



**Bilingual
Childcare**

1125 County Road B W, Roseville, MN 55113

Telephone: 651-644-2405

720 Wildwood Road, Mahtomedi, MN 55113

Telephone: 651-340-2938

Fax: 763-592-7970

www.bilingualchildcare.com

FREQUENTLY ASKED QUESTIONS

1) Will my child feel lost in the immersive Spanish environment?

The short answer is No. Children are highly adaptable and curious, and our teachers create a trusting bond with each child from day one. They also know how to help children understand the daily routine by using hand gestures and jumping into tasks where children begin to hear new words for things and actions. They quickly pick up on how the day is structured, they have many opportunities to participate in engaging activities and play, and they communicate with other children in the way that feels comfortable for them. Furthermore, our Strong Start / Comienzo Fuerte program gives children and parents a dedicated and communicative process for enjoying a smooth transition during the first month and full-time enrollment provides the consistency necessary to settle in quickly. It is a natural and fluid process.

2) Will my child experience learning delays because they are learning two languages?

It is recognized that bilingual learners may experience a learning “lag” in elementary school because they are learning twice the content. However, they also reach a point where they even out and surpass their non-bilingual peers. The cognitive benefits of bilingual learning are well-researched for its positive outcomes. However, at the early stage of learning, each child learns at their individual pace. Developmental evaluations are conducted twice a year followed by parent conferences, and teachers use the results to individualize learning, keeping each child engaged and challenged. Children who attend our program are well-prepared for and tend to excel in kindergarten. Over the years, we have received extensive feedback from parents, kindergarten teachers and principals that our graduates are recognizable for their advanced readiness and fluency in Spanish.

3) In an immersive environment where teachers may have limited English skills, how do you manage communication between teachers and parents?

Fostering great parent communication is one of the keys to a successful early learning experience. Parents who choose this setting understand that we choose monolingual Spanish speakers to ensure the immersion experience is true. That can come with some challenges for parents who have limited Spanish experience. To bridge that gap, we offer multiple ways to communicate and make sure questions are answered. Parents can send questions to teachers and administrators on the messaging platform our Brightwheel app. Teachers with more robust English skills often help. Parents can stop by the office to speak with administrators, and the CEO is always accessible through Brightwheel, email, and by phone. We strongly encourage

parents to reach out if they are experiencing any challenges with communication and try to be proactive to reach out to parents when and if we notice any challenges with communication.

4) What does your teacher turn over look like and how do you communicate staffing changes?

Teacher turnover in childcare is a common experience, and in the immersion setting can be even more challenging because our applicant pool is much smaller. However, our Center has identified teacher retention as a top goal for maintaining quality and in the last few years has more than doubled our retention rate. We focus on creating a professional and collegial work environment where people feel valued. We provide competitive compensation and benefits. We have a robust training program, provide ongoing coaching, and opportunities for professional development so that teachers learn how to be effective in their work and can focus on enjoying the children rather than struggling with classroom management. We couple that with a system for advancement, pay increases, and bonuses that are tied to skill development. When changes do happen with a classroom lead teacher, we do our best to provide the opportunity for children and families to say goodbye. We communicate changes via Brightwheel and replace classroom lead teachers with a teacher from within our Assistant and Aide pool who we have trained and prepared for future openings. Furthermore, each teacher's or aide's photo and name is placed outside the classroom so when arriving, you know who is inside. We cover teacher absences from our float team, who are specifically trained to cover all the classrooms.

5) What is the biggest difference between a small center like Bilingual Child Care Center and some of the larger chains?

There are many distinct differences between our setting and larger chain/franchise settings. Probably the biggest difference you will find at Bilingual Child Care Center is that the Center owner has provided consistent leadership and vision to our centers for more than 16 years, with an eye on continual quality improvement, creativity, attention to detail, and a focus on developing the absolute best leadership and teaching team possible. She has chosen quality, authenticity, and excellence over profits to offer an exceptional setting. She understands that the quality of our work depends on having amazing teachers and leadership. Our leadership team of 4 enjoys a combined 33 years of experience in our centers – each started as a classroom teacher and is a dedicated professional. Also, as a result, our teachers are recognized for their nurturing professional care and we consistently receive that feedback from state licensors, CDA evaluators, nurse health consultants, and school professionals who visit our classrooms.

6) Why don't you offer part-time schedules?

We have learned that by limiting enrollment to exclusively full-time, children have more meaningful outcomes with our immersion focus and developmental learning program. Specifically, social emotional learning is amplified and fewer behavioral issues are encountered from having a consistent routine and participation. As a result, our classrooms are calm, joyous, and well- managed.

7) What if I don't want my child to nap in Preschool?

Within our 10.5-hour daily schedule, we offer a 2-hour quiet rest period each day that provides flexibility for older children who are outgrowing longer naps. State licensing requires that each

child is given a minimum of 30 minutes resting on a cot. Children who don't fall asleep during that time may remain on their cot with quiet activities and books or get up to do quiet activities at the table. We believe rest is an important element of the day. If children sleep, we don't forcibly wake them up per parent requests. This is a non-negotiable element of our day that supports the well-being of the child in our group setting and is fundamental to positive behavior throughout the second half of the day.

8) What are your classroom sizes and ratios for staff to children?

The teacher:infant ratio is 1:4 with a maximum group size of 12.

The teacher:toddler ratio is 1:7 with a maximum group size of 14.

The teacher:preschooler ratio is 1:10 with a maximum group size of 20.

9) How do you handle biting and challenging behavior situations?

We are committed to ensuring that every child is safe and thriving in our centers, and we understand that biting and behavior challenges are most often a typical aspect of child development. Most often, we can support children to successfully work through challenges. Our teachers are trained to identify and monitor when challenging behaviors are present and/or increase. They employ multiple strategies to correct behaviors, they communicate with parents clearly, and if needed we can develop a home school approach for working together to correct difficult behaviors. We follow state licensing guidelines to report injuries and behavior concerns to parents in writing via Brightwheel. We are not behavioral professionals but are very experienced with typical behaviors and corrective strategies. If we have concerns that a deeper issue may be present, we refer parents to explore support from the early learning office of the public schools or a behavior specialist. We believe every child deserves to be in a setting where they are safe, can thrive, and receive positive interventions to support their success when necessary, and prepare for kinder. We also believe teachers need support and tools and we provide them. For more detailed information on Behavior Guidance and Persistent Challenging Behavior, please see our program policies.

10) Who should I speak with if I have questions about my child's enrollment, care, or development?

Parents have multiple resources and avenues when questions or concerns arise.

- Speak with your child's teacher in person or send a question via Brightwheel messaging.
- Send a message to admin via Brightwheel.
- Stop by the office and speak with an administrator. Office hours are from 8am-5pm Monday through Friday.
- Send an email to any of our administrators:
Karin@bilingualchildcare.com
Adriana@bilingualchildcare.com
Mariaclaudia@bilingualchildcare.com
- Call the office.
Roseville: 651-644-2405
Mahtomedi: 651-340-2938
- Reach out to the CEO via email or phone:
Leah@bilingualchildcare.com 763-670-2589