

Citibank Family Center Back-up Care

4800 North 4th Avenue Sioux Falls, SD 57104
Phone (605)731-3777 Fax (605)731-3775

Dear Citibank Employee:

Thank you for your interest in the Citibank Family Center back-up care program. We look forward to providing you what we like to call "just in time" child care services in the near future.

This information packet will provide you with the information that you need to enroll your child in our back-up care program. The packet includes a question/answers sheet regarding general information, a "What to Bring" checklist for your convenience and enrollment forms.

Completion of the enrollment forms and a current immunization record (if unable to access the immunization records from the South Dakota Department of Health) must be provided prior to your child's first day of care.

Enrollment Packet Includes:

Bright Horizons Informed Consent & Child's Information

These are basic forms, which provide us with information about you, your family, and your back-up child care needs. Citibank Family Center Back-up Care requires that emergency information and authorizations as well as alternate pick-up approvals be available for all children at all times.

Age Appropriate Information Sheet

This is a form which provides us with specific information about your child(ren).

Immunizations

South Dakota State requires that children who attend a child care center have a current immunization record on file.

Once you have completed the forms in their entirety, please return forms via:

- ◆ Interoffice mail to Citibank Family Center, Attn: Back-up Care, Mail Code CBSD Day Care
- ◆ Drop the forms off at the center located on the southwest corner of Citibank campus
- ◆ Mail the forms to Citibank Family Center, 4800 N. 4th Ave., Sioux Falls, SD 57104

Once your child's paperwork has been received, you may begin to schedule back-up care by calling the Center at (605)731-3777.

Thank you for your interest in the Citibank Family Center Back-up Care Program. We look forward to seeing you soon!

Sincerely,

Kay Ballard, Executive Director

GENERAL INFORMATION SHEET

WHAT IS BACK-UP CARE?

Back-up care offers child-care for your child(ren) whenever your regular child-care arrangements are unavailable. When your provider is sick, is on vacation, or her schedule changes in any other way, the Citibank Family Center back-up care can provide a caring, well-supervised place for your son or daughter.

WHO CAN USE THE BACK-UP SERVICES?

Employees of Citicorp/Citibank

WHAT AGES WILL WE SERVE?

Our back-up care program is designed to care for a child(ren) from the ages of six weeks to five years (prior to kindergarten entrance.)

HOW OFTEN CAN I USE THE BACK-UP SERVICES?

You may pre-schedule for the Back-up Care up to 20 days per year. We realize that emergencies do come up from time to time, in which case, you may call the center the day you need the service and may secure a space if one is available.

WHAT WILL MY CHILD'S DAY BE LIKE?

Fun, safe, and well-planned activities and toys for your child's age and developmental level will be provided throughout the day. We strive to help every child feel welcomed and special.

- ◆ Infants will be held and comforted. They are encouraged to explore their surroundings. They will remain on their normal "schedule."
- ◆ Toddlers and pre-schoolers will have ample opportunities to play and interact in various learning centers: dramatic play, manipulatives, playground facilities, art, computers, quiet book area and lots of opportunities for developing friends.

WHO WILL CARE FOR MY CHILD?

Dedicated, professional, and trained faculty provides consistent and loving attention to your child throughout the day. Our faculty of teachers are trained to provide guidance, support and interaction to foster the healthy growth and development of each child.

WHO MANAGES THE PROGRAM?

The Citibank Family Center is managed by Bright Horizons Family Solutions. Bright Horizons Family Solutions is responsible for hiring the staff, creating the learning environment, providing curriculum, selecting educational toys and materials and assuring effective management and quality control. The Citibank Family Center is accredited by the National Association for the Education of Young Children, a distinction that is recognized as outstanding programming for child care centers.

WHAT ARE THE CENTERS HOURS?

6:30 a.m. - 6:30 p.m.

WHAT IS THE COST?

\$30/child/day; \$50/family/day

WHEN IS THE TUITUTION PAYMENT DUE?

Payment is due the morning of the day care is received. For two or more consecutive days of care (up to one week of care), payment is due the morning of the first day of care. If a cancellation occurs after payment is made, a credit will be extended for future care, or reimbursement will be provided.

HOW DO I REGISTER?

Pre-registration is always encouraged. You may call to reserve a spot up to one year prior to usage or as late as the morning of the day which you need child-care. The earlier you request your daycare reservation, the more likely a spot will be available. The center's phone number is (605)731-3777.

HOW DO I CANCEL A RESERVATION?

We ask that you call (605)731-3777 as soon as you know you will not need the reserved care. That way, as other families request care, we'll have an accurate count as to the number of spaces available. If cancellation is not received after 1 hour of your scheduled drop-off time, we will count the day as a used day and decrease the days available to you.

WHAT IS THE PROCEDURE FOR DROPPING OFF AND PICKING UP?

When bringing your child to the Citibank Family Center, please park in the west parking lot of the Family Center. The childcare center has a security system at the front door allowing only authorized persons' access. Please push the button beside the front door and the front desk receptionist will allow you access into the building. The front desk receptionist can also assist you in signing-in and locating the back-up care classroom. When picking up your child, you will again need to identify yourself to the front desk receptionist and provide a picture ID before picking up your child(ren).

ADDITIONAL QUESTIONS?

Please call (605)731-3777



WHAT TO BRING

Items your child will need:

- _____ A current photograph of your family. Please indicate name and relationship of people other than your child.
- _____ Complete changes of clothing (head to toe) in a plastic bag including one warm outfit for older children, 2 warm outfits for Infants/Toddlers.
- _____ If in the process of toilet training, send 5 back-up training pants and extra clothing.
- _____ Diapers (no cloth diapers, please) and diaper wipes.
- _____ If not eating table foods, a day's supply of infant food and/or pre-filled bottles.
- _____ Pacifier, if used.
- _____ Any cuddle toy or soft blanket for your child to help with the transition.

Labeling is mandatory.

Please put your child's name on everything you bring to the Center, including clothes, bottles, bottle caps, pacifiers and diapers.

We look forward to seeing you!

**BRIGHT HORIZONS
CHILD'S INFORMATION**

Child's Name: _____ Date of Birth: _____

Place of Birth: _____ Primary Language: _____

Child's Schedule: MON _____ TUE _____ WED _____ THU _____ FRI _____

Parent/Guardian Information

Name: _____

Name: _____

Relationship: _____

Relationship: _____

Address: _____

Address: _____

Home E-mail Address: _____

Home E-mail Address: _____

Cell Phone: _____

Cell Phone: _____

Home Phone: _____

Home Phone: _____

Others in Family Relationship: _____

Parent/Guardian Business Information

Company Name: _____

Company Name: _____

Address: _____

Address: _____

Business Phone: _____

Business Phone: _____

E-mail Address: _____

E-mail Address: _____

Medical Information

Eye Color: _____ Hair Color: _____ Sex: _____

Height: _____ Weight: _____ Race: _____

Identifying Marks: _____

Identified Allergies: _____

Health Insurance Provider: _____

Physician Information

Name of Physician/Clinic: _____ Phone: _____

(Parent/Guardian Signature)

(Date)

**CITIBANK FAMILY CENTER
TODDLER INFORMATION SHEET**

FAMILY AND SOCIAL HISTORY

Child's Name _____ Date of Birth _____

Mother (Guardian) _____ Father (Guardian) _____

Marital Status: Married _____ Divorced _____ Separated _____ Single Parent _____

Custody/Visiting Arrangements _____

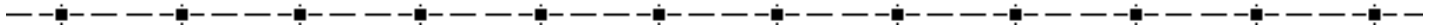
Siblings of child: Name _____ Age _____

Name _____ Age _____

Do you speak a language at home other than English? _____

Are there any special words that would help us communicate with your child? _____

Are there any ethnic practices or holidays you would like us to know about? _____



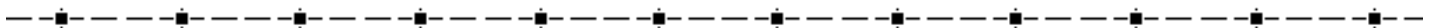
SLEEPING

Does your child take naps? _____ (From when _____ to _____)

What does your child like to sleep with? _____

What is his/her mood upon waking? _____

Do you have any special way of helping your child go to sleep? _____



SOCIAL RELATIONSHIPS

Has your child had experience in playing with other children? _____

By nature, is your child: Friendly _____ Aggressive _____ Shy _____ Withdrawn _____

How does your child show his/her feelings? _____

What method of behavior control is used in your home? _____

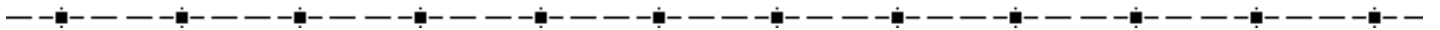
Is your child frightened by such things as animals, rough children, loud noises, the dark, or storms? _____

Favorite toys and activities: _____

Does your child like to be read to? _____ Listen to music? _____

Has your child had any experience with: Sand _____ Blocks _____ Water Play _____ Easel Painting _____

Does your child have any special needs that we need to be aware of? _____



EATING

Is your child usually hungry at meal times? _____ Between meals? _____

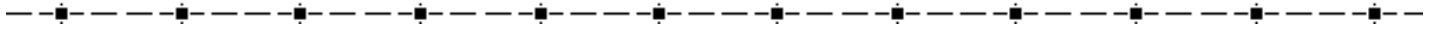
What are some of your child's favorite foods? _____ Least favorite? _____

Does your child have any allergies? Yes _____ No _____

Explain: _____

Does your child eat with a spoon? _____ Hands? _____

What does your child usually eat for Breakfast? _____ Lunch? _____ Dinner? _____



TOILET HABITS

How frequently does your child have a B.M.? _____

Does your child have diaper rash frequently? Yes _____ No _____ If yes, how is it treated? _____

Is your child's skin highly sensitive? Yes _____ No _____ If yes, to what? _____

Does your child show interest in potty training? _____