

# Department of Child Care Services

## PARENT HANDBOOK

*“Every Child, Every Day”*

***Welcome to the Department of Child Care Services***

***Child Care Programs***

*This handbook has been developed to answer some of the most commonly asked questions concerning policies and procedures; however, it does not contain all the individual program policies and procedures. Please take time to read this handbook and keep it in a convenient location for reference. If, at any time, you have questions, concerns or suggestions, please contact our office and we will be happy to assist you.*

*Saddleback Valley Unified School District*

*Department of Child Care Services*

*21400 Lindsay Dr.*

*Trabuco Canyon, CA 92679*

*(949) 768-0981*

*[saddlebackchildcare.org](http://saddlebackchildcare.org)*

## ***GENERAL INFORMATION***

### **PARENT**

For the purpose of this handbook, “parent” is defined as any person living with and having responsibility for the care and welfare of a child.

### **AGES**

Preschool and Summer Programs: Please refer to our website for specific age requirements.

TLC: Transitional Kindergarten through 6th grade. TK is offered at select sites.

### **HOURS**

Please refer to our website for specific hours of operation for our various preschool classes.

TLC hours are 7:00 am to 6:00 pm, Monday through Friday and on most school holidays except the following:

***HOLIDAYS*** (Child Care is not available on these days)

Independence Day

Summer Recess - week before school starts.

Labor Day

Veterans' Day

Thanksgiving Recess (Thursday and Friday)

Christmas Eve, Christmas Day

Winter Recess - Christmas week New Year's Eve, New Year's Day

Martin Luther King, Jr. Day

Presidents' Days

Spring Recess Day

Memorial Day

## **LICENSE, NONDISCRIMINATION, AND NONRELIGIOUS EDUCATION**

The school age and preschool programs are exempt from licensing by the State of California, Department of Social Services. Child Care Services follows licensing guidelines in overall program operation.

Children are served without regard to sex, race, religion, ethnic background or disability. The program operates without religious instruction of any kind.

## **MISSION STATEMENT**

Every child, every day

## **PHILOSOPHY**

The philosophy of Child Care Services is to attend to the growth and development, creative expression, self-concept, social awareness and interaction of each child. We provide quality child care by meeting the needs of the total child: social, emotional, physical and intellectual.

## **GOALS**

Our TLC Program is dedicated to:

- Providing a safe and positive experience for children
- Fostering growth and development by instilling self-worth, confidence, and respect
- Teaching skills of living and working with others
- Promoting creativity, health, and wellness

Thank you for allowing us to play a role in your child's life.

## **ADMISSION**

Admission to each TLC program is limited to the children who attend class at the Saddleback Valley Unified School District elementary school in which the TLC program is located. Preschool and TLC Summer Camp are offered to all residents, not limited to District students.

The Child Care Services Portal is our online registration system available via our department website, [saddlebackchildcare.org](http://saddlebackchildcare.org). Families may create an account, register their children for available programs, and make payments online. Please visit our website or call the Child Care Services office for specific information concerning registration.

The Learning Connection program provides group child care with a staff to child ratio from 1:10 to 1:20, depending upon the time of day and age of students. TLC staff plan and conduct enrichment activities that meet the needs of a mixed age group setting for elementary children. TLC does not offer 1:1 child care; however, the allowance or provision of 1:1 aide support, if necessary to ensure equal access to existing TLC group activities, shall be considered on a case by case basis.

It is the responsibility of the parents of children who require special accommodations to communicate with the Child Care Services Office prior to enrollment to discuss individual needs. Each child's situation will be reviewed and all considerations given to accommodate the individual and allow for an equal opportunity to participate. This communication is very important to arrange appropriate accommodations before attendance commences.

Parents are welcome at any time to ask questions regarding the program, lesson plans or staff; however, the Site Manager or Teacher may ask to set up an appointment. If answers are not found with the Site Coordinator or Teacher, the parent can contact the program Supervisor at Child Care Services.

### **ADMISSION CRITERIA**

These admissions criteria shall not be applied so as to exclude children with disabilities, unless accommodation of a child with a disability would constitute a fundamental alteration in the nature of the Child Care program. In most cases, the fact that the child's disability necessitates one-on-one supervision by an aide provided by an outside agency as an accommodation will not constitute a fundamental alteration of the TLC child care program.

All participants must be toilet trained to include:

- ~ Ability to communicate to a leader that he/she needs to use the restroom.
- ~ Does not wear diapers or pull-ups.
- ~ Ability to independently complete proper toileting procedures.

However, if a student is not toilet trained due to disability, staff and parent(s) shall discuss that child's individual circumstances at the time of enrollment and all considerations for accommodations shall be considered.

All participants must have ability to follow adult direction, including:

- ~ Participate in a program on an elementary school campus without special fencing or restrictive areas.
- ~ Move with a group from one activity to another.
- ~ Play independently and safely with other children in the program.
- ~ Interact with others at an appropriate age level.

All children are expected to conduct themselves appropriately, meeting the above-mentioned criteria. All participants must follow all established school rules as well as those outlined in each site/classroom. If a child's behavior poses a direct threat to the health or safety of himself/herself or others, and the threat cannot be eliminated through reasonable accommodations, that child may be excluded from attending the program.

## **ATTENDANCE OPTIONS**

Fees vary according to child care needs. Please refer to our website for various attendance timeblocks and rates.

## **REGISTRATION**

An annual nonrefundable registration fee is charged at the time of online registration. The child's space is reserved once the registration fee is paid. Payment of the fee implies intent to attend. The administration makes staff decisions and purchases based on this commitment, and the fee is nonrefundable and non-transferable. Each child must be registered annually during the pre-registration period.

- ~ Returning participants will be emailed pre-registration instructions during the month of April.
- ~ Siblings of current participants will have priority registration. Contact the Child Care office for registration dates.
- ~ New participants begin registration in late Spring. Due to capacity restrictions, a waitlist may occur at some locations.
- ~ Parents must complete a new emergency card each year during online registration.
- ~ Call the Child Care Services office for specific information.

Parents are encouraged to show children the location of TLC or Preschool class and introduce the child to the staff prior to the first day of the program.

## **BUSINESS POLICIES**

### **ACCESS TO FORMS**

Please note that all forms are available online at [saddlebackchildcare.org](http://saddlebackchildcare.org), or hardcopies may be obtained at the Child Care Services Office.

### **FEES**

Fees are established prior to admission according to the child's schedule and are due and payable in advance. Payment of fees guarantees a child's place in the program; therefore, credit or makeup days for days missed are not given. Credit is given for those children attending 6<sup>th</sup> grade camp.

Fees are calculated based on SVUSD school days only. The yearly fee is divided into equal monthly payments. Minimum days and modified days may be included in TLC monthly fees, except for those children who are registered for before school only. Some non-school holiday weeks when TLC is open require an additional fee. Monthly payments must be made by the 25<sup>th</sup> of the preceding month. Please refer to the Monthly Payment section.

### **FEE/PROGRAM CHANGE**

Notification will be provided for changes in fees or program operation.

### **MONTHLY PAYMENTS**

Each monthly payment is due in full by the 1<sup>st</sup> of the month. On the 2<sup>nd</sup> of each month, all unpaid accounts will automatically incur a \$50.00 late payment fee. If payment, including the late fee, is not received by the 3<sup>rd</sup> of the month, the student will be removed from the roster and services will be suspended without reinstatement for the month. The delinquent account will remain suspended for 10 days in order for you to clear any remaining balance and/or make a payment for the following month. After the 10 day suspension, with no payment, all enrollments will then be canceled. You may be subject to a waitlist and/or be required to re-enroll into the program. Your account will only be permitted 3 late payments per school year. After the third occurrence, if there is an additional late payment, services will be terminated for the remainder of the current school year. Reinstatement into the program, summer or following school year, will require that all delinquent balances are paid. The enrolling person assumes all responsibility for payments and retaining payment records.

Payments may be made by card via the Child Care payment portal, or by check. Payments made via the Child Care portal will incur a processing fee. If paying by check or money order, please make it payable to SVUSD. Payment checks may be mailed or deposited in the drop box outside at the Child Care Services Office. Child Care Services is not responsible for delayed mailed payments. Please ensure payments are sent to our current address in a timely manner to be received by the 25<sup>th</sup>. Payments are not accepted at the site.

If your child is receiving financial support from an agency, your student is required to attend days and hours as stated on your agency contract. If your child attends days or hours different than what is stated on your contract and the agency does not reimburse payment, the balance will become the parent's responsibility.

Summer payment information will be available in late Spring. Fees will be charged by the week.

The program tax identification number is 95-2823596. It is the parent's responsibility to retain payment records for tax purposes.

### **DISPUTED CHARGES OR NON-SUFFICIENT FUNDS (NSF)**

All disputed charges or payments returned due to non-sufficient funds will be assessed a \$25 fee, per occurrence. Cash or card payments will only be accepted to settle a disputed charge or NSF. Your account will only be allotted 2 disputed charges and/or NSF per school year, including summer. After the second occurrence, Child Care Services will only accept cash or card for all payments.

### **CHANGES & CANCELLATIONS**

The Change and Cancellation form is available on the Child Care Services website. The request to change time block, days or to cancel enrollment will only be processed if this form is received by the Child Care Services Office by the 15th of the preceding month. All changes or cancellations will go into effect on the 1st of the month. Mid-month drops will not be prorated for an early withdrawal. Re-enrollment may be subject to a waitlist as spaces will not be held. The \$50 annual registration fee is non-refundable upon cancellation. Changes to timeblocks are approved based on space and site staff availability.

### **HOLIDAYS/MINIMUM DAYS**

Some holiday weeks TLC is open for an extra fee. Payment for the non-school days must be made in advance. These child care days are for your convenience and are optional. Due to enrollment, sites may be combined. Minimum days and modified days are included in the monthly tuition, except for those children registered for before school only. They are not eligible for after school day care on minimum or modified days.

### **ABSENCES**

It is the parent's responsibility to notify the site/classroom by phone before school dismissal time regarding a child's absence or if a child is picked up from school because of illness or other reasons. The staff needs to be aware where each child is every day for his/her safety and accountability. Not adhering to this policy could result in dismissal from the program.

The District's missing child policy states that police must be called if a child is missing for more than 30 minutes. Each site has a phone message machine. In an emergency, call Child Care Services, (949) 768-0981 during office hours, Monday through Friday, 8:00 am to 4:30 pm.

Payment fees guarantee your child's place in the program; therefore, no credits or make-up days will be given for any reason. Fees remain the same whether or not the child attends.

### **LATE PICKUP FEE**

If a child is picked up late, a \$10.00 fee will be assessed per child for every 15 minutes after pick-up time. Please notify the Site Coordinator/Teacher if the child will not be picked up on time. However, notification does not dismiss the fee. The late fee schedule is:

5-15 minutes late - \$10.00

16-30 minutes late - \$20.00

31-45 minutes late - \$30.00 and so on.

The late pick up fee will be invoiced to the parent account. If there are 3 or more late pick ups per month, Child Care Services may dismiss your child from the program. If a child has not been picked up by 7:00 pm and the parent has not contacted the site and persons on the emergency card cannot be reached, the Orange County Sheriff may be called. It is very important to keep your emergency card information updated.

## **ENROLLMENT PROCESS - PARENT AUTHORITY**

In order to avoid confusion about the enrollment process, Child Care Services considers the enrolling parent(s)/guardian(s) to have legal authority to enroll the child. Enrolling parent(s) assumes all payment responsibilities. If the family status changes while the child is enrolled in the program, a copy of a valid court order will be required to change information such as authorization for pickup and emergency contacts in the child's file.

The court order will become a permanent part of the child's file and can only be changed upon the presentation of another valid court order. Copies of certain forms such as enrollment information and sign in and out sheets can only be released to the enrolling parent/guardian or custodial parent by court order or subpoena. Some court orders and subpoenas may be reviewed by District administrative personnel. The right to refuse the release of any information is retained by Child Care Services if the request and subsequent release of information is considered not to be in the best interest of the child or punitive in nature when custody of the child is in question. In these situations, a court order or subpoena will be required to obtain the information being requested.

Please contact the Site Coordinator/Teacher with questions. If unable to resolve a particular issue, Child Care Services staff are available to assist you.

## **NOTIFICATION OF EMERGENCY INFORMATION CHANGE**

It is important that the site or classroom maintain current and accurate records for each child so that parents can be contacted in case of emergency. Parents must complete an emergency card prior to enrollment, and annually. A second travel size card may be required for holiday and Summer TLC excursions. These forms must be kept current at all times. This information includes address, home and work telephone numbers, work location, names of at least two persons authorized to pick up the child, and record of immunizations as required for the program. IT IS YOUR RESPONSIBILITY TO NOTIFY THE SITE/CLASSROOM AND THE CHILD CARE SERVICES OFFICE OF ANY CHANGES. Failure to do so could result in termination of services.

## **TERMINATION OF SERVICES**



If a child/family is terminated from a Child Care Services program for failure to follow policies and procedures and/or stated guidelines, services will be terminated for a minimum of one year from the date of termination. If the family situation significantly changes before the year is ended, the family may appeal to the Child Care Services Manager by presenting facts about the change and a written plan to follow policies and procedures and/or stated guidelines. All appeals will be resolved within 30 days of the receipt of the appeal letter and the family will be notified by mail.

If a child withdraws from the program with a credit, a refund will be given.

## **GENERAL PROGRAM INFORMATION**

### **PROGRAM WEBSITE**

Please visit [saddlebackchildcare.org](http://saddlebackchildcare.org) for the latest information about the Child Care Services Department.

### **SIGN IN AND OUT**

It is a SVUSD Child Care Services requirement that each child must be signed in and out by a parent or authorized parent representative everyday on the daily roster located in the site/classroom. A full signature, date, and time is required. Failure to do so may result in termination of services.

Walking to or from the TLC program without adult supervision will require a form filled out by the parent/guardian releasing the SVUSD, Child Care Services from all liability and responsibility. Children will not be released close to or after dark or in inclement weather. This form may only be used due to extenuating circumstances, and will be accepted at the discretion of the Site Coordinator.

Children will be released only to those authorized persons designated on the child's release form (emergency card). Identification may be required. Permission to release a child to someone other than on the emergency card may be authorized in writing or by phone to the site staff and will be noted on the site log. If an unauthorized person is picking up a child, the parent will be called. It is the parent's responsibility to notify the program of any changes on the emergency card.

In a joint custody situation, official court documents will be treated as legal action designated by the court. Changes in custody arrangements, which refer to day or time or person signing in or out a child, will be submitted and reviewed by the Child Care Services Manager. It is the responsibility of both custodial parents to set up and agree upon pick up times and days as well as arrange who will pick up the child according to the release procedure.

### **KIDS ON THE GO**

For the safety and well being of children, parents are encouraged to have a responsible adult escort the child to and from all programs throughout the year. TLC staff cannot escort children to activities.

If your child is to be involved in any on-site or off-site after school activities, i.e., soccer, music, Scouts, etc., that are not a function of the TLC program, a completed "Kids On the Go" form is required. Staff will sign out a child for on-site activities. It is the child's responsibility to walk to and from the on-site activity unescorted by TLC staff. For off-site activities, an authorized adult must sign your child out. Arrangements must be made with the Site Coordinator. Once a child is released, the Child Care Services program is no longer responsible until the child is

signed in after returning from the activity. Program staff is responsible for the safety and well being of all the children. Children cannot be escorted to a special drop off or meeting place. Staff cannot wait for non-district buses or transportation dropping off or picking up children during program operation.

## **DISASTER PREPAREDNESS PLAN**

The children will participate in the Saddleback Valley Unified School District disaster preparedness program at each campus. Staff has access to school emergency equipment and supplies. In the event of an emergency or disaster, the following procedures will be implemented:

1. Please do not telephone the site/classroom. The telephone will be used for outgoing emergency calls.
2. Children will remain with program staff on the premises or at the designated emergency evacuation site for 72 hours, unless an injury requires release to an emergency medical facility.
3. Signs will be clearly posted at sites with the destination of evacuated children.
4. Appropriate news media will be informed of the evacuation so information can be broadcast.
5. There will be a specific area for claiming and signing out children at the evacuation site. Only adults previously authorized on the emergency cards may sign out children.

## **REST TIME**

Transitional Kindergarten children will have an opportunity to rest a minimum of 20 minutes during the day depending on each child's needs. Napping is not mandatory; however, if sleeping is a regular part of a child's afternoon routine, please provide a blanket. These items must be taken home on weekends and washed. Rest time may include a quiet story, listening to music, looking at books on his/her mat. Rest time is shortened as the year progresses taking into consideration the child's growth and development.

## **CHILDREN'S BELONGINGS**

The site/classroom cannot be responsible for safekeeping of any toy, book, electronic device, jewelry, money or other personal belongings brought to the program, including clothing items. Jackets/sweaters should be clearly labeled with the child's name. Children are discouraged from bringing personal items to TLC or Preschool unless a specific day has been set on the calendar by the Site Coordinator or Teacher.

## **CELL PHONE & ELECTRONICS POLICY**

Children are not permitted to bring or use cell phones/electronic devices during program hours or during field trips, and are expected to leave such devices at home. If a child brings a cell phone or electronic device to the program, it must be kept in the child's backpack. Child Care Services is not responsible for lost or stolen cell phones/electronic devices.

This policy is necessary due to growing concerns of social networking, inappropriate pictures/videos/media, and other electronic capabilities. Parents should recognize that electronic devices will be confiscated if used by children during program hours, and placed in a secure location until pick up time.

Such devices include, but are not limited to:

Cell phones

Tablets

Electronic touch devices

Hand-held games

If a parent or student needs to be contacted during program hours, all calls should be routed through the site telephones. These telephones are reserved for business purposes only, however, in an emergency, a child may be given permission to use the phone at the discretion of staff. If unable to contact site staff, please call the Child Care Office between 8:00am to 4:30pm, Monday through Friday.

*School-Year Homework Assignments - During the school year, if assigned homework requires the use of a personal electronic device, students may use their device for the sole purpose of the assignment during homework time only. Students are on their honor while using the device. If a student uses the device for anything other than homework, the device will be confiscated and returned to the parent at pick up time. At the discretion of the Site Coordinator, the student may no longer be permitted to use the device for homework time during the school year, and other disciplinary actions may be taken.*

## **HOMEWORK POLICY**

Each TLC site will provide a daily quiet homework time in which children will have the opportunity to do their work. Staff will encourage children to do their homework, but is not responsible for the completion and review of each child's work. Staff is available to answer questions but extensive tutoring cannot be provided. Pencils, rulers, paper and a dictionary are provided for children's use. A "Homework Agreement" is available at the site.

## **YOUR CHILD'S WORK**

It is important that cubbies and/or backpack rack areas at the site are checked each day by the parent for any treasures that are ready to go home. Cubbies will be cleaned out on Fridays and everything taken home.

## **FIELD TRIPS AND SPECIAL EVENTS**

During the school year, some sites/classes may have a monthly on site special event (i.e. holiday celebrations, carnivals, sporting events, etc.). If the site/class adjoins a park, staff and children may make use of the facility with prior notification.

During the TLC Spring and Summer programs, field trips and/or special events are planned. Additional enrollment fees are required. Occasionally, optional spending money held by the Site Coordinator, may be permitted for an excursion. Children may be transported on Saddleback Valley Unified School District buses. Admission to attractions is included in fees for holiday programs, i.e., Spring, Summer. All staff is needed to provide a safe staff/child ratio. Staff does not remain at the site for children who are unable to attend the excursions. During the summer, parents will be notified one week in advance of the excursions and asked to sign a blanket permission slip/medical emergency release to cover the summer.

## **STATEMENT ON MIXED AGE GROUPS**

Curriculum is supported by mixed age classrooms. The Site Coordinator/Teacher sets up activities in which children make choices and take responsibility for their work as members of a group. All children in the group have an opportunity to learn to work with those whose abilities are different from their own.

For each child, mixed age grouping offers a different advantage. For older children, being able to play with younger children is an important emotional and cognitive support. New leadership abilities and cooperative working skills may develop. Self-esteem is enhanced by these opportunities. Younger children learn a variety of new social and intellectual skills from observing and interacting with older children. Both younger and older children benefit cognitively when their ideas conflict and they must think through and articulate differences.

## **TK/KINDERGARTENERS**

Only transitional kindergarteners and kindergarteners are walked to and from class to TLC.

## **BABY-SITTING**

The following are directives to Child Care Services staff when considering baby-sitting program participants:

1. Employee may not baby-sit for a participant who is enrolled at the site where he/she works.
2. Employee may not make special arrangements that overlap or conflict with the employee's daily work assignment.
3. Employee may not be designated on a student emergency card as an "emergency responsible person" for a participant at the site where he or she is assigned.
4. Employees cannot make referrals for child care providers, private or other.
5. Employees are not permitted to discuss with parents information regarding other children or staff. Questions should be referred to the Site Coordinator or Teacher.
6. Employees are not permitted to discuss parent concerns regarding program policy and procedure at the site where he or she works. Refer all questions to Site Coordinator/Teacher or Child Care Services Supervisors.

## **COMMUNICATION PROTOCOL**

Communication between parents and staff is vital in achieving and maintaining a high quality program. Parents are encouraged to have informal daily communication with staff. The next level of communication is with the Site Coordinator/Teacher. Please check with the Site Coordinator/Teacher as to the best times for extended conversations.

## **CONFIDENTIALITY POLICY**

The use or disclosure of all information pertaining to the child and his/her family shall be restricted to purposes directly connected with the administration of the program.

## **PARENT INFORMATION AREA**

This area is used for information such as snack menus, program schedules, and important announcements. This area should be checked daily for important notices.

## **NEWSLETTERS**

Newsletters are published by the staff and contain important information for the month. These newsletters can be found in the Parent Information area.

## **CONFERENCES**

Conferences may be scheduled with the Site Coordinator/Teacher, as needed, during the year to discuss the child's progress.

## **PROGRAM WEBSITE**

Please visit [saddlebackchildcare.org](http://saddlebackchildcare.org) for the latest information about the Child Care Services Department.

## **HEALTH**

The programs have several policies and procedures that are strictly followed for the health and well-being of each child. Please read these carefully and talk to the Site Coordinator/Teacher if you have any questions.

**ALL CHILDREN IN ATTENDANCE MUST BE HEALTHY ENOUGH TO PARTICIPATE IN THE DAILY ROUTINE.**

### **DAILY HEALTH CHECK**

If your child appears to be showing signs of illness, he/she may not be admitted into the program. If the child becomes ill while at the program, the parent or other authorized persons will be called and required to pick up the child within one hour.

If a child becomes ill during the elementary school day, he/she cannot attend the program. After a child has been picked up from the elementary school office, immediately let the site/classroom know that your child will not be attending the program. Children who are ill and have missed school may not be dropped off at the child care program.

### **ILLNESS**

Children may be excluded from the program if symptoms such as rash, high temperature, diarrhea, signs of infection, etc., appear. If there is a disagreement between the parent and site staff regarding exclusion, please contact the Child Care Services Manager.

If child is absent due to illness, please adhere to the following guidelines:

- ~ Call the site and inform them of the absence and the reason. If a child has a communicable disease, other families must be notified.
- ~ If medication is prescribed, both the physician and parent signature must be on the Administration of Medication form.
- ~ Children with fevers and contagious illnesses must be excluded from the site for at least 24 hours after temperature returns to normal.
- ~ Children diagnosed with streptococcal infections must be excluded for 48 hours after initial dose of physician prescribed medication.

~ Staff reserves the right to request a physician's release for any medical or health condition.

## **ACCIDENTS**

A daily log will be maintained at each site to record minor accidents. Appropriate first aid will be given immediately. The parent will be notified immediately regarding a serious illness or injury and emergency card instructions will be followed. The Site Coordinator/Teacher will take whatever steps necessary to obtain emergency medical care.

These steps may include but are not limited to the following:

1. Attempt to contact a parent or guardian.
2. Attempt to contact parent through persons listed on the child's emergency information form.
3. If the parent cannot be contacted, 911 may be called and the child may be taken to an emergency hospital upon recommendation of paramedics via an emergency vehicle. If transported in an emergency vehicle, the cost is at the parent's expense.

## **ADMINISTRATION OF MEDICINE**

The Education Code allows school personnel or program staff to administer medication if the following steps are taken:

1. "Parent Release for the Administration of Medicine and Physician's Request" form properly completed and signed by parent and doctor on file with Site Coordinator/Teacher. A duplicate copy from the school office is acceptable.
2. Your child's medication must be in the original medicine container labeled with the child's name, name of medicine, dosage requirements and physician's name and is held by the Site Coordinator, Teacher, or School Nurse.

A Medication Authorization form can be found on the Child Care Services website under Forms. In order to store or administer medication during program hours, this form needs to be completed and turned in to the site before the first day of service.

For all children's safety, children may not bring self-administered medicines to the site, i.e., aspirin, eye drops, cough syrup. There is the possibility of another child taking the medication and having a severe reaction to it. All medication, no matter how harmless it may appear, must be kept with Site Coordinator or Teacher during the program time.

## **NUTRITION**

Parents whose children have severe food allergies or special nutritional needs should notify the Site Coordinator/Teacher. A physician's note is required if your child requires special food or is unable to participate in the site's daily snacks.

Transitional Kindergarten students have the option of bringing a lunch or buying the lunch provided by the school, if available. Hot school lunches may not be available for purchase due to time constraints of the am/pm classes. However, a cold school lunch may be available for purchase if needed. Your understanding and cooperation is appreciated.

On elementary school minimum days and non-school days, all students will need to bring a lunch to the program. Healthy snacks are provided in the afternoons. A snack menu will be posted for review. Snacks may be supplemented by parent.

## **TLC - STUDENT WELLNESS POLICY**

1. The Learning Connection Before and After School Program - All foods and beverages provided for during the program will comply with current state and federal legislation. Healthy and nutritional foods will be provided to the TLC participants. Refer to the Child Care website.
2. Curriculum - based activities such as crafts will be planned for as an activity not to supplement or replace a nutritional snack. These activities are optional and will be reflected in the monthly TLC calendar of events and activities. These activities are supervisor approved.
3. Rewards and Incentives - Food or beverages will not be used as rewards for student accomplishments or behavior in the program.
4. Special events planned for participants and families will meet the Student Wellness Policy requirements. These events are pre-planned and approved and noted on the monthly calendar or newsletter.
5. Preschool Connection program parents are asked to provide healthy and nutritional food. A healthy snack suggestion list will be provided at orientation. A “back up” snack will be on hand if a snack is forgotten.



## **BEHAVIOR MANAGEMENT POLICY**

In general, rules are set by the Child Care Services Management Team and followed through by the Site Coordinator/Teacher. Discipline is designed to promote the development of self-direction, self-control and social acceptable behavior for the safety and well-being of all participants. This is accomplished through sensitivity, consistency, firmness, fairness and follow through.

Children are expected to follow the direction of the TLC and Preschool staff. Staff will not call the parent to redirect the child.

If a TLC child is suspended from school, he/she will also be immediately suspended from the child care program for the same period of time.

The following behaviors are not acceptable:

- Disrupting the program.
- Endangering the health and safety of children, staff or other adults.
- Continuous difficulty following rules of acceptable behavior.
- Habitual use of profanity, vulgarity, obscenity, verbal harassment or discriminatory comments.
- Theft or damage of school, site or private property.
- Leaving the site premises without permission.
- Inappropriate sexual conduct.

When a child has not been meeting the behavioral standards of the program, the following techniques and steps will be taken prior to parent involvement:

1. Encouraging positive behavior by continuous reinforcement.
2. Alternative behaviors are discussed with child.
3. Discussion of the situation, feelings and alternatives is accomplished through staff-child, peer and group problem solving.

## **PROGRESSIVE DISCIPLINE GUIDELINES**

The following steps will be taken if staff and child are unsuccessful in resolving unacceptable behavior. All students are expected to conduct themselves appropriately and follow school rules while in the program. Disruption of the program may result in subsequent dismissal.

If a student is disruptive, the following steps will be taken.

1. Verbal notification to the parent/guardian.
2. Written warning.
3. One-day suspension from the program.
4. Three-day suspension from the program.
5. Five-day suspension from the program.
6. Suspension for a minimum of one year from the date of termination.

During a one to five-day suspension, enrollment fees are not refundable for days missed. Suspension from the program for up to five days may be made by the Site Manager, Teacher and/or the Child Care Supervisor. Suspension for a year may be made by the Child Care Services Manager. Children who have been suspended from the program may not return to TLC until their suspension is completed.

In situations that are considered an emergency, i.e., a perceived threat to persons or property or extreme disruption of the program, one or more steps in the progressive discipline guidelines may be omitted at the discretion of the Site Coordinator, Preschool Teacher, the Child Care Supervisor, or the Child Care Division Manager.

If a parent wishes to appeal a decision made by the Manager, the appeal shall be made to the Assistant Superintendent. The decision of the Assistant Superintendent shall be final. Appeals will be heard and a decision rendered within 30 working days.

## **ADULT RULES OF CONDUCT**

The following adult behaviors are considered to be in conflict with program philosophy, which respects every individual adult and child. Any parent or parent representative who displays any one of the following behaviors may be prohibited from participation in Child Care Services programs. Questions may be directed to the Site Coordinator, Teacher, or Child Care Services Supervisor for clarification.

1. No child or adult will be physically abused including shaking, grabbing, hitting, pushing, etc., at the site or at any site related activity.
2. No child or adult will be verbally abused or harassed, and no adult will use profane or obscene language at the site/classroom, at any program related activity, or at the Child Care Services Office.
3. No alcoholic beverages will be allowed at the site or at any site related activity. No child will be released to anyone who appears to be intoxicated.
4. No illegal drugs will be allowed at the site or any site related activity. Any prescribed or over-the-counter medications must be out of the reach of children at all times. No child will be released to anyone who appears to be under the influence of drugs.
5. Smoking is prohibited on the site/classroom premises and at any program related activity.
6. Failure to follow the Adult Rules of Conduct could result in termination from all Child Care Services programs for one year from the date of termination.
7. Do not leave the car engine running or a child unattended in a car when picking up or dropping off your child.

The California Penal Code provides that child care workers MUST report suspected abuse. Failure to report suspected abuse within 36 hours is a misdemeanor punishable by six months in jail and/or a \$1,000 fine.

## **CHILDREN'S RIGHTS**

In each site, each child shall have personal rights which include but are not limited to the following:

1. To be accorded dignity in his/her personal relationships with staff and other persons.
2. To be accorded safe, healthful and comfortable accommodations, furnishings and equipment to meet his/her needs.
3. To be free from corporal or unusual punishment, infliction of pain, humiliation, intimidation, ridicule, coercion, threat, mental abuse or other actions of a punitive nature, including but not limited to: interference with the daily living functions including eating, sleeping or toileting; or withholding of shelter, clothing, medications or aid to physical functioning.
4. To be informed and to have his/her authorized representative, if any, informed by the staff of the provisions of law regarding complaints including but not limited to the address and telephone number of the complaint receiving unit of the licensing agency, and of information regarding confidentiality.
5. To leave or depart the facility at any time under the supervision of a recognized guardian or designated individual.
6. Not to be locked in any room, building or facility premises.
7. Not to be placed in any restraining device.
8. To receive or reject medical care or health-related services, except for minors and other clients for whom a guardian, conservator or other legal authority has been appointed.

## **PARENTS RIGHTS**

1. Parents/guardians, upon presentation of identification, have the right to enter and inspect the child care facility in which their child(ren) are receiving care without advance notice to the provider. Entry and inspection is limited to the normal operating hours while their child(ren) is receiving care.
2. The law prohibits discrimination or retaliation against any child or parent/guardian for exercising their right to inspect.
3. The law requires that parents/guardians be notified of their rights to enter and inspect.
4. The law authorizes the person in charge of the child care facility to deny access to a parent/guardian under the following circumstances:
  - a) The parent/guardian is behaving in a way which poses a risk to the children in the facility, or
  - b) The adult is a noncustodial parent and the facility has been requested by the custodial parent to not permit access to the noncustodial parent. The site must have a court order on file in order to follow this policy.

