needed to successfully complete the task. Children wash either independently or with staff assistance.
- Children and adults wash their hands upon arrival, after diapering or using the toilet (use of wet wipes is acceptable for infants); after handling body fluids (blowing or wiping nose, coughing on hand, or touching any mucus, blood, or vomit); before meals and snacks; before preparing or serving food, or after handling any raw foods that require cooking (e.g. meats, eggs, and poultry); after playing in water that is shared by two or more people; after handling pets and other

animals or any materials such as sand, dirt, or surfaces that might be contaminated by contact with animals; and when moving from one group to another that involves contact with infants and toddlers.

- Adults also wash their hands before and after feeding a child, before and after administering medication, after assisting a child with toileting, and after handling garbage or cleaning.

Infants Health and Safety

Safe Sleep Practices: The care of young infants requires additional health and safety measures, especially safe sleeping practices that help reduce the risk of sudden unexpected infant death syndrome (SIDs). All CentroNía teachers who care for infants receive training to ensure consistent use of safe sleep practices as recommended by the American Academy of Pediatrics (AAP):

- Infants up to twelve months of age should be placed for sleep in a supine position (wholly on their back) for every nap or sleep time unless an infant's primary health care provider has completed a signed waiver indicating that the child requires an alternate sleep position.
- Infants should be placed for sleep in safe sleep environments, which include a firm crib mattress covered by a tight-fitting sheet in a safety-approved crib (the crib should meet the standards and guidelines reviewed/approved by the U.S. Consumer Product Safety Commission [CPSC] and ASTM International [ASTM]). No monitors or positioning devices should be used unless required by the child's primary health care provider, and no other items should be in a crib occupied by an infant except for a pacifier.
- Infants should not nap or sleep in a car safety seat, bean bag chair, bouncy seat, infant seat, swing, jumping chair, play pen or play yard, highchair, chair, futon, sofa/couch, or any other type of furniture/equipment that is not a safety-approved crib (that is in compliance with the CPSC and ASTM safety standards).
- If an infant arrives at the facility asleep in a car safety seat, the parent/guardian or caregiver/teacher should immediately remove the sleeping infant from this seat and place them in the supine position in a safe sleep environment (i.e., the infant's assigned crib).
- If an infant falls asleep in any place that is not a safe sleep environment, staff should immediately move the infant and place them in the supine position in their crib.
- Only one infant should be placed in each crib (stackable cribs are not recommended).
- Soft or loose bedding should be kept away from sleeping infants and out of safe sleep environments. These include, but are not limited to bumper pads, pillows, quilts, comforters, sleep positioning devices, sheepskins, blankets, flat sheets, cloth diapers, bibs, etc. Also, blankets/items should not be hung on the sides of cribs. Loose or ill-fitting sheets have caused infants to be strangled or suffocated.
- Swaddling infants when they are in a crib is not necessary or recommended, but rather one-piece sleepers should be used (see [Standard 3.1.4.2](#) for more detailed information on swaddling).
- Toys, including mobiles and other types of play equipment that are designed to be attached to any part of the crib should be kept away from sleeping infants and out of safe sleep environments.
- When caregivers/teachers place infants in their crib for sleep, they should check to ensure that the temperature in the room is comfortable for a lightly clothed adult. They should also check that infants are comfortably clothed (not overheated or sweaty), and that bibs, necklaces, and garments with ties or hoods are removed. (Safe clothing sacks or other clothing designed for safe sleep can be used in lieu of blankets.).

- Infants should be directly always observed by sight and sound, including when they are going to sleep, are sleeping, or are in the process of waking up.
- Bedding should be changed between children, and if mats are used, they should be cleaned between uses.
- The lighting in the room must allow the caregiver/teacher to see each infant's face, to view the color of the infant's skin, and to check on the infant's breathing and placement of the pacifier (if used).
- **Shaken Baby Syndrome:** CentroNía enforces the prevention of shaken baby syndrome. All teachers receive annual training on preventing head trauma and understanding the development of the brain in infancy and early childhood. Shaken baby syndrome/abusive head trauma is the occurrence of brain injury in newborns, infants, and children younger than 3 years caused by shaking a child. Even mild shaking can result in serious, permanent brain damage or death.

Illnesses

- A healthy environment is essential for providing quality care for your children. Children must be well enough to participate in all activities, indoor and outdoor, and to eat the meals provided.
- **Face masks** are optional. If a child does wear a mask, CentroNía will work with families on a case-by-case basis to address any medically documented developmental concern, health conditions, or disabilities that makes it difficult for a child to safely wear a mask.
- CentroNía works with families, with input from a child's physician, in the case of special needs and chronic medical conditions.
- Parents are **not** to bring children to the Center who have exhibited any of the following symptoms in the last twenty-four (24) hours:
 - Fever of 100° F or higher, taken under the arm*
 - Diarrhea: two or more runny or watery stools or a single bloody stool*
 - Vomiting: two or more times in a 24-hour period, or vomiting accompanied by other symptoms such as fever, rash, diarrhea, etc.*
 - Loss of taste or smell*
 - Shortness of breath*
 - Headaches or body aches*
 - Any undiagnosed or contagious skin condition or rash
 - Any skin rash, lesion or wound with bleeding or oozing of clear fluid or pus
 - Conjunctivitis (pink eye), or discharge from the eye that is white or yellow unless accompanied by a doctor's note indicating the condition is not contagious
 - Sore throat with fever and/or swollen glands*
 - Constant, uncontrolled nasal discharge, or constant, uncontrolled productive cough (raising phlegm) *
 - Flu-like symptoms (sore throat, frequent cough, heavy runny nose, frequent sneezing, etc.) unrelated to allergies*
 - Yellowish skin or eyes
 - Mouth sores with drooling
 - Scabies, head lice or other infestations
 - Any contagious condition
 - Any illness or condition requiring one-on-one care

- Any condition preventing the child from participating comfortably in usual program activities

**Asterisks indicate COVID-19 associated symptoms*

- If a child develops any of the above symptoms or displays what would be considered abnormal behavior for him/her (such as refusal to eat, unusual fatigue, excessive irritability, etc.) during the day, families or emergency contact will be called and asked to pick-up the child. **Families or emergency contact person are expected to pick up their child within one (1) hour of notification.**
- Families or the emergency contact person will be provided with an Illness Report describing the child's condition and any actions taken by staff. Conditions for a child to return to the center are as follows:
 - CentroNia requests medical clearance in the form of a doctor's note for children who are absent for 3 consecutive days or more. A child must be free from fever, vomiting, diarrhea, and other symptoms for a full twenty-four (24) hours without the aid of symptom reducing medication (such as Tylenol for fever reduction).
 - Any child prescribed an antibiotic for a current bacterial infection must take the prescription for a full 24-hour course before returning, or 12 hours at the written discretion of the child's healthcare provider based on the contagiousness of the condition.
 - Parents should always inquire with their healthcare provider at the time of diagnosis when a child will no longer be contagious and can resume attendance.
 - A child must be able to participate comfortably in all usual program activities, including outdoor time.
 - The child must be free of open or oozing skin conditions.
 - A child excluded because of lice, scabies or other infestations may return 24 hours after treatment has begun.
- If your child suffers from any chronic medical condition such as allergies, asthma, etc., provide the Admissions Dept. or the child's teacher with a doctor's note to ensure that teaching and screening staff are aware of any recurring symptoms your child might display.
- **Communicable diseases:** Parents must notify CentroNia if a child or family member is diagnosed with a communicable disease/infection (such as COVID-19, strep, chicken pox, conjunctivitis, etc.) so that staff can be alert for symptoms in other children.
- Families will be notified if their child may have been exposed to a contagious illness, and report to local agencies of any contagion within a classroom. Families will receive a letter notifying them of the communicable disease, the center's mitigation procedures, and final recommendations from DC/MD Health regarding closures and quarantines.
- CentroNia will take increased precautions and sanitation measures to contain known infections. A final decision to exclude a child from the program would be based on recommendations from DC/MD Health Departments and on the need to ensure the wellbeing of all the children and staff.

These health policies are designed to keep the spread of illness to a minimum and will be firmly enforced. The staff appreciates your cooperation and assistance in maintaining these health standards.

Medication

- CentroNía seeks to have teaching staff receive the Medication Administration training. Only trained staff will administer prescription medication in the center setting or on trips. All medications, **including both prescription and non-prescription drugs**, will be administered when the following requirements are met:
 - The parent has signed and dated the *Medication Administration Authorization* form and provided both an asthma or anaphylaxis (allergy) plan in which the doctor/prescriber has authorized the medication and dosage and the asthma or allergy medication to be kept at the center.
- The first day's dose of any new medication must be given at home (in case of any reaction) before CentroNía staff administer it onsite. Parents must inform the teacher that the child has received a dose of the medication at home and the time in which was administered.
- Prescription medications must be in the original container with the pharmacist's label. The following information must be on the label:
 - Child's name
 - Date of prescription
 - Name of medication
 - Medication dosage
 - Administration schedule and Administration route
 - If applicable, special instructions (like "Take with food.")
 - Expiration date
- Medication must be accompanied by the proper tool to administer it (such as medicine dropper, measuring spoon, etc.).
- Each administration of a prescription or non-prescription medicine will be recorded on the child's record.
- Over-the-counter medication, including acetaminophen (Tylenol) will not be administered without written authorization from a physician and a signed parent consent form.
- Aspirin will not be given at any time.
- All medications must be handed to a staff person who will place it into the assigned medication box. Medications cannot be left in cubbies or on counters and should always be kept out-of-reach of children.
- Within 1 week of the expiration of the medication the unused portion of the medication must be collected by the parent/guardian, or it will be discarded.
- CentroNía staff will not assume any responsibility for unauthorized medication or a student self-medicating.
- Parents are responsible for keeping all medication related forms and supplies up to date.

Lotions, Insect Repellent and Sunscreen

- Lotions, such as sunscreen, diaper rash cream, and insect repellent supplied by a parent may be applied without prior authorization from a licensed health practitioner.
- Application of topical medication requires the parent's written authorization. The forms are available at the Admissions Office.
- Application of prescribed topical medications will follow CentroNia's medication procedures as described above.

Physical and Oral Assessment Forms

- Every child must have a Physical Exam and Immunization Form completed by a physician on file prior to admission. The oral assessment form is required for children three years and older. These forms must be turned in **annually** or as required. Parents are responsible for keeping their child's health records up to date.
- Parents will be notified when any of the health forms are about to expire. They are required to provide updated forms within 2 weeks of being notified. If the parent fails to provide the required forms the child will not be able to attend the classroom until the updated forms are provided.
- Children in the Early Head Start (EHS) program are required to obtain and submit a physical exam and immunizations in accordance with the EPSDT schedule, which is often more than once a year, depending on the child's age.

Nutrition and Wellness

- CentroNía prepares nutritious meals onsite, educates adults and children to adopt healthy lifestyles, advocates for better food policies, and expands this holistic model across communities.
- CentroNía's Food and Wellness Program models healthy eating and exercise habits in accordance with USDA and CACFP guidelines:
 - All our meals are cooked on premises.
 - We serve a variety of fresh fruits and vegetables every day.
 - We use local products when possible.
 - We do not serve juices; children have access to water all day long.
 - We serve whole-grain products.
 - We only serve 1% unflavored fluid milk to children over the age of 2 years old. Toddlers receive whole milk, which supports cognitive development.
 - We serve vegetarian lunches at least once a week as part of our "Meatless Monday" campaign. Dried beans are served as a protein at least once a week.
 - We do not serve highly processed food, making our menus lower in sodium, fat and sugar.
 - We do not have vending machines or sell competitive foods.
 - Foods and beverages are not used as incentives, prizes, or awards or advertised or marketed in CentroNía.
- We promote family wellness goals by:
 - Eating and drinking healthy foods at all CentroNía facilities.
 - Modeling physical activity among adults and children by incorporating walking, taking the stairs, and incorporating movement in place as much as possible in the daily schedule.
 - Ordering healthy foods for celebrations.
 - Engaging children and families in conversation about the benefits of making good food choices and adopting healthy lifestyles.
 - Ensuring foods and beverages are not used as incentives, prizes, or awards.
- For birthday celebrations please refer to CentroNía's Food and Wellness Policy
- The following foods **are not permitted** in the classroom: fried food, sodas, food rich in sugar or salt (donuts, cookies, flavored waters, ice cream, cakes, pizza, others), foods with nuts as

ingredient, and dairy products without refrigeration. The Food and Wellness team is available for consultation and to support parents as they plan activities and events that include food.

CURRICULUM AND ASSESSMENT

Curriculum

- CentroNía's early childhood programs in DC use *The Creative Curriculum* to promote cognitive, social, emotional, language and physical development through exploration and play.
- CentroNía's Maryland Pre-K programs use the *Children Discover Their World* curriculum developed by the University of Maryland in line with MSDE requirements.
- Teachers foster children's school readiness by using developmentally-appropriate materials, conducting activities and by organizing the classroom environment to create daily routines that support their intellectual and linguistic development in English and Spanish, while nurturing their socio-emotional development. The development and learning goals appropriate for each level are posted in the classrooms and are available to parents.

Assessment

- Our early childhood programs use the Teaching Strategies (TS) GOLD assessment tool aligned with *The Creative Curriculum* to help teachers collect information to determine how children are progressing in the different areas of learning and development. CentroNía Maryland's Pre-K programs use the Early Learning Assessment for the same purpose. Teachers collect evidence of children's understanding and behaviors to plan individualized support. Assessment information is shared with parents during the Parent-Teacher Conferences to keep them updated on their child's progress, including strengths and areas for improvement.
- Teachers maintain and share children's work samples, photos, and anecdotal records that reflect the children's ongoing growth and development in language/literacy, math, science, social studies, physical, and socioemotional areas. This information is used to make decisions about curriculum and teaching and to demonstrate the programs' achievements.
- Assessment information is only shared with administrators, teachers, parents, OSSE (Office of the State Superintendent of Education), and MSDE, as required.

Your Child's Day: Daily Schedule

- A variety of learning experiences are provided by teachers to promote intellectual, linguistic, and physical engagement based on teacher's knowledge of the children's needs, interests, and curricular objectives.
- The daily schedule for infants, toddlers, and preschoolers includes a predictable routine, with the flexibility to respond to the needs of the children and changes in the environment. ***It is important that parents support the daily schedule by bringing the children on time every day to help them develop self-control, the ability to regulate their emotions, and their sense of independence and autonomy.***
- Daily learning experiences are divided into large- and small-group activities that address the curriculum content and skills that the teachers have planned. The daily schedule is posted in every classroom and available to parents.

Meals

- Breakfast is served from 8:30am to 9:00am each day, lunch is served from 11:30am to 12:30pm, and snacks from 2:30pm to 3:00pm.
- Children receive breakfast, lunch, and an afternoon snack in a “family style” format.
- Monthly menus are posted in each classroom and available to families via CentroNía website. Families must inform any food medical restrictions and allergies, following CentroNía Food and Wellness Policy, to ensure alternative choices are available for their children.
- Children or parents cannot bring food from outside, including other classrooms.

Outdoor Play

- Outdoor play is an important learning opportunity. Children participate in outdoor activities each day, except in inclement weather. The children frequently take walks around the grounds or neighborhood and make use of developmentally-appropriate playground equipment at CentroNía centers or nearby parks, when accessible.
- Every child should participate in outdoor experiences—if a child is too ill to go outside, then he or she is too sick to be at the center.
- Outdoor play may be staggered as necessary to ensure adequate distancing and minimize interaction between different classes. Play facilities are sanitized after each use.

Rest Time

- Rest time is an important part of the children’s routine to give their bodies the time to recharge after an active morning. We encourage a full nap, but children who may have difficulty falling asleep will be encouraged to rest quietly. Teachers provide a quiet atmosphere by darkening the room and playing soft music. In accordance with state regulations, rest time lasts from one (1) to two (2) hours, depending on the age and developmental needs of the children.
- Parents must provide cot sheets and blankets, which should be taken home on Fridays to be laundered over the weekend and returned on Mondays.

Extended Care

Although CentroNía is open from 7:00am to 5:45pm, classroom hours are established according to their program requirements. Some children may need care before and after their regular program hours; extended-care services are provided to eligible children and can be arranged through the Admissions Office.

Clothing

It is important that children are dressed comfortably for the space and the weather. Please use the following guidelines:

- Clothes should be durable and washable for easy movement and exploration.
- Children should have accessories to dress appropriately for the weather such as jackets, rain boots, etc.
- Clothing should promote independence: elastic waistbands and simple fasteners on clothes facilitate toileting, shoes with Velcro, etc.
- Shoes should protect feet; no flip-flops, open toed shoes, or sandals are allowed.

- Parents are responsible for making sure their children always have an extra change of clothes and shoes. If a child has an accident and does not have a change of clothes, families are expected to bring a change of clothes within one (1) hour of being notified or give approval to use clothing available on site.

Field Trips

- Off-site trips that are relevant to the children's interests and curriculum content occur throughout the year. Parents will receive information in advance of planned excursions and signed permission slips are required for every child. Teachers will inform the parents of spaces available for adults and when parents need to attend.
- Children who show challenging or defiant behaviors may need additional support during field trips, and in these cases a parent or authorized adult may be required to accompany the children. If an authorized adult cannot accompany the child, they should be kept at home, as no staff will be available at the site to supervise.

Labeling

Label all your child's personal items (clothing, jackets, personal belongings such as sheets, blankets, etc.) with permanent ink. CentroNía is not responsible for lost or misplaced items.

Toilet Training

- **All children must be toilet trained before entering the Pre-K program (by the time they turn 3 years old).**
- Toilet training is an important milestone in the development of every child. Parents should start the process at home and notify the teachers to support the child at school.
- We understand accidents happen so parents should make sure their children always have an extra change of clothes, including underwear, socks and shoes, available at the center.

Toys and Personal Articles

Children may not bring toys, jewelry, money, candy, or electronic devices to school.

PARENTS AND FAMILIES

Classroom Visits

We welcome parents at the center, but they must abide by CentroNía's policies and be respectful towards teachers and mindful of the classroom routines. Parents must exhibit calm and respectful behavior during their visits to the center to model this behavior for all children in the center.

Parents who want to provide volunteer service in the classrooms need to communicate with the teachers and the program leadership.

Communication with Families

- Parents can find essential information on the sites' bulletin boards, monitor screens, and in each classroom's information area. For CentroNía-wide information, parents can check the organization's website at www.centronia.org.

- The different early childhood programs will communicate dates and events every month, and the CentroNía Family Center will share resources and classes for parents as they become available.
- The teachers and educational leadership at CentroNía welcome parents to share their concerns and ideas to enhance and improve our programs. Since teachers have very busy days with your children, we ask parents/guardians to request appointments, allowing teachers to make the time and give parents the best attention possible. Program Directors or Managers can also help if there is any concern regarding your child's experience at CentroNía.

Parent-Teacher Conferences

- Parent-teacher conferences are essential collaborative meetings that create the opportunity for a strong home-school connection to influence the child's development, growth, and success. They give parents the opportunity to meet with teachers to discuss their children's progress. In these meetings, evidence of children's development and learning is shared and discussed to help gain a better understanding of the children's development and concept/language learning.
- Parent-Teacher conferences occur two (2) to three (3) times per year, as noted in each program's annual calendar, although the scheduling offers flexibility for each individual family. Parents are encouraged to attend these meetings when scheduled, or to request meetings when needed.
- The benefits of the Parent-Teacher Conferences are that they:
 - Create the foundation of the home/school connection.
 - Build partnerships between CentroNía teachers and staff.
 - Provide insight into children's behaviors and interests during the day.
 - Help parents understand more about their child's development and learning.
 - Allow parents and teachers to review general and age-appropriate developmental milestones and share any concerns about school-readiness, children's diverse learning abilities, and any special needs.
 - Include valuable information about internal, local, and natural referral processes and resources when these may benefit children or families.
 - Allow parents and teachers to create and follow up on child, parental, and family goals.
- Parents can request the following in preparation for parent-teacher conferences:
 - Additional people at the attendance of the meetings (family members, special education workers, CentroNía leadership, etc.).
 - Separate conferences for divorced or separated parents.
 - Virtual/remote conferences (phone calls, video sessions, etc.).
 - Early morning/late afternoon conferences.
- To actively participate in the conferences, please:
 - Schedule a time that is appropriate for your needs.
 - Arrive on time.
 - Stay focused.
 - Be prepared to take notes.
 - Take note of your own observations to discuss at the meeting.
 - Ask questions.
 - Follow up as appropriate.
- We welcome the opportunity to support you and your child as they learn and develop, building school readiness skills that will support their formal school experience in the future.

Screen Time Policy

CentroNía follows the recommendations from the American Academy of Pediatrics, National Association for the Education of Young Children (NAEYC), and the Maryland State Department of Education Office of Child-Care (MSDE OCC) regarding screen time. These include:

- Allowing a maximum of 30 minutes total per week of educational and age-appropriate screen time (television, video, DVD, smart devices).
- Allowing no more than 15 minutes of educational computer time per day.
- Not allowing any screen time during meals and snacks time.
- Having zero screen time (TV, video, computer, and smart devices) for children under two years old.

CentroNía classrooms do not have televisions. Classrooms for students ages three (3) to five (5) years old are equipped with no more than two PCs under teacher supervision.

TRANSITIONS

CentroNía is a community-based organization that operates year-round. We follow DC, Montgomery County, and Prince George's County Public School calendars to better align our services to family needs. The school year closes by the end of June; CentroNía offers services during the "summer" period which provide more activities that take advantage of the weather.

Transitions occur when a child progresses from one class, program, or center to another due to their age, when they switch from a home-based to a center-based program, and when they are exiting a program. When possible, teachers coordinate classroom/program visits to help prepare children and familiarize them with their new classroom or site.

Kindergarten Transitions

As CentroNía's early childhood programs run from birth through age 5, each year we help parents and children graduating from the Pre-K programs prepare for transitioning to kindergarten. This includes informing parents about different school options available and the kindergarten application and enrollment processes. Teachers and Family Engagement staff may assist parents in completing school applications.

End-of-Program Celebration

CentroNía conducts an age-appropriate end-of-program celebration for children. The purpose of this ceremony is to celebrate a milestone in your child's lives and enjoy a special time in the company of their teachers and family members.

Studio R.O.C.K.S. –School Age: OST Program

CentroNía's out-of-school time program, Studio R.O.C.K.S., provides children from kindergarten through fourth grade (i.e., children aged five [5] to ten [10] years old) with before- and after-school programming during the regular school year at our Columbia Road site. R.O.C.K.S. also provides full-day programming when DC Public Schools close for professional development or conferences.

The program is available to children enrolled at Harriet Tubman and HD Cooke elementary schools and provides students with meaningful and impactful programming focused on academic enrichment, self-discovery and creative exploration, all in a bilingual and multicultural environment. As an after-school program, Studio R.O.C.K.S. also allows parents to pursue educational and career advancement with the confidence that their children are in a safe and stable environment under the supervision of caring adults.

CentroNía's Studio R.O.C.K.S. program also offers full-day winter, mid-winter, spring and summer camps available to children aged five (5) to ten (10) years old—kindergarten through 4th grade—residing in Virginia, DC, and Maryland.

Morning Drop-Off Services

Parents must bring their children to the assigned morning location daily no later than 8:00am each day. Student should not walk to the classroom unaccompanied.

When a child cannot arrive at their R.O.C.K.S. classroom before 8:05am, it is the parents' responsibility to take the child directly to school, as they will not be accepted once students and teachers have begun the transition to their assigned school.

Afternoon Pick-Up Services

For a student to be marked as “present” for the day, the student should participate in morning/afternoon activities; students must participate in afternoon services if they are not present in the morning.

Students will be marked as “absent” if parents/guardians pick their child up in front of CentroNía or along the route to the center during the afternoon transition from the school to CentroNía. For students to receive a full experience of the program's daily activities, parents should pick up their child after 5:30pm. This will allow the student to participate in daily activities and staff to assist students with their homework.

Full-Day Services

Full-day services will be provided to students enrolled in the Studio R.O.C.K.S. yearlong program during DC Public School (DCPS) closures due to their scheduled parent-teacher conferences or professional development.

Camps

Winter, mid-winter, spring, and summer camps are offered during the periods in which DCPS is in recess. Families residing in Virginia, DC, and Maryland and with children from five (5) to ten (10) years old—from kindergarten through fourth grade—are welcome to sign up for camp waitlists. CentroNía's

Admissions Office will contact interested families when slots are available. The waitlist is based on a first-come, first-served basis. Students who are participating in camps must arrive no later than 9:00am.

Addendum: Community Resources

The attached list provides information on resources and services available for children and families in our community. You can also access a digital copy of the Community Resources list at <https://bit.ly/CNResources>.

!i! CentroNía 2023 Community Resource List

Organization Name	Description	Contact Information	Category
ACCESO	The DC Credit Union joined with two more local credit unions to create the region's first Spanish-language branch, ACCESO. ACCESO provides affordable, safe and friendly financial products and services including: bilingual staff; flexible identification requirements so you can open a savings with just \$5 and avoid expensive check cashers (foreign ID accepted); checking accounts and mortgage loans; educational programs to help members prepare to get a home loan or start a business; ways to establish a solid credit history based on timely rent and utility payments; international wire transfers that cost much less than Western Union, MoneyGram, or other money transfer companies; and free tax preparation during tax time.	Ana Maria Roig, CUDE Branch Manager, ACCESO/DGEFCU Branch 3059 Mount Pleasant St NW Washington DC 20009 Ph: 202-797-3636 Fax: 202-797-0573 Toll-Free: 877-784-SSSI aroig@dgefuc.org www.dgefuc.org	1. Financial Services
ADELPHI/LANGLEY FAMILY SUPPORT CENTER	Family Support Center Prince George's, formerly The Adelphi/Langley Park Family Support Center, is a Family Support Center under the Maryland Family Network where families with children prenatal to age 4 are eligible for services at no cost, with transportation and child care provided. The program provides education, employment readiness, and links to community services. Adult participants improve literacy skills, participate in Career Planning training and demonstrate understanding of positive and nurturing parenting techniques. Children improve cognitive and language abilities and enter school ready to learn. There is an emphasis on family literacy and parent-child activities. The Adelphi/Langley Park Family Support Center serves an area of 10 square miles in the Adelphi/Langley Park area.	Mariela Hakans, Director & Danitza Simpson Ph: (301) 431-6210 8908 Riggs Road Adelphi, Maryland 20783	1. Family Services
ADVENTIST HEALTHCARE	Adventist HealthCare is an integrated healthcare delivery system that includes hospitals, home health agencies, nursing and rehabilitation centers, and other services. Their full spectrum of services covers a wide range of health care needs, providing the best care for families- mind, body, and spirit.	Main Ph: 240-637-4000 http://www.adventisthealthcare.com Adventist HealthCare White Oak Medical Center 11890 Healing Way, Silver Spring, MD 20904	1. Healthcare Services
AMERIGROUP	Provides access to health care and offers special services such as the Taking Care of Baby and Me® program; Disease Management programs; information and support for controlling asthma, diabetes, and more. Amerigroup helps get all regular covered benefits, plus enhanced vision and dental benefits, health education classes and information, and Amerigroup On Call for non-emergency medical advice.	Members: Call Member Services at 1-800-600-4441; TTY 711 or send a message through the website. To Enroll: Contact HealthChoice at 1-800-456-8900. To Speak with a Doctor or Nurse: Amerigroup On Call 1-866-864-2544; TTY 711. Fast, free medical advice from a nurse, day or night, even on holidays, in more than 170 languages: https://www.myamerigroup.com/md/pages/welcome.aspx	1. Healthcare Services
ASPIRE COUNSELING	Offers individual, couples, family and group therapy to help cope with many of life's challenges, including divorce, loss, school and workplace difficulties, parenting and caregiving, depression and grief, anxiety, stress, phobias, pre- and post-partum depression, positive aging, and managing medical conditions. Aspire Counseling also offers Continuing Education workshops for mental health professionals. Located in the Shady Grove Professional Building in Gaithersburg MD, Aspire's diverse and experienced therapists create a warm and welcoming environment. They accept many insurance carriers, can help with your insurance claims, and have alternative payment options for those without insurance.	Services available through referrals by CentroNia. Shady Grove Professional Building 16220 Frederick Road, Suite 502 Gaithersburg, MD 20877-4022 Ph: (301) 978-9750 intake@we-aspire.org	1. Healthcare Services 2. Family Services
CASA	CASA works to organize, advocate for, and expand opportunities for Latino and immigrant people in the state of Maryland by providing employment placement; workforce development and training; health education; citizenship and legal services; and financial, language, and literacy training to Latino and immigrant communities throughout the state.	CASA Multicultural Center 8151 15th Ave., Langley Park, MD 20783 Tel: (301) 431-4185; (240) 491-5763 Silver Spring Welcome Center 734 University Ave. E., Silver Spring, MD 20903 Tel: (301) 240-491-5754 Pine Ridge Community Center 8615 Piney Branch Rd, Silver Spring, MD 20901 Ph: (301) 445-3139 / Fax: (301) 445.3921 Wheaton Welcome Center 11425 Grandview Ave, Silver Spring, MD 20902 Ph: (240) 491-5772/ Fax: (301) 933-6690 Salud es Vida Bilingual Health Hotline: (301) 270-8432 Citizenship Program: (240) 419-5765 http://wearecasa.org	1. Immigration Legal Assistance 2. Family Services
CATHOLIC CHARITIES	Catholic Charities works to create opportunity, ends isolation, and give hope. Nearly 64 programs across the District and five surrounding Maryland counties work to assist with employment; adult education; legal services; food; medical, dental, and mental health care; shelter & housing; general help & emergency money; help for children & adults with disabilities; immigrant & refugee support; support for substance abuse issues; prison outreach; help for infants and expecting parents; and services for children, teens, and teen parents.	Catholic Charities operates in Washington, DC, and the five (5) surrounding Maryland counties of Montgomery, Prince George's, Calvert, Charles and St. Mary's. Administrative Headquarters: 924 G Street NW, Washington, DC 2000 Ph: (202) 772-4300 https://www.catholiccharitiesdc.org	1. Family Services 2. Immigration Legal Assistance 3. Legal Assistance 4. Healthcare Services 5. Financial
COMMUNITY CHEER	CHEER's mission is to provide people with the knowledge and ability to create healthy, thriving communities. CHEER is a community-driven process for identifying community vision and goals, and for gathering the information and resources needed to measure and fulfill them. They seek to create safe and inclusive communities that produce equal opportunities for individual growth and fulfillment. These communities will value diversity, encourage personal social interactions, and offer a sense of common identity.	Address: 8545 Piney Branch Road, Suite H Silver Spring, MD 20901 E-mail: bruce@communitycheer.org Ph: (301)-589-3633	1. Legal Assistance 2. Financial

Organization Name	Description	Contact Information	Category
CHILD CARE RESOURCE AND REFERRAL CENTER IN MONTGOMERY	The center offers free and low-cost training and support services for child care providers.	Address: 1401 Rockville Pike # 200, Rockville, MD 20852 Ph: (240) 777-4769 Website: www.montgomerycountymd.gov	1. Child Care Support Services
PRINCE GEORGE'S CHILD RESOURCES CENTER, INC	The center offers free and low-cost training and support services for child care providers.	Address: 9475 Lottsford Road, Suite 202, Largo, Maryland 20774 Ph: (301) 772-8420 Website: www.childresource.org	1. Child Care Support Services
CITY BLOSSOMS	City Blossoms is a nonprofit dedicated to fostering healthy communities by developing creative, kid-driven green spaces and innovative resources. City Blossoms provides bilingual, free, and affordable after- school, in-school, and summer programming to predominantly Latino and African-American youth ranging from ages two through teens. They serve neighborhoods in which children and youth may not otherwise have access to green space.	Address: 516 Kennedy St NW Washington, DC 20011 Ph: (202) 882-2628 http://cityblossoms.org	1. Family Services
COMMUNITY CLINIC	CCI is one of the oldest and largest providers of medical services to medically underserved people in Montgomery and northwestern Prince George's counties. CCI offers two major health services programs. The primary care program serves more than 10,000 children and adults who are economically disadvantaged, homeless, and disabled, with state medical assistance coverage or uninsured.	Address: 7676 New Hampshire Avenue, Suite 220 A, Takoma Park, MD 20912 Ph: (866) 877-7258	1. Healthcare Services 2. Family Services
COMMUNITY LEGAL SERVICES IN MONTGOMERY	The Pro Bono Program provides low-income residents of Montgomery County with free legal representation. Volunteer private practice attorneys are solicited by the Program to provide free legal guidance and/or representation in the areas of absolute divorce, custody, name changes, adoption/guardianship, landlord/tenant matters, bankruptcy/debt collection matters, wills, powers of attorney, and in limited circumstances immigration and employment cases. Residents who need a lawyer, but cannot afford one, may be eligible to receive FREE LEGAL HELP from volunteer attorneys with the Pro Bono Program.	Bar Association of Montgomery County Address: 27 West Jefferson Street Rockville, MD 20850 Tel: 301-424-3454 (V) www.barmont.org https://www.montgomerycountymd.gov/HHS-Program/Resources/Files/A&D%20Docs/DND/DNDLegalFreeLowPro.pdf	1. Legal Assistance
COMMUNITY LEGAL SERVICES IN PRINCE GEORGES	Community Legal Services in Prince George's educates, represents and empowers low-income members of the Prince George's County Community regarding civil legal matters.	Lawyer Referral Program: (240) 391-6370 Foreclosure Prevention Program: (240) 391-6413 Bankruptcy Program: 240-391-6395, ext. 13 Family Law Clinic for the Self Represented: Walk-in Family Law Clinic Latino Community Outreach: Walk-in Workers' Rights Legal Clinic: Walk- in Suitland Law Clinic: (240) 391-6370, ext. 13 http://clso2.c.org	1. Legal Assistance
CHILD FIND PRINCE GEORGES	Prince George's County Public Schools locates, identifies, and evaluates students with disabilities who are Parentally Placed in Private and Religious elementary and secondary schools that are geographically located within Prince George's County. This includes children who live in Prince George's County and do not attend public school, but attend a private or Parochial school in Prince George's County, as well as children who do not live in Prince George's County and whose parents have enrolled them in private or parochial schools located in Prince George's County. Parents of students who are seeking these child find services should contact The Child Find Office for Private and Religious School Students.	Division of Special Education/Early Intervention Services <u>Maryland State Department of Education</u> Marjorie Shulbank 200 W. Baltimore Street, Baltimore, MD 21201 Main Ph: (410) 767-0261 <u>Prince George's County Public Schools</u> 14201 School Lane Upper, Marlboro, MD 20772 Main Ph: (301) 952-6346 Fax: (301) 574-9838 Website: http://www.maryland publicschools.org/MSDE/djysjns/earlyjnterv/infant toddlers/	1. Education Services 2. Family Services
DEPARTMENT OF SOCIAL SERVICES OF PRINCE GEORGES	Services include child, adult & family services; community services; family investment; public education & community outreach; and quality assurance & compliance.	Prince George's County Social Services Address: 425 Brightseat Rd, Landover, MD 20785 Tel: (301) 909-7000 Address: 4235 28th Ave, Marlow Heights, MD 20748 https://www.princegeorgescountymd.gov/	1. Family Services
DEPARTMENT OF HEALTH AND HUMAN SERVICES	DHHS is responsible for public health and human services that help address the needs of vulnerable children, adults and seniors. They have more than 120 programs and deliver services at more than 20 locations in Montgomery County. Their core services protect the community's health; protect the health and safety of at-risk children and vulnerable adults; and address basic human needs, such as food, shelter and clothing. These include crisis services; disability services; financial assistance/ housing services; health services; infant, child & teen services; and senior services.	General Information Address: 311 West Saratoga Street, Baltimore, MD 21201 Ph: 1 (800) 332-6347 / TTY 1 (800) 735-2258 TTY: (301) 251-4850 24 Hour Crisis Center: Ph 240-777-4000 / TTY: 240-777-4815 Abused Persons Hotline (Domestic Violence): (240) 777-4673 / TTY: 240-777-4815 Adult Abuse & Neglect Hotline (Adult Protective Services): (240) 777-3000 / TTY (240) 777-4815 Child Abuse & Neglect Hotline (Child Protective Services): Ph (240) 777-4417 / TTY (240) 777-4815 Victim Assistance and Sexual Assault Crisis Line: Ph: (240) 777-4357 / TTY (240) 777-4815 401 Hungerford Drive, 5th floor, Rockville, MD 20850 hhsmail@montgomerycountymd.gov	1. Family Services 2. Healthcare Services 3. Financial
DC DIAPER BANK	DC Diaper Bank works to provide an adequate and reliable supply of diapers to babies, toddlers and their families in the greater DC metropolitan area. It is modeled after successful diaper banks around the country, providing diapers to social service organizations that are help families in need through comprehensive programs and services. Diaper banks using this model ensure that diapers are distributed to the families that need them the most and in the most effective way.	Pick-up location for low-income families and those in need) Centronia 1345 University Blvd. E. Takoma Park, Md 20912 Ph: (301) 543-8040 GREATER DC DIAPER BANK 8860 Monard Dr, Silver Spring, MD 20910 Ph: (202) 656-8503	1. Family Services

Organization Name	Description	Contact Information	Category
EMPOWER WOMEN INTERNATIONAL	The mission of Empowered Women International is to create jobs and entrepreneurial opportunities for immigrant, refugee, low-income, and at-risk women. EWI enables women to pursue their passion and creativity through entrepreneurship and micro-enterprise development. EWI provides entrepreneurship training, mentoring, market access and support services to help women monetize their creative or cultural assets, artistic abilities, knowledge, and skills to become change-makers in their families and communities.	Alexandria & Herndon, VA; Rockville, MD Main Office: 320 S. Henry Street Alexandria, VA 22314 Phone: 571-312-4781 info@ewint.org http://ewint.org	1. Immigration Legal Assistance 2. Financial 3. Family Services
FAMILY SERVICES	Family Services' mission is to promote the resilience, recovery and independence of individuals and families across their lifespan through integrated mental and physical health, social service, and education programs, thereby strengthening communities.	Montgomery County 610 E. Diamond Avenue, Suite 100 Gaithersburg, MD 20877 Main Phone: 301-840-3200 Prince George's County 8643 Cherry Lane, Laurel, MD 20707 Main Phone: 301-549-3602 Email: info@fs-inc.org Website: www.fs-inc.org	1. Family Services 2. Healthcare Services 3. Financial
FAMILY CRISIS CENTER IN PG	The Family Crisis Center's mission is to promote and facilitate the elimination of domestic violence by providing counseling, education and support services to men, women and children.	24-Hour Hotline Ph: (301) 731-1203 For Non-Emergency Support or Information: (301) 779-2100 Address: 3601 Taylor St, Brentwood, MD 20722	1. Family Services 2. Legal Assistance
IMPACT SILVER SPRING	Impact Silver Spring works towards a thriving multicultural community where everyone has a full and quality life because everyone is engaged, connected, and exercising individual and collective power. Their mission is to build and sustain community-based networks that ignite local inclusive economies and vibrant communities. They believe positive change happens by connecting people, building relationships of trust, and exchanging value in an intentional network, across lines of difference. They believe that with enough intentionality, compassion, and practice, a mixed income, mixed culture community can thrive.	8807 Colesville Rd. Basement Office Silver Spring, MD 20910 Please call the IMPACT Silver Spring's office at (301) 298-5117 when you arrive at the building to be buzzed in (301) 298-5117 info@impactsilverspring.org	1. Community Services
INFANT AND TODDLER PROGRAM IN MONTGOMERY	The Infants and Toddlers Program serves families with children between birth and the start of school year following the child's fourth birthday. MCITP offers early intervention services to assist families with their efforts to address children's developmental and special needs. Following an eligibility assessment, each family is assigned to one of MCITP's five regional sites in Montgomery County. Then each family works with a team to define the priorities, learn about available resources and discuss their child's strengths and needs to identify goals and how everyone on the team can work together to achieve the family's goals. Early intervention services are provided in the child's natural environment (at home and in community settings where a child is during the day).	DHHS OFFICES 1401 Rockville Pike, 2nd floor, Rockville, MD 20852 Ph: (240) 777-3997	1. Family Services
INFANT AND TODDLER PROGRAM IN PRINCE GEORGES	The infant and toddler years are a critical time for growing and learning children. Some children and families face special challenges and need extra help. From birth to 5 years, children should reach milestones in how they play, learn, speak and act; a delay in any of these areas could be a sign of a developmental problem. The Infant and Toddler Program provides early intervention support to help children reach their full extension.	Infants & Toddlers Program 2300 Bellevue Avenue Cheverly, MD 20785 Ph: (301) 925-6627	1. Family Services
LANGLEY PARK MULTISERVICE CENTER	The center provides a variety of services to assist families in need. Its agencies and services include: the Department of Social Services; the Health Department's Behavioral Health Services Division and Quick Start Pregnancy Resource Nurse; Department of Family Services' CINS/system navigation; Community Legal Services; Family Crisis Center's Domestic Violence Resources; Workforce Services; and the Prince George's County Circuit Court Health Insurance Navigator.	Langley Park Multi-Service Center Address: 1401 University Blvd. E., Langley Park, MD 20783 Ph: 301-434-4890	1. Family Services 2. Legal Assistance 3. Health Care Services
LOCATE MARYLAND FAMILY NETWORK	Selecting child care is one of the most important decisions many families make. Maryland Family Network's LOCATE: Child Care is a free referral service with detailed information on all regulated child care in Maryland. Their trained referral specialists help parents identify care based on their personal preferences including program type, location and cost.	Maryland Family Network Address: 1001 Eastern Avenue, 2nd Floor Baltimore, MD 21202 Ph: (410) 659-7701 https://www.marylandfamilynetwork.org/	1. Family Services 2. Financial
LONG BRANCH LIBRARY	Montgomery County Public Libraries offer free and equal access to services and resources that connect the people of Montgomery County to ideas and information which sustain and enrich their lives.	Address: 8800 Garland Avenue Silver Spring, MD 20901 Ph: 240-777-0910 / (301) 565-7662 (TTY) https://www.montgomerycountymd.gov/Library/branches/longbranch.html	1. Family Services
MARY'S CENTER	The mission of Mary's Center is to build better futures through the delivery of health care, education, and social services. They embrace culturally diverse communities to provide them with the highest quality of care, regardless of ability to pay.	Address: 344 University Blvd W, Silver Spring, MD 20901 Tel: (844) 796-2797 Fax: (240) 485-3190 Address: 8908 Riggs Road, Adelphi, MD 20783 Prince George's County Ph: (301) 422-5900 / Fax: (301) 422-5935	1. Family Services 2. Financial Education Services
MONTGOMERY HOUSING PARTNERSHIP	MHP serves more than 1,400 families in Montgomery County. They house people, empower families, and strengthen neighborhoods. Since 1989, Montgomery Housing Partnership's mission is to preserve and expand quality affordable housing in Montgomery County.	12200 TechRoad, Suite 250, Silver Spring, MD 20904-1983 Phone: (301) 622-2400 / Fax: (301) 622-2800 Email: info@mhpartners.org https://mhpartners.org/	1. Family Services
MONTGOMERY WORKS	MontgomeryWorks makes connections between job seekers and employers in Montgomery County. Through their innovative programs and services, they simplify the hiring process for jobseekers and employers.	WorkSource Montgomery American Job Center Address: 11510 Georgia Avenue, Suite #100, Wheaton, MD 20902 Phone: (301) 929-4350 Email: dlwdalwheaton-labor@maryland.gov https://www.dlir.state.md.us/county/mont/	1. Work/Labor Support Services

Organization Name	Description	Contact Information	Category
PARENT RESOURCE CENTER IN MONTGOMERY	Parent Resource Centers support parents as nurturers and teachers of their children. They enhance parents efforts to support one another and build a community of families that work together for all children. Join them for circle time, dress-ups, blocks, books and music. Parent Resource Centers offer a flexible, fun and nurturing environment where parents and children (birth through age four) can make friends and have fun.	Montgomery County Public Schools Ph: (240) 740-3000 Spanish Hotline: (240) 740-2845 E-mail: ASKMCPs@mcpsmd.org	1. Education Services 2. Family Services
PARENT RESOURCE CENTER IN PRINCE GEORGES	The Parent Resource Center promotes a working relationship between home and school; educates parents about the special education process, including laws and regulations; consults with and guides parents on educational issues; links parents to appropriate service providers and agencies; maintains and updates an extensive lending library and offers numerous free workshops throughout the school year. The goal of the PRC is to help parents better understand the special education process and become active participants in the development of their child's educational program.	Parent Coordinator Phone: (804) 733-2700 Fax: (804) 733-6428 cwi1coxson@pgs.k12.va.us Tuesday-Friday, 10:00AM - 2:00PM http://www1.pgcps.org/parents/	1. Education Services 2. Family Services
SILVER SPRING JUDY CENTER	The Montgomery County Public Schools Silver Spring Judy Center Grant Partnership program brings together a system of comprehensive early childhood services for families and children from birth to age 5. The Silver Spring Judy Center serves children and families who live in the Rolling Terrace Elementary School attendance area. Services include: Literacy Play and Learn sessions for children ages birth through four years old; family involvement and activities; referrals to full-day, full-year, high quality early childhood programs; service coordination and family support; family literacy programs; after school tutoring; early identification and intervention; adult education and parent trainings; and professional development for community child care providers.	Rolling Terrace Parent Teacher Association Address: 705 Bayfield Street, Takoma Park, MD 20912 Ph: (301) 431-7696	1. Education Services 2. Family Services
PRINCE GEORGE'S JUDY CENTER	The mission of the Judy Center is to promote school readiness for children within the Adelphi/Cool Spring community. This is accomplished through school system and community partnerships providing comprehensive services for children from birth through age five and their families.	<i>Prince George's County Public Schools Sasscer Adm. Building</i> Address: 14201 School Lane, Upper Marlboro, MD 20772 Ph: (301) 952-6001 <i>Judy Hoyer Family Learning Center</i> Address: 8908 Riggs Rd, Adelphi, MD 20783 Ph: (301) 408-6860	1. Education Services 2. Family Services
THE ARC	The Arc offers a lifetime of support, understanding, and opportunities for people with intellectual and developmental disabilities and their families. They provide support through a variety of programs and services that match each person or family's individual needs, ensuring that people with intellectual and developmental disabilities are given the skills, access, and information they need to fully participate as citizens in their communities.	The Arc of Prince George's County Address: 1401 McCormick Drive, Largo, MD 20774 Phone: (301) 925-7050	1. Family Services
TESS CENTER	TESS is a walk-in site serving Montgomery County residents. Its information and referrals, social service assistance, interpretation and translation, education, Volunteer Income Tax Assistance (VITA) and legal services are delivered in partnership with nonprofits, public agencies and community groups.	Takoma East Silver Spring (TESS) Community Action Center Address: 8703 Flower Avenue, Silver Spring, MD, 20901 Ph: (240) 773-8260, TTY 711	1. Education Services 2. Family Services 3. Healthcare Services
WIC	Assists eligible women, infants and children in achieving improved nutrition and health status by providing nutrition education, selected supplemental foods, and health referrals in a caring, supportive environment.	Maryland WIC Address: 1401 University Blvd. E., #300, Hyattsville, MD, 20783 Ph: (301) 439-7373	1. Healthcare Services 2. Nutrition Services 3. Family Services