



Child Development Center Parent Handbook



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Kelley Johnson, Program Director

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Victor Valley College Child Development Center

Welcome!

Welcome to Victor Valley College Child Development Center! We are a lab site for the Child Development Department and are dedicated to providing a quality educational program for your child, and to support you as your child's first teacher.

The purpose of this handbook is to acquaint you with our program, philosophy, policies, schedules and procedures, and to answer questions you may have about the Center. If you have additional questions after reviewing this handbook, please discuss them with your teacher, office staff or me.

Please remember that we have an open-door policy and you are welcome to visit your child's classroom at any time.

I am proud of our teachers and staff and their dedication to providing a positive educational experience for children and their families.

Sincerely,

Kelley Johnson, Program Director
Child Development Center

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Program Beliefs, Goals, and Objectives

The Victor Valley College Child Development Center (hereby referred to as the CDC) was established in January 1974. The CDC is an integral part of the Division of Math and Science at Victor Valley College and functions as a lab for the Child Development Department.

The CDC is state licensed (# 360906573 and # 364805233) and provides for the care and education of children ages 18 months through 5 years of age. The demographics of the population of the High Desert are represented in our staff and the children who are enrolled.

Our Beliefs

We believe that immersing the Child Development students in a high quality program for their practicum and observations best serves the students as well as the families and children in our High Desert community.

We believe that children are our most precious and important resource, worthy of respect, and to be valued for their uniqueness.

We believe children are natural learners. When placed in a stimulating interactive environment, each child's potential can be fully realized.

We believe children are curious, open-minded, honest, and accepting. Taking the time to observe them and listening to their ideas and thoughts will help staff fulfill each child's individual needs.

We believe that play is a positive and natural way children learn. Play is exploring, experimenting, joyful, and the process through which each child discovers and develops an understanding of the world.

We believe that parents are the most important adults in a child's life. We want to develop a respectful partnership between teachers and parents. We assist the parent and ultimately the child when we provide support, encouragement and education for the parent.

Our Goals

The primary goal for the Victor Valley College CDC is to provide a lab for the Child Development Department students. As a lab for the Child Development Department, the CDC provides an ongoing and professionally updated resource for Victor Valley College students to receive professional training that is required for certification and to observe children in a quality program to further their understanding of child growth and development. As a model of child development professionalism, we are dedicated to children and open to growth and change. Providing an educational environment for students keeps our staff informed of the latest trends in the field of Child Development.

The goal for the children in the CDC is to provide a safe and rich learning experience designed to meet both their individual and developmental needs. The teaching team plans developmentally appropriate experiences that represent and reflect a commitment to children's positive growth socially, emotionally, physically, cognitively and creatively.

The goal for the parents of our children is two-fold; first to support fulfillment of their educational and occupational goals by providing a safe, nurturing, and affordable program where they can be confident that their child(ren) are well cared for and educated. Second, our goal is to partner with the parents by supporting their role as the most influential person in the young child's life.

Our Objectives

To offer students a program model in which to apply their knowledge about children, families, and development and put that knowledge into practice in a richly diverse setting that supports children and their families as members of the learning community.

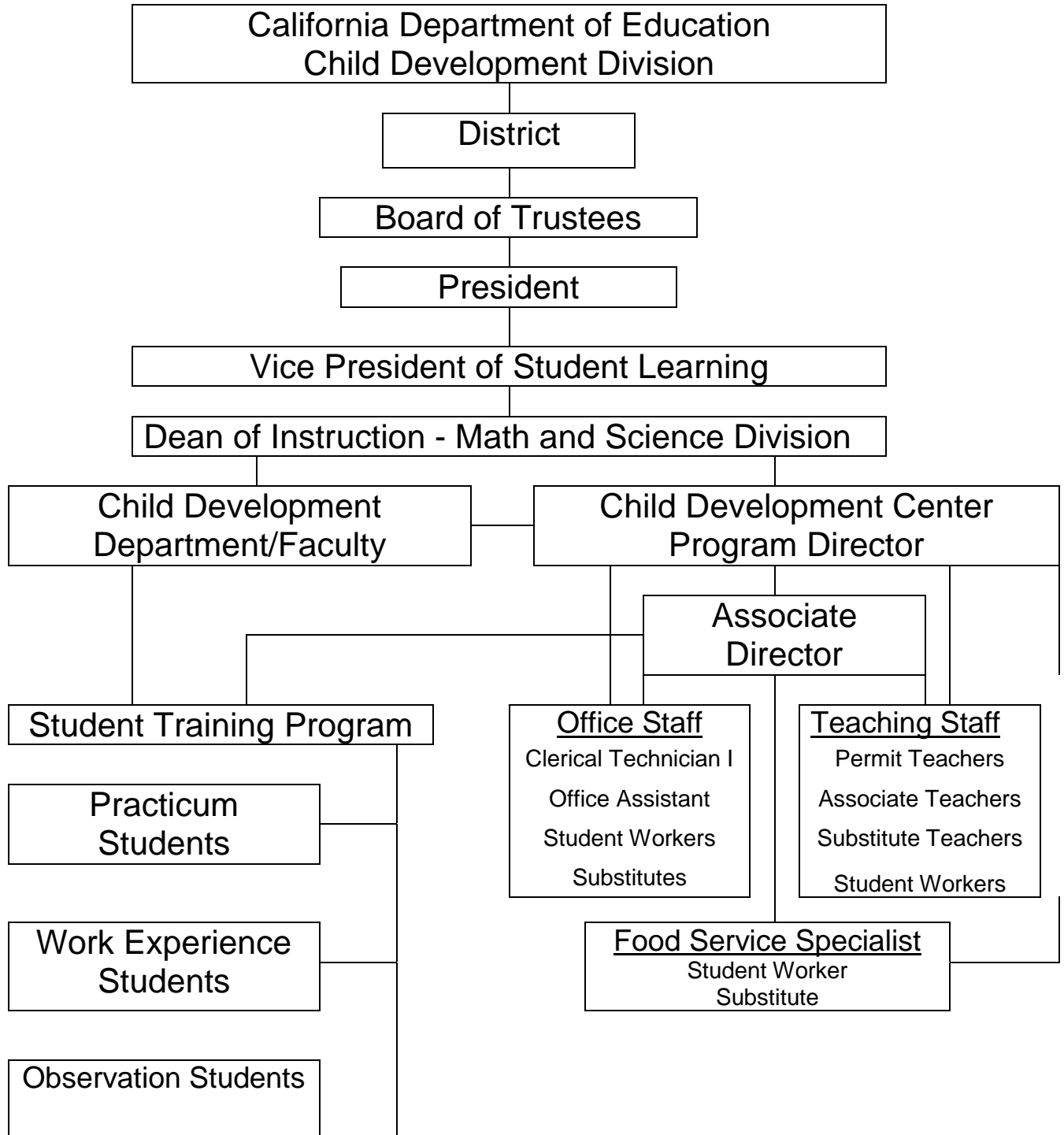
- To offer students a laboratory setting to be able to unobtrusively observe the development of young children.
- To provide safe, reliable, inclusive, and culturally relevant child care services in partnership with families and their young children.
- To foster communication and promote relationships that build upon the family culture and to promote respect and cultural sensitivity among children, families and teachers.
- To assist children in gaining a sense of confidence and competence by fostering the ability to make choices and decisions within the classroom environment.
- To help children develop self discipline and problem solving skills. Developing social competence is an emerging ability during the preschool years.

To encourage independence by allowing children to master many self help skills.

Our Objectives (continued)

- To provide opportunities for children and adults to experience joy, playfulness, learning, and recreation with other children and adults.
- To assist children in gaining knowledge of their world, in developing creative expression, and becoming comfortable with physical movement.
- To provide school readiness activities that foster growth in attention, memory, mathematical concepts, literacy, problem solving, and critical thinking.
- To help children develop the ability to communicate their thoughts, ideas, and feelings, and to listen and respect viewpoints of others.

Victor Valley College Child Development Center Organizational Chart



Policies and Procedures

The Victor Valley College CDC operates year round and is funded through contracts from the California State Department of Education, Child Development Division. The CDC is contracted to offer both General Child Care and State Preschool programs. The CDC must adhere to the contract's funding terms and conditions for both programs, and both Title V and Title XXII regulations. Additionally, the CDC is funded by the Child and Adult Care Food Program, CalWORKs, and parent fees.

The following policies and procedures are consistent with the regulations established by these entities:

Hours of Operation/Ages of Children

The CDC offers two types of programs: General Child Care and State Preschool

General Child Care

The CDC offers the General Child Care program, which provides full-day care and education to young children while their parents are in school, working, incapacitated and/or seeking employment. Services are provided to children 18 months of age through 5 years of age, Monday through Friday 7:30 AM until 5:30 PM. Additionally, depending on availability of space, Kindergarten children, ages 5 and 6, are served in our afternoon program.

State Preschool Program

The State Preschool program offers a part-day, five day-a-week program designed to serve the income-eligible child during the year prior to kindergarten. Three-year-olds are accepted as space allows. This program is offered Monday-Friday, from 8:00 a.m. to 11:00 a.m. or 12:00 p.m. to 3:00 p.m. Children must attend all five days.

Americans with Disabilities Act

At the Victor Valley College CDC all children are welcomed. We do not discriminate on the basis of sex, sexual orientation, gender, ethnic group identification, race ancestry, national origin, religion, color, mental or physical disability, when determining which children are served. Our program welcomes and includes children with disabilities, and we make reasonable accommodations for such children as described in the Americans with Disabilities Act. We work closely with other agencies and families to provide exemplary services to these children.

All parents will be given the Uniform Complaint Procedures at the time of enrollment. All notices to parents or guardians regarding the complaint procedures will be available in both English and Spanish.

Americans with Disabilities Act (continued)

The Victor Valley College CDC:

- Welcomes the enrollment of children with disabilities
- Understands the requirement of the Americans with Disability Act (ADA) to make reasonable accommodations for such children
- Implements those accommodations
- Refrains from religious instruction or worship

Admission and Eligibility

For General Child Care

To receive subsidized child care and development services, families shall meet the **eligibility** and **need** criteria as specified below. In addition to meeting eligibility and need requirements, to be eligible for services the child's parent(s) must live and/or work in the State of California. The determination of eligibility shall be without regard to the immigration status of the child or the child's parent(s) unless the child or the child(s) parent(s) is under a final order of deportation from the United States Department of Justice.

The **eligibility** criteria shall be established by 1, 2, 3, or 4, below:

1. The family receives public assistance.
2. The family is income eligible based on "family fee schedule" provided by the State of California.
3. The family is homeless.
4. The child in the family receives child protective services through the local county welfare department. Also, children identified by a legal or medical entity, or a social agency, or an emergency shelter as being abused, neglected, or exploited.

The **need** criteria shall be established by 1, 2, 3, or 4, below:

1. Child Protective Services or at risk of abuse, neglect, or exploitation as defined in #4 above.
2. The parent (including custodial adults and guardians) and any other adult counted in the family size are any of the following:
 - a. Employed. If the parent (or other adult counted in the family size) works in the home, the nature of the work must preclude the supervision of the family's children. Family child care providers are not eligible for subsidized services because their work does not preclude the supervision of their own children. However, the children of family child care providers

The **need** criteria shall be established by 1, 2, 3, or 4, below: (continued)

may be served in the State Preschool program or if need as specified in this section is based on the child's need.

- b. Seeking employment. The family's period of eligibility for this purpose is limited to sixty (60) working days during the fiscal year. Service is limited to an average not to exceed five (5) days per week for an average of less than six and one-half hours per day. The limitation for families participating in CalWORKs shall be in accordance with the approved welfare to work plan.
 - c. Vocational training. Participating in vocational training leading directly to a recognized trade, paraprofessional or profession. The vocational training plan shall be reviewed by the contractor at the beginning of each semester or quarter to determine that progress is being made toward the vocational goals specified in the certification and eligibility documents.
 - d. Homeless and seeking permanent housing for family stability if services are reimbursed with State (General) funds.
3. Incapacitated if services are reimbursed with State (General) funds, when one parent meets a, b, or c above.
 4. The child has a medical or psychiatric special need, including children with exceptional needs, which cannot be met without provision of services, verified by a legally qualified professional.

If a parent does not, at any time during a child's enrollment, meet the above **eligibility** and **needs** criteria: for example, is no longer using study time; is no longer working, drops all classes mid-semester, etc, child care services will be terminated. Parents have the opportunity to request placement on the waiting list for **possible** future openings.

The California Education Code defines a college unit of credit as approximately one hour of class plus two (2) hours of study per week, or three hours of laboratory per week, carried through the semester.

For State Preschool

To receive State Preschool program services, families shall meet eligibility criteria as specified below. In addition to meeting the eligibility requirements, to be eligible for services the child's parent(s) must live and/or work in the State of California. Evidence of a street address, post office address, income verification or declaration to live or work in California satisfies this requirement. The determination of eligibility shall be without regard to the immigration status of the child or the child's parent(s) unless the child or the child's parent(s) is under a final order of deportation from the United States Department of Justice.

The **eligibility** criteria for State Preschool:

Pre-Kindergarten children age's three (3) to five (5) at the time of enrollment are eligible for the program. Except for CPS children, the family's adjusted monthly income cannot exceed the income established by the CDE at the time of enrollment.

Admission Policies

Admission Priorities for General Child Care:

First Priority: Families whose children are receiving child protective services or families whose children are at risk of being neglected, abused, or exploited shall be admitted first. Within this priority, children receiving protective services through the local county Welfare Department shall be admitted first.

Second Priority: All children and families who are not within the first priority for admission shall be admitted in accordance with family income, with the lowest per capita income admitted first. For purposes of determining the order of admission, public assistance grants are counted as income. When two or more families have the same income the family that has a child with exceptional needs shall be admitted first. If there is no family of the same priority with a child with exceptional needs, the same priority family that has been on the waiting list the longest shall be admitted first.

Admission Priorities for State Preschool

First Priority: Age eligible child who is identified by a legal, medical, social service agency, or emergency shelter as a recipient of protective services, or being neglected, abused, or exploited, or at risk of neglect, abuse or exploitation;

Second Priority: Lowest income, 4-year olds first, then lowest income, 3-year olds. If children are on the same income rank, we further prioritize as follows:

- 1) Limited English or non-English proficient
- 2) At-risk children whose family circumstances may diminish opportunities for normal development
- 3) An eligible child with an Individual Education Plan
- 4) In the event that there is space available after all recruitment efforts have been made, the program can accept families up to 15% over the income guidelines, not to exceed ten percent of the total spaces. This also includes children who have an Individual Education Plan that specifies a State Preschool placement.

Continued Enrollment for General Child Care

Parents must complete a contract change each semester including summer for continued childcare services. If a parent does not comply by the required date published and posted at the end of each semester, childcare services will be terminated.

Continued Enrollment for General Child Care (continued)

Failure to keep recertification appointments and/or to reschedule in a timely manner will result in termination of childcare services.

Those who reschedule or cancel appointments cannot be guaranteed days and hours for care needed: We are unable to hold a spot for your child.

If childcare services are terminated under any of the above conditions, parents have the opportunity to request placement on the waiting list for *possible* future openings.

Admission Procedures

The following information is necessary for enrollment:

Registration Training Verification/Work Verification
Child's Birth Certificate (Certified County Copy)
Physician's Report
Child's Immunization Record
Income Verification (minimum 3 months, gross monthly income)
TB Test (negative results, performed within 1 year)

Upon acceptance, an enrollment packet must be completed by the parent or guardian before the child can attend.

Enrollment is limited to children of participants who meet the CDE or CalWORKS qualifications. Children will be admitted based on the following priority order:

- Child Protective Services: Within this priority, children receiving protective services through the local county welfare department shall be admitted first.
- All children and families who are not within the first priority for admission shall be admitted in accordance with family income, with the lowest per capita income admitted first.

Once licensed capacity is reached, children will be placed on a waiting list in accordance with the above priorities.

- Services shall not be denied or assigned a lower priority to a family that needs less than full-time service.
- Fees, if any, based on family's monthly income

Income Verification

Parents are expected to provide proof of income in the following ways:

- Copy of three month's worth of check stubs
- SSI income statements and/or copy of checks
- Copy of TANF Notice of Action stating yearly income/monthly income allotments
- Financial Aid award letter
- Copy of court order for child and/or spousal support
- Copy of Veteran's benefits award letter
- Copy of Worker's Compensation Benefits
- Copy of Foster Care Income Notification
- Copy of Social Security Administration Income award letter

Enrollment Verification

Parents who show employment must provide the following:

- completion of signed "Work Verification" form or letter from employer stating work hours.

Parents are expected to provide proof of enrollment in classes in the following ways:

- Copy of class schedule
- Completion of "Training Verification" (CD 9605)

Any changes in income or college enrollment status must be brought to the attention of Office Staff immediately, this includes:

- Change in income
- Change in base number of family members
- Classes added or dropped
- Change in family address and/or phone number

Parents are required to:

- Complete an application for services as openings occur
- Attend an interview and orientation Complete a contract change every semester including summer and winter sessions, as explained in continued enrollment section above

Due to the number of individuals on the waiting list, if a parent does not keep their appointment or notify the Child Development Center of their intent to continue services, parents will be notified that their services will be discontinued within fourteen days, and her/his name is put onto the waiting list.

Applicants for whom we can not provide care will be placed on the Centralized Eligibility List unless applicant does not wish to be placed on it.

Community Care Licensing Information and Forms

In order to comply with Community Care Licensing, Title XXII requirements, parents will be provided with the following information/forms:

- Copy of Admission Agreement
- Notification of Parents' Rights form (LIC 995)
- Personal Rights form (LIC 613A)
- Identification and Emergency Information (LIC 700)
- Consent for Emergency Medical Treatment form (LIC 627)
- Child's Preadmission Health History-Parent's Report (LIC 702)
- Physician's Report-Child Care Centers (LIC 701) (medical-assessment requirement, including TB skin testing if indicated by the child's physician)
- Immunization Requirements
- Needs and Services Plan (for children with special needs)

Additional Information and Forms

Parents also will be provided with the following information/forms:

- Child Care Enrollment Application (no meal charge)
- Letter to Parents to Collect Racial-Ethnic Data
- Statement for Educational Goals of Student Parents
- Child Care Data Collection – 9600 A
- Medical Statement Request Special Meals and/or Accommodations
- Toddler Curriculum (children ages 18 -35 months of age)
- Parent's Volunteer Form
- Discipline Policy
- Termination Policy and Appeal Procedure
- Child Abuse Prevention Pamphlet
- Photograph Permission Slip
- Field Trip and Water Play Permission Slip
- Family Needs Assessment Form
- Uniform Complaint Procedures Form

Grade Point Average Policy

Students receiving services must maintain a Grade Point Average (GPA) of 2.0. If GPA falls below a 2.0 the following semester will be considered probationary. Students who do not bring their GPA above a 2.0 during the probationary period will be refused services the following semester unless justified through Disabled Students Program and Services Department (DSPS).

Termination of Services

A child can be terminated from Victor Valley College CDC for one or any combination of the following:

1. Abuse of contract hours, including, but not limited to, exceeding contract hours, or under use of contracted hours causing a breach in the contract.
2. Unexcused absences in excess of three (3) per semester.
3. Failure to provide documentation.
4. Failure to recertify.
5. A false statement made on any document filed for child's admission or retention in the program.
6. Failure to communicate to the Center changes which may affect or relate to enrollment, including, but not limited to, address, telephone number, emergency information, change in schedules and study areas, etc. This includes failure to keep Emergency Card up to date.
7. Failure to notify IMMEDIATELY if there is any change which may effect eligibility status, including, but not limited to, income, change in college enrollment status, change in college CalWORKs status, change in employment status, marital status, family size, residence, reason for needing child development services, etc.
8. Failure to keep recertification appointments without notice to the center and/or to reschedule same in a timely manner.
9. Failure to pay or delinquency of tuition fees as contracted.
10. Unsafe conduct on Center grounds, including parking lot.
11. Failure to escort children to a teacher upon arrival at the Center, abandoning children in parking lot, lobby, office, hall, or other area of the Center.
12. Failure to provide full signature for both daily sign-in and sign-out sheets.
13. Rude and/or malicious actions toward Center staff, other parents, or children.
14. Failure to comply with Center policy with regard to discipline and/or procedures established to correct discipline problems.
15. Failure to keep the Center informed of your whereabouts when your child is at the Center.
16. Causing injury to another child or staff member.
17. Child whose behavior poses a threat to the physical or emotional well-being of other children or staff.
18. When the program in its unfettered discretion determines the school is unable to meet the need of the child and/or parent(s).
19. Violations of California Education Code regarding firearms, alcohol, drugs, physical altercations, theft, and destruction of property, immoral conduct, etc.
20. Violations of California Penal Code Section 71 regarding the threatening of public officers, employees and school officials (this constitutes a felony and would also be cause for criminal arrest).
21. Failure to keep GPA 2.0 or above
22. Failure to follow established procedures for processing concerns or complaints, or diminishing reputation of the school.

When services are terminated, the parent will be notified by telephone, in person, and/or by a Notice of Action mailed to the parent, stating the reason or reasons for termination of child care services (a Notice of Action is provided to the parents in all instances).

Termination Procedure

Parents will be notified in writing of reasons for termination of services. However, violation of #16 and #19 is cause for immediate suspension and termination from the program per Board or designee direction.

Parents have the right to drop their child from the program at any time. We do ask, however, that you make every effort to give us advanced notice, so that we can enroll a new child, and assist both you and your child in the transition to another program.

Appeal Procedure

The following procedures and information are also included on the reverse of the Notice of Action form which is sent to parents upon initial certification, denial of, change of, or termination of services.

To appeal an action proposed on the Notice of Action Form, the parent must file a written request for a hearing, including a request for an interpreter if necessary, during said hearing, within fourteen (14) calendar days of receipt of the Notice of Action. The first appeal is to be filed with the agency from which the parent receives childcare services. That appeal request is to be delivered to the address on the front of this handbook or in the back of the Notice of Action. Hearing on this appeal will be conducted by persons who are least one level above the person who made the contested decision.

During the above noted hearing, the parent may speak for her/himself or may be represented by a friend, attorney, or other spokesperson. As noted in the preceding paragraph, an interpreter will be made available, if needed. A representative of the local agency will be present to explain the agency's reason for the action indicated on the Notice of Action. Following the hearing, the parent will receive a written decision from the local agency, together with an explanation of the following process for the next level of appeal.

If dissatisfied with the decision reached by the local agency, the parent may then file a written appeal to the State Department of Education's Child Development Division. This appeal must be made within fourteen (14) calendar days of the receipt of the decision reached by the agency. To ensure that the local agency will not take the intended action on the date specified, the parent should advise the agency of the intent to appeal to the State. With the written appeal to the Child Development Division, send a copy of the agency's Notice of Action and a copy of the decision rendered by the local child care agency.

Upon receipt of the appeal, the Child Development Division will review the information submitted and render a final decision within thirty (30) calendar days. This decision will be mailed directly to the parent and a copy will be sent to the local agency.

Mail this second appeal to: California State Department of Education
Child Development Division
1430 N Street, Suite 3410
Sacramento, CA 95814
Attention: Appeals Coordinator

The appeals procedures set forth above are also set forth on the reverse of the Notice of Action Form.

Certified families will be maintained in the program as long as they meet the need and eligibility requirements. If a family is moved between subsidized programs, the administration will take every effort to make a smooth transition. A Notice of Action will accompany any changes.

Fees

Subsidized Fees

Parents who are eligible for services will pay fees according to the family's gross income and number of household members.

No fees will be charged for families whose gross monthly income is less than the first step on the state/federal fee schedule, which is also determined by the number of family members. A referral letter is required for a family of a child with special needs.

If there is a fee required, it shall be based on full time (6.5 or more hours per day) or half time (less than 6.5 hours per day) enrollment, the number of persons in the basic family unit and gross monthly income. Families eligible for care shall pay the full amount indicated by the fee schedule, for the child who is enrolled the longest period each day. Fees will not be levied for eligible children from the same family.

- No deductions or make up days will be made from the fee for absences
- Parents are required to pay their fees monthly
- All fees **MUST** be paid in advance or a payment plan arrangement has to be signed in the office
- Payments may be made in cash, check, or money order

Subsidized Fees (continued)

- Other child care made by family in other subsidized or non-subsidized programs shall be taken into consideration and deducted from the family fee, when verification of such payment is provided by written receipt/canceled check on a weekly basis.
- Recertification and evaluation of income will be done at least once every twelve months, unless student status verification is required more often, or the child is in Protective Services, or it is suspected that a change in income and/or family size. Falsification of documentation or failure to pay fees will be grounds for termination of services. Families will be notified through a formal Notice of Action, and further collection action will proceed.

Delinquent Fees

The State mandates the following procedures. Determination of delinquent fees is as follows:

1. Fees shall be considered delinquent if they are (10) calendar days in arrears. Upon determining that the fees are delinquent, a termination notice shall be mailed or given to the parent. A Notice of Action, Recipient of Services shall be used to inform the family of the following: (1) the total amount of unpaid fees: (2) the fee rate: (3) the period of delinquency; and (4) that services shall be terminated two (2) weeks from the date of the Notice unless all delinquent fees are paid before the end of the two-week period.
2. The contractor shall accept a reasonable plan from the parent (s) for payment of delinquent fees. The contractor shall continue to provide services to the child, provided the parent (s) pays current fees when due and complies with the provisions of the repayment plan.
3. Upon termination of services for nonpayment of delinquent fees, the family shall be ineligible for child care and development services until all delinquent fees are paid.
4. The CDC is also able to put a "hold" on all student parent records (such as grades, transcripts, registration) until fees are paid.
5. The CDC is also able to send the account into collections after billing three consecutive times, and family does not contact the Center to make arrangements

Confidentiality of Information

In the process of providing comprehensive services the CDC gathers personal information on children and families. The CDC director is the designated custodian of child and family records. It is the policy of the CDC to insure maximum confidentiality at all times.

The use of disclosure of your family financial status and child's records will be limited to the administrative team of our program. Documents are subject to review auditors and representatives of the State of California, Child Development Division, Community Care Licensing, and Child Care and Adult Food Program. A representative of any of the three entities just mentioned may enter the CDC unannounced and speak to staff, parents and children without pre-approval and may examine all files and records. No other use of information shall be made without parents' prior written consent. Parents will have full access to all information contained in the child's individual file.

All health related information is held confidential, as well as developmental assessments, and family history. Information will not be shared between agencies without parents' written consent. Or will office staff deny or confirm a child's enrollment or attendance to an individual, in person or over the telephone, other than to the child's parent or guardian, without parent's consent.

Absence Policy

Parents are responsible for reporting all absences to the Center on a daily basis. If a child is going to be absent, immediately call the Center at: **245-4271, Ext. 2239**. Any absence that is not called in on the day of absence is considered "unexcused" and subject to the Termination Policy.

Upon the phone call, office staff will complete an Absentee Form stating the reason of the child's absence. This form will be kept in the office for attendance purposes.

Upon the child's return to the Center if parents were unable to call the absentee hotline to inform about the absence, they must stop in the office to complete and sign an Absentee Form stating the reason for the absence. If the child is absent for a week, the parent or guardian is responsible for stopping in the office to complete an Absentee Form covering each day absent, stating the reason for the absence, and providing verification for absence. In addition, the parent has to sign the sign in sheet for all absences.

The parent's full signature is required on this form. Failure to complete the sign-in sheet results in an unexcused absence.

Excused Absences

Subsidized families must follow the State definition of excused absences.

An excused absence is an absence for any of the following reasons:

- 1) Illness of the child. (Do not use "ill" or "sick" - give specific illness or symptoms)
- 2) Illness of Parent
- 3) Quarantine. (Give specific reason for quarantine)
- 4) Dental, doctor, or therapy appointment (Please give advance notice to the center when possible).
- 5) Court ordered visitation (copy of court order must be on file).

Family Emergency- crisis oriented with reasonable limits to be determined by Program Director:

- 1) Natural disaster
- 2) Transportation
- 3) Funeral
- 4) Unusual utility emergency
- 5) Court date
- 6) Respite care
- 7) Hospitalization of family member

Best Interest of Child

Each child will be allowed a maximum of 10 days per fiscal year (July 1st – June 30th) for absences that are **clearly in the best** interest of the child. Circumstances in the best interest of the child are:

- Vacation
- Spending time with family members
- Cancellation of class, allowing parent to spend time with child/ren.
- Other reasons deemed appropriate by the Director or designee.

Any absences in excess of the ten days in this category will be deemed unexcused and subject to the termination policy.

Please make every effort to ensure that your child attends the Center regularly. We provide a quality program for your child. Research has proven that children who participate in such educational programs experience long lasting education gains. The KEY is that your child attends CONSISTENTLY. To this end, we have established the following policies:

- If a child is absent from school for more than 5 days, a doctor's note to return is required.
- Enrolled children absent for ten (10) consecutive classroom days for reasons that would otherwise be excused may be dropped unless there are extenuating circumstances (i.e. child in hospital).
- Enrolled children absent for more than half of their contracted days in any given month may be dropped from the program.
- Three **unexcused absences** in one semester will result in termination of childcare services.

Contracted Hours

Your contract hours are considered permanent. Once your contract for childcare services has been established, it is very important to adhere to it. We will accept only those changes that are for employed or educational purposes. We cannot allow changes for any other reasons. All changes must be approved by the Director or designee. The more notice you give, the more likely it is that your child will be given additional hours.

We realize that parents need to deviate from contract hours in some instances. This sort of change must be approved through the Director or designee. Approval will be made **ONLY** for legitimate reasons, such as appointments with a doctor, DPSS, registration, etc. Approval will **NOT** be given for going to the bank, housework, or any other reason not related to school or employment.

In order to extend contract hours (to have your child remain at the Center on a specific day) you need to call the day before and receive approval from the office. Checking with the teacher is not sufficient. When children stay beyond contracted hours, we must ensure that we have teacher coverage in the classroom before we can allow the child to stay or come in early.

Abuse of contract hours, including, but not limited to, exceeding contract hours, or under use of contracted hours are a cause of a breach in the contract; therefore, a cause for termination of child care services. Families will be notified through a formal Notice of Action.

Personnel Policies

The Center's personnel are governed by written policies which provide job descriptions, qualifications requirements, objective review of grievances and complaints, a sound compensation plan, and statements of employee benefits and responsibilities. All employees are cleared through the Department of justice through fingerprints and the Child Abuse Index.

Teachers must have a valid Child Development Permit issued through the California State Department of Education Commission on Teacher Credentialing and have a current CPR/Pediatric first aid card.

Staffing Ratios

The Preschool ratio is one adult to eight children. We have fully qualified teachers in each room, along with work study students, and teachers in training.

The Toddler ratio is one adult to four children. We have fully qualified teachers, work study students and teachers in training in the toddler room.

General Policies

The CDC is dedicated to providing quality care and education for your children. The following policies and procedures are established to ensure the Center is safe, comfortable, happy, and pleasant for your children.

Daily Arrival at CDC

It is important to us that your child is greeted each day and welcomed to the Center. Please walk your child to her/his class (this may be the regular classroom, another classroom as posted, or the playground!). **MAKE SURE THAT YOUR CHILD IS PRESENTED TO A TEACHER and that her/his presence is ACKNOWLEDGED by that teacher.**

Drop-offs are **NOT** allowed in the parking lot, lobby, office, hall or any area of the Center other than as specified as above. This is a serious safety issue; violation of this policy can result in termination of your child care services.

NO CHILD SHOULD EVER BE LEFT UNATTENDED BY AN ADULT ANYWHERE IN THE CENTER OR ON CENTER GROUNDS OR IN YOUR CAR WHILE YOU ARE DROPPING OFF OTHER CHILDREN.

BE SURE TO SIGN IN ON THE SIGN-IN SHEET with a full signature **IN YOUR CHILD'S CLASSROOM BEFORE LEAVING.** In an emergency, the sign-in sheet documents showing which children are in attendance.

Picking Up Your Child

When picking up your child, be sensitive to the activities in the classroom. If your child is involved in an activity, please give her/him 5-10 minutes to complete the work and to clean up. Please enter and leave quietly if it is nap time.

Toddler pick up – Please do not bring older children into the Toddler rooms. (Pick up toddlers first and then pick up other children at the center).

Late Pick Ups = Late Fees

When children are not picked up at their scheduled time, parents will be issued a late notice. Three late notices will result in termination of childcare services.

A \$5.00 LATE FEE is charged for **EVERY FIFTEEN MINUTES** that the parent is late after the Center's closing. Payment arrangements will be made through the office. Your child will not be readmitted to the Center until this fee has been paid or arrangements have been made for payment.

For children left more than one hour past closing time with no contact from the parent, the Sheriff's Department will be contacted to pick up the child. A late fee will still apply.

Late Pick Ups = Late Fees (continued)

In addition to receiving a late notice and a late fee, parents shall call the Center if they are going to be late. If the parent knows in advance: arrangements must be made with the office.

Policy on Daily Sign-in/Sign-Out

Each child **must** be signed in with the parent's **full signature** when she/he arrives for the day. We are required by the State Department of Education to have full signatures, so **initials will not be accepted**. The center will not be responsible for a child who has not been signed in, or for a child who has already been signed out.

Parents or adults listed on the emergency cards (Classroom and office) and the emergency information sheet on file are the only parties legally able to pick up the child. Without prior notification to the Director, **no child shall be released to anyone not listed on a child's emergency information card**. All emergency situations for picking the child up earlier than contract time must be cleared with the office staff.

Sign-In Sheet

Sign-in/out sheets are legal forms between the parent and the center, and the parents are required to sign this attendance sheet and record the exact time the child arrives and leaves the Center.

Who Will Be Allowed to Pick Up Your Child?

A child will be released **ONLY** to persons listed on the emergency cards (Classroom and office) and emergency information sheet on file, as persons authorized to take the child from the Center, regardless of whether the person delivered the child to the Center. The authorized individual:

1. Must be at least 18 years of age.
2. Must be listed on the emergency card.
3. Must provide a driver's license or other photo identification if not known to the staff.

WE WILL NOT RELEASE ANY CHILD TO ANYONE WHO SEEMS INTOXICATED AND/OR HAS ALCOHOL ON HER/HIS BREATH.

The CDC has the right to request a picture I.D. if the person picking up, who is listed on the Emergency Card, is not known to the teacher.

Custody Issues

Any parent who requests that a child not be released to the child's other parent or legal guardian **must** have a court order to that effect on file at the Center.

Please remember that any custody issues or court-ordered visitations are to be settled between the people involved at some location other than the CDC.

Field Trips

We do take the children on field trips from time to time. These fieldtrips or outings take place primarily on campus. Please be sure we have a signed permission slip on file. If a field trip is scheduled for a time when your child is not scheduled to attend, check with your child's teacher for space availability. You will be asked to accompany your child if it is not her/his contracted time.

Health Regulations and Procedures

Nap Time

A rest period is scheduled daily from 12:30 – 2:30 P.M.

Children in full day programs benefit from a nap after lunch to enable them to be refreshed and restored for the remainder of the day.

Nap or rest time is part of the children's day. Each child has her/his own mat or cot for use at nap time. Mats and cots are stored in labeled plastic bags with your child's name and are designated for each child to avoid spread of germs. Children are not forced to sleep, but they are required to rest quietly. If your child doesn't fall asleep after a reasonable amount of time, quiet activities will be provided for her/him. If a child is continually disruptive during nap time, the teacher or Director will require a contract change so that the parent must pick up the child before nap time.

Illness Policies

Do not bring your child to the Center if she/he is ill. If your child has any of the following, please make other arrangements for care: ***runny nose, cough, fever, swollen glands, diarrhea, sore throat or vomiting.*** Remember that ***a child can be ill without a fever.***

If she/he arrives at the Center with any of these symptoms, she/he will not be admitted.

Children pass on illnesses easily, causing hardship for all. If your child is not well enough to play freely and participate in all aspect of the daily routine including outdoor time, please make other arrangements for care. **It is the parent's responsibility to have a backup care plan for their child in case of illness.**

Any child who has, or is suspected of having a communicable disease may be required to have a doctor's release before re-admission. **If a child has had a fever the night before or if a child is kept out or sent home with a fever, the child must be fever-free (under 100 degrees) or with no diarrhea or vomiting for at least 24 hours before returning to the Center.**

When Your Child Is Ill....

You must make other arrangements for care when your child is ill. The Center has no provision for the care of sick children. **It is the parent's responsibility to keep emergency information current at all times**, so that we can reach you if your child becomes ill while at the Center. All children are visually screened for illnesses upon arrival at the Center and **will not be admitted** if they are ill.

If you are called to pick up your child during the day, you are expected to pick up your child within 30 minutes, or authorize an alternate emergency person to pick up your child immediately. A note will be issued and handed to you explaining the reason for sending the child home. If your child is sent home with diarrhea, vomiting or fever, a period of at least 24 hours free of those symptoms is given before the child can return to the center. If the Center sent your child home due to a rash, you will be responsible to take your child to the doctor and request a form from the doctor showing that the child is fine to return to school and/or is not contagious.

If the doctor diagnosed any communicable or contagious diseases, parents must report it to the center as soon as the illness has been diagnosed, so that the other parents may be notified of the exposure. Certain diseases must be reported to the Health Department and to Community Care Licensing by the Center. Upon the notification of this type of diagnoses the Center will post a notification in the classroom as well as to provide handouts to the parents.

Special Health Concerns

If a child has allergies, seizures, or other special health problems, be certain to specify these at time of enrollment so that the teacher and office personnel will be aware and can act quickly in case of need. A doctor's certification may be required, particularly in the case of food allergies. It is our belief that a non-professional diagnosis of an allergy, a food allergy, or food intolerance could be harmful to the child. We will make an effort to work with parents in this regard, but there are limits as to the number of "special dietary needs" that can be accommodated by our kitchen staff. We reserve the right to require that parents provide any substitute or special foods required by the child.

Medication

Staff may administer medication to a child **ONLY** if such medication is prescribed by a doctor and **ONLY** if the parent has completed and signed a *Medication Dispensing Form*. These forms are available in the classrooms and in the Center office. After completing the form, please be sure to check it over with the teacher or Assistant Director to be sure that all information is complete and correct. **Medications MUST be in the ORIGINAL containers and have a current prescription date.** All medication will be dispensed according to label instructions.

Emergency Policies

Accidents at School

Children may get minor bumps, bruises, scratches, and scrapes during the course of the day. If so, the staff will complete an "Ouchy Report," which will be attached to the child's sign-in sheet. If the injury requires more than minor first aid, the parent will be notified, and a detailed observational report will be provided to the parent. Should the child sustain a serious head injury or any other injury which requires professional medical attention the parent will be notified immediately.

The Emergency Card

The Center maintains two sets of emergency cards. One stays in the Center office and one is stored in the child's classroom and goes on any field trip or other activity away from the Center.

You are required to keep your emergency information up to date! If something happens to your child, we may need to reach you immediately. We need to know immediately if your phone number or address changes, if you have added or dropped a class, or if any of the names or numbers on your emergency cards are no longer useful. Failure to keep this information up to date may result in a termination of services. If for any reason you will not be at your normally scheduled location, you **must** inform the teacher. For permanent changes, fill out another emergency card or correct the current one.

Emergency Disaster Plan

In the event of a disaster, the preschool & infant toddler center staff have been assigned to respective duties of: direct evacuation and person count, administration of first aid if necessary, roster of emergency telephone numbers for both emergency personnel and parent contacts, transportation, and extra assistance as needed.

Emergencies

Parents grant permission for the Director, Assistant Director to take whatever steps necessary to obtain emergency medical care if warranted.

Steps we take for an emergency may include, but are not limited to the following:

- Call paramedics
- Call an ambulance
- Have the child taken to an emergency hospital in the company of a staff member.
- Attempt to contact the child's parent or guardian.
- Attempt to contact the child's physician.
- Attempt to contact the parent through any of the person's listed on the emergency information card completed during the enrollment process.

Any emergency expenses incurred will be borne by the child's family.

Earthquake Procedures

In the event of an earthquake or other emergency in which it becomes necessary to evacuate the Center, the following procedures will apply:

Children and staff will assemble in the Center's playground area, and from that area we will be relocated into the grass area in the Allied Health Building. Designated staff will administer first aid as needed.

Parents or other adults listed on the emergency cards will be contacted to pick up their child at the CDC or other area. There will be no phone or radio contact through Maintenance or Campus Police.

In the event that children are not picked up soon, the CDC is storing a supply of non-perishable foods, water, blankets, and first aid supplies. Each parent is encouraged to participate in our emergency preparedness policy by providing a zip lock bag for their child containing any of these suggested materials:

- A photo of Mom, Dad or the family
- Handy wipes
- Pocket camping blanket
- Small cuddly animal or toy

This bag will be stored with our emergency supplies and will be returned to you when your child leaves the Center, or at the end of the school year.

Fire Drills

Fire drills are completed on a monthly basis. Teachers will announce when a fire drill is practiced. Everyone must immediately stop what they are doing and evacuate through the front entrance doors. You must help any child that is near you to leave the building. Once outside, walk to the fence around the playground area. During this time the staff will do a head count. Your cooperation and assistance is greatly appreciated.

Earthquake Drills

During an earthquake the first thing you must remember is to STAY CALM. The children will be looking to you for reassurance. It is important to make them feel that they will be taken care of and that everything will be all right. Encourage them to DUCK, COVER, and HOLD. If they are near a table or sturdy piece of furniture help them to duck underneath it. If they are near a table or a door frame, hold them close to you and do not move until the shaking stops. Once this happens we will be evacuating to the playground until we can return to the building. Our earthquake drills consist of the following: a staff member will say out loud the word "EARTHQUAKE!" and the children must duck, cover and hold under a table or crouch to the ground and cover their heads. This drill can occur at any time so you must always be prepared to respond.

NOTE: Copies of our evacuation plan are posted in every building

Reporting Policies

Child Abuse Reporting Requirements

Legislation AB-2710, Chapter 1718, Statutes of 1984, requires that on or after January 1, 1985, any person who enters into employment in a capacity in which they are required by law to report known or suspected cases of child abuse must sign a statement, to be provided by the employer, indicating knowledge of and agreement to comply with child abuse reporting requirements. This statement must be signed prior to and as a prerequisite to employment, and shall be retained by the employer. The Center's staff members report all suspected cases of child abuse.

Requirements

Section 11166 of the Penal Code requires any child care custodian, medical practitioner, non-medical practitioner, or employee of a child protective agency who has knowledge of or observes a child in his or her professional capacity or within the scope of his or her employment, who she or he knows or reasonably suspects has been the victim of child abuse, to report the known or suspected instance of child abuse to a child protective agency immediately or as soon as practically possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.

Child Care Custodian, Medical Practitioner and Non-medical Practitioner are defined as follows

"Child Care Custodian" includes teachers, administrative officers, supervisors of child welfare and attendance, or certificated pupil personnel employees of any public or private school; administrators of a public or private day care camp; licensed day care workers; administrators of community care facilities licensed to care for children; Head Start teachers; licensing workers or licensing evaluators; public assistance workers; employees of a child care institution including, but not limited to, foster parents, group home personnel, and personnel of residential care facilities; and social workers or probation officers.

"Medical Practitioner" includes physicians and surgeons, psychiatrists, psychologists, dentists, residents, interns, podiatrists, chiropractors, licensed nurses, dental hygienists, or any other person who is licensed under Division 2 (commencing with Section 500) of the business and Professions Code.

"Non-medical Practitioner" includes state or county health employees who treat minors for venereal disease or any other condition; coroners; paramedics; marriage, family or child counselors; and religious practitioners who diagnose, examine, or treat children.

Parents Participation and Involvement

Parent Conferences/Desired Results Assessments

We use the Desired Results Developmental Profile to assess both the child's progress as well as the overall success of the program. Parents are involved in the program review by completing an annual Parent Survey.

An assessment is done on all children within the first 60 days of your child's enrollment. This allows us to assess the needs of your child and to document growth. Then, the teachers complete additional assessments every six months to show growth and to ascertain any needs your child may have. However, the staff records observations throughout the year for each child. These observations provide for an authentic assessment of each child as they validate the natural learning process.

Parent/Teacher conferences are scheduled 2 times per year. However, teachers are available to meet with parents throughout the year to discuss a child's progress and to answer any questions or address any concerns. In an effort to respect the child, teachers will not discuss discipline or other concerns in the presence of other children. Therefore, it is important to schedule a time with your child's teacher so that you can talk in private and without interruption.

Parent Education and Involvement

We recognize that parents are their child's primary teacher. Parental involvement offers opportunities to share the joys and challenges of helping children grow to their fullest potential. The CDC grants were funded with the stipulation that parent education; involvement be a major program component of our program. We have an open-door policy that encourages all parents to be actively involved in our program and we provide the following vehicles for education and involvement:

- Upon enrollment of the child, all parents will participate in a parent orientation that includes topics such as program philosophy, program goals and objectives, program activities, eligibility criteria and priorities for enrollment, fee requirements, and due process procedures.
- Parent education seminars, with parents giving input through the Parent Advisory as to the topics for the seminars.
- Formal parent conferences at least 2 individual conferences per year.
- Informal parent conferences when a parent requests to meet privately with the child's teacher.

Parent Education and Involvement (continued)

- Parent participation in the classroom is important (see the office staff for volunteer requirements such as TB clearance and fingerprint clearance). The volunteer experience gives the parents an opportunity to be a part of their child's preschool day, learn about positive adult-child interactions, and spend quality time with their child. We are sorry but we cannot allow siblings or other children not enrolled in the program to come with a volunteering parent.
- Provide assistance to the classroom teacher by making materials, either at home or in the workroom.
- Share culturally relevant objects from home, such as music, family pictures, food boxes for the house area, etc.
- Annual Parent Surveys, whereby the parent can give very valuable feedback to the CDC for purposes of program improvement.
- Participation on the Parent Advisory Committee

All programs and activities operated by Victor Valley College CDC, including serving on the Parent Advisory Committee, are made available to all qualified persons without regard to sex, sexual orientation, national origin, religion, color, or mental or physical disability. The CDC provides full opportunities for the participation of parents with limited-English proficiency and parents with disabilities.

Parent Advisory Committee

The CDC has an active parent group. All parents of enrolled children are invited to attend meetings in order to provide feedback to the parent council, teachers, and administrator regarding program, policy or procedure revision changes and CDC events/activities/seminars. Parents are also encouraged to volunteer to serve as a classroom representative. Please look for meeting dates and times in the parent newsletter and posting on classroom bulletin boards each month.

At the first meeting of the year the following officers are elected:

PRESIDENT

Calls and conducts meetings; appoints committees as needed; coordinates/delegates publicity for events.

VICE-PRESIDENT

Acts in absence of President; coordinates all fund-raising activities; appoints committees for each function; assists President with other tasks as needed.

Parent Advisory Committee (continued)

SECRETARY	Keeps accurate minutes of meetings; sees that copies go to all pertinent persons; notifies parents of upcoming meetings and events.
FUND-RAISING CHAIRPERSON	Will work with a committee of other parents to conduct fund-raising activities.
CLASSROOM REP	Acts as a liaison between classroom teacher and PAC. Assists with conducting annual ERS on classroom and ensures all parents from classroom participate in Annual Parent Survey.

Open Door Policy

We welcome all parents, friends, and relatives to visit our Center at any time without prior notice. Observation rooms are available at all times for one-way viewing in Bldg A. However prior parental permission is required for a visit from a family friend or relative **NOT** on the emergency card.

Parent Conduct

- Disciplining any child in front of the other children, either verbally or physically is not allowed at the center. Also, please refrain from talking “negatively” about a child in her/his presence.
- Smoking is not allowed in the Center or Center parking lot.
- Custody and visitation disputes are not to be argued at the Center
- Parents are expected to conduct themselves like adult ladies and gentlemen.
- All children must be transported to and from the CDC in the proper, legal child restraints. CDC staff will report any violations to this law to campus police.

Office/Teacher/Parent Communications

Parents should check daily for notices or office/parent communications in the parent’s mail folder in the classrooms. Teacher/parent communications may be taped to individual cubbies and should also be checked daily.

Parents' Rights

As required by the State of California and as a Parent/Authorized Representative, you have the right to:

1. Enter and inspect the child care center without advance notice whenever children are in care.
2. File a complaint against the licensee with the licensing office and review the licensee's public file kept by the licensing office.
3. Review, at the child care center, reports of licensing visits and substantiated complaints against the licensee made during the last three years.
1. Complain to the licensing office and inspect the child care center without discrimination or retaliation against you or your child.
2. Request in writing that a parent not be allowed to visit your child or take your child from the child care center, provided you have shown a certified copy of court order.
3. Receive from the licensee the name, address and telephone number of the local licensing office.

Licensing Office Name: Eugene Garcia

Licensing Office Address: 3737 Main Street, suite 700 Riverside, CA 92501

Licensing Office Telephone #: 951.782.6633

4. Be informed by the licensee, upon request, of the name and type of association to the child care center for any adult who has been granted a criminal record exemption, and that the name of the person may also be obtained by contacting the local licensing office.
5. Receive, from the licensee, the Caregiver Background Check Process form.

NOTE:

CALIFORNIA STATE LAW PROVIDES THAT THE LICENSEE MAY DENY ACCESS TO THE CHILD CARE CENTER TO A PARENT/AUTHORIZED REPRESENTATIVE IF THE BEHAVIOR OF THE PARENT/AUTHORIZED REPRESENTATIVE POSES A RISK TO CHILDREN IN CARE.

Guidance Techniques

Discipline Policy

Socialization (the ability to interact in a group setting) is an **emerging ability** for the preschool child. This is a dynamic period, characterized by many beginnings but few completely perfected skills. Staff welcomes discipline situations as an opportunity to support children's growth.

The goals of discipline situations are to help children:

1. **Internalize** socially acceptable behavior.
2. Become **self-disciplined**.
3. Experience **success** in relationships.
4. Develop **peaceful** and **non-violent** strategies for conflict resolution.
5. Preserve **dignity** and a sense of **self-worth**.

Discipline is designed to promote self-direction, self-control, choice, empathy, respect, and kindness to others. This is accomplished through sensitivity, consistency, firmness, fairness, and follow-through.

1. Our basic rules of conduct are that **no child** will be allowed to:
2. Hurt another person or himself/herself.
3. Infringe on another child's work/play.
4. Destroy our environment.

Our staff will be pro-active in preventing problems and helping children resolve conflicts effectively by:

1. Providing an organized and ordered environment with enough space to play and a variety of materials that are of **value** and **interest** to children.
2. Establishing and maintaining a predictable, consistent daily routine with a balance of child-initiated and adult-initiated activities.
3. Eliminating long waiting periods and making the short waiting periods as active as possible.
4. Allowing children to make choices throughout the daily routine.
5. Planning for and helping children anticipate transitions.
6. Listening to children's points of view, ideas, concerns, and feelings.
7. Giving children clear, consistent **reasons** for the expectations, rules and limits they establish.
8. Recording observations of children and planning for children's interests on a daily basis.

Discipline (continued)

9. Using the steps in conflict resolution to mediate conflicts between and among children. The steps are as follows:

- **Approach calmly.** Observe what is happening and prepare yourself for a positive outcome.
- **Gather information.** Acknowledge feelings. Ask open-ended questions, directing your questions to one child, then another, all the while listening carefully for details.
- **Restate the problem.** Tell what happened according to what the children have told you (not according to what you think.) Be specific (“Brianna, you want to have a turn and, Jasmine, you are not finished yet.”)
- **Ask for ideas for solutions** (“What do you think we could do about this problem?What do you think we should do now?”) Be prepared to give suggestions. (“Brianna, you might want to ask Jasmine how long she will be swinging. Jasmine, could you come and tell Brianna when you are finished?”)
- **Restate the choices and ask for a decision** (“Brianna, it seems that you could wait nearby for five minutes or Jasmine could come to get you when she is finished”). The adult checks a few minutes later to see if Jasmine has given Brianna a turn.

What to do when a child continues to misbehave:

Remove the child. Implement the shadowing technique of having the child stand or sit next to you.

Internalize responsibility (have the child take the responsibility for deciding for her/himself when she/he is ready to return.)

Help her/him return and be more successful.

Follow through with “losing a privilege” when it is necessary (go with her/him and take her/him to another teacher, explaining the need for the child to get started on something productive.)

On occasion, we have found that some children are unable to adjust to the classroom routines and rules. In order to protect the personal rights of the other children and the Center staff, we have adopted the following procedure:

1. If a child is unable to follow routines and rules of the classroom, the teacher will immediately discuss the situation with the parent/guardian and document the behavior.

Discipline (continued)

2. If the child continues inappropriate behavior, the teacher will again discuss the behavior with the parent/guardian and provide resources that may help the parent and child. In addition, the teacher will inform the parent/guardian that it will be necessary for the parent to come to school with the child or provide another family member to come to school with the child if the behavior continues.
3. Continued inappropriate or destructive behavior will result in termination of services and a Notice of Action will be issued and sent. The parent has a right to appeal.

IT IS THE CENTER POLICY THAT UNDER NO CIRCUMSTANCES WILL FOOD BE WITHHELD FROM A CHILD OR WILL PHYSICAL PUNISHMENT BE USED, NOR THE PARENT ALLOWED TO ADMINISTER PHYSICAL PUNISHMENT TO THEIR CHILDREN WHILE AT THE FACILITY. CORPORAL PUNISHMENT OR ANY HUMILIATING OR FRIGHTENING PUNISHMENT IS FORBIDDEN, SUCH AS SPANKING, HITTING, SLAPPING, PINCHING, OR SHAKING. VERBAL ABUSE, THREATS AND DEROGATORY REMARKS ARE FORBIDDEN.

Biting

Many times younger children will bite because they lack the verbal skills to make their feelings known. Often biting is a result of frustration and stress. Whenever a bite occurs, both the parent of the biter and the child bitten will be notified with an incident report that details the circumstances under which this occurred. If the problem persists with the biting child and in order to identify what triggers the reaction, the staff will document all the incidents and will follow the discipline procedure. Full cooperation is expected from the parent in resolving this problem. This and all guidance problems are to be dealt with as a team effort between the preschool or infant toddler center staff and the parent. All incidents are handled in a confidential manner and the names of the children involved will not be disclosed.

Parent Responsibilities

Clothing

Dress your child appropriately for school. Please be sure the clothes are appropriate for both indoor and outdoor activities.

- ➔ Flip-flops are not allowed. We suggest sturdy play shoes.
- ➔ Sandals may be worn if they have a strap around the heel and socks encouraged.

Dress your child in washable, sturdy, play clothes suitable for the weather. Messy art and creative activities are planned every day, and your child will want to participate. The Staff makes every effort to prevent stains from markers, paint, stamps, etc. on children's clothing. In spite of our efforts, stains will surely occur. If there is certain clothing you do not want stained, please do not bring or send your child to the Center wearing that clothing.

Clothing that is easily manipulated for toileting is highly recommended. Children of this age are learning to be independent and need to be successful in their attempts at self-help in order to promote positive self esteem.

Extra Clothing

For each child, parents should bring an extra set of clothing to the Center. Clothing should be appropriate to the season and each piece of clothing should be marked with the child's name. These clothes are necessary in case clothing gets torn, soiled, wet, or an accident occurs. **If it becomes necessary for your child to use borrowed clothing, please wash and return borrowed items immediately.**

If your child is still in diapers, an adequate supply of disposable diapers, wipes and any ointment or powder will be required on a daily basis.

Each child has a specially marked "cubby" for personal belongings. Please check your child's cubby each day.

Toys at School

Personal toys are allowed at the Center **only** on share day. Please check with your child's teacher for classroom policies about toys. **Personal toys are not allowed in the building unless it is share day**, so please do not bring toys and store them in the cubby. Exceptions are nap time "cuddles".

 **UNDER NO CIRCUMSTANCES** are toy guns, knives, swords, or other weapons allowed in the building.

Appropriate items for share day are such things as music tapes, a favorite book, interesting photographs, a child's scrapbook, stuffed toys, baby dolls, scientific "finds" (rocks, bugs, etc.), a favorite small blanket or pillow, something a child had as a baby (shoes, bonnet, etc.) or a small collection (buttons, stickers, stamps, etc.)

Toddlers – Generally, it is not appropriate to bring toys to the toddler classrooms. (Please check with the teacher).

Supplementary Services

Child Care Food Program

Under the guidance and requirements of the United States Department of Agriculture (USDA.) and California Department of Education Nutrition Services Division (CDE-NSD) four nutritious and balanced meals and/or snacks are prepared daily on site. Breakfast, A.M. Snack, Lunch and P.M. Snack are funded and available to all eligible children. Weekly menus and Meal Time Schedules are posted in you child's room and on parent information boards.

Please have your child here at the center at the appropriate time if you wish them to participate in a meal (See general Scheduled).

Please do not send food from home as no food items are allowed into or out of the center with the exception of a substitute food component for a child's food allergy.

All food allergies must be documented by a child's physician and they are posted in the kitchen, classroom, and listed on the sign in/out sheets.

If you believe that you have been discriminated against because of race, color, national origin, age, sex, or handicap, write immediately to Administrator, Food & Nutrition Service, 3101 Park Center Drive, Alexandria, VA 22302.

Victor Valley College Guidance and Counseling Center

Provides a list of resources offered in the Victor Valley & San Bernardino County area.

Social Services

Resource and Referral Network throughout San Bernardino County Superintendent of Schools.

Parent Education

Parent workshops will be held as scheduled and posted.

Referrals

Vision, hearing and development assessment referrals are provided as needed.

Newsletter

In an effort to keep parents informed of policy changes, special events, and general information, newsletters are done on a monthly basis. If you have something you wish to share in the newsletter, please submit it to your child's teacher. We invite your participation and information must be submitted by the fifteenth of each month.

Typical Daily General Classroom Schedules

Times and activities will vary.

07:30 A.M. – 08:00 A.M.	Arrival / Greeting
08:00 A.M. – 08:30 A.M.	Breakfast
08:30 A.M. – 09:15 A.M.	Outdoor Activities
09:15 A.M. – 09:30 A.M.	Large Group
09:30 A.M. – 10:45 A.M.	Work Time / Snack
10:45 A.M. – 11:15 A.M.	Small Group
11:15 A.M. – 11:30 A.M.	Cleanup / Music / Recall
11:30 A.M. – 12:00 P.M.	Outdoor Activities
12:00 P.M. – 12:30 P.M.	Lunch
12:30 P.M. – 02:30 P.M.	Nap Time
02:30 P.M. – 03:30 P.M.	Quiet Activity Small Group / Snack
03:30 P.M. – 04:00 P.M.	Outdoor Activities
4:00 P.M. – 4:30 P.M.	Large Group
4:30 P.M. – 5:30 P.M.	Work Time/Departure

Typical Morning State Preschool Classroom Schedule

08:00 A.M. – 08:30 A.M.	Arrival / Greeting/Breakfast
08:30 A.M. – 09:00 A.M.	Outdoor Activities
09:00 A.M. – 09:15 A.M.	Circle Time
09:15 A.M. – 09:30 A.M.	Small Group
09:30 A.M. – 10:15 A.M.	Work Time
10:15 A.M. – 10:20 A.M.	Cleanup
10:20A.M. – 10:30 P.M.	Music / Movement
10:30 P.M. – 10:40 P.M.	Snack Time
10:40 P.M. – 11:00 P.M.	Outside / Departure

Afternoon routine follows the same pattern.

Center General Schedule

07:30 AM	Open
08:00 – 08:30 AM	Breakfast
10:00 – 10:30 AM	AM Snack
12:00 PM	Lunch
12:30-2:30 PM	Nap (Except afternoon State Preschool)
02:30 - 03:30 PM	PM Snack
05:30 PM	Closing Time

Other closing times may be posted for certain occasions. Children must be picked up and OUT OF THE CENTER by closing. **There is a \$5.00 late fee for every 15 minutes or portion thereof that a child remains in the Center after closing.**

Holidays - All Center closures will be posted

The Center generally observes the following holidays each year:

- ❖ Independence Day
- ❖ Labor Day
- ❖ Veteran's Day
- ❖ Thanksgiving and the day following Thanksgiving
- ❖ Christmas Holiday (generally a two week closure)
- ❖ Martin Luther King Jr. Day
- ❖ Lincoln's Day
- ❖ Washington's Day
- ❖ Good Friday
- ❖ Memorial Day
- ❖ Staff Inservice days (to be announced)

Holidays (continued)

The Center is generally open during semester breaks and Spring Break.

Please refer to the “Days of Operation” calendar for specific days/dates of actual holidays. This calendar is available in the office or classroom.

Center Forms

Ouchy Report

An “Ouchy Report” is used when a child is injured in any way. The original is taped to the child’s cubby for the parent and a copy is placed in the child’s permanent record.

Sign-In Sheets

A sign-in sheet is located in your child’s classroom to be used when arriving and leaving the Center. If your child is absent you must state on the sign-in sheet the specific reason the child was absent. Failure to do so will result in an unexcused absence. (See Absence Policies – Excused Absences)

Incident Report/Observational Report

This form is used by the teaching staff when they feel the parent should be made aware of behavior not typical for a particular child.

Medication Dispensing Form

This form is available in your child’s classroom or from the office. It is to be completed when a parent wishes the Center staff to give a child medication. This form and any medications are to be delivered TO THE TEACHER upon arrival.

We are only permitted to give medication to your child:

- a. If it is prescribed by a physician.
- b. If it is in its original container and has a current date within the week.
- c. If a Medication Dispensing Form has been completed and given to the Teacher.

Parent Contract

The Parent Contract binds the parent to acknowledging and accepting all policies and procedures set forth by the Center on behalf of the State of California.

Illness Report

The Illness Report defines why your child was sent home and states when she/he may return to the Center.

Anecdotal Record Notes

This form is used to notify parents about a particular activity or milestone that the child accomplished.

Parent Gram

Positive notes from staff concerning your child and activities in which she/he is involved.

Stop In Office

A form may be placed in your mail folder, on the sign-in sheet or on your child's cubby. It alerts you that you need to see someone in the office regarding your child's enrollment. This would be for such things as signing a Request for Contract Change or other document, clarifying a policy, further information regarding an absence, or other Center business. Please respond to these requests immediately. They can affect your child's continued enrollment.

If at any time you have questions or concerns about the Center, its forms, staff, operations, or policies, please see someone in the office at the earliest possible moment.

Grievances and Complaints

Grievances

The staff at the Victor Valley College Child Development Center is committed to maintaining a safe and productive atmosphere for children to grow and learn. Parents are encouraged to speak with classroom teachers regarding minor issues and routine concerns. In the event the parent feels the issue is not being adequately addressed or has become a source of conflict, the following grievance procedure should be followed in order to achieve appropriate resolution.

1. When a problem arises, parents should speak directly with the teacher. Concerns expressed to assistants should be forwarded to the teacher. If you wish to speak in private, please let the teacher know you want a parent/teacher conference. Let the teacher know if it is urgent and the teacher will ask for coverage and step out to speak with you. The teacher will make every effort to resolve the conflict.
2. If a parent feels the matter is not resolved, she or he may bring the concern to the Director. Parents should be prepared to provide a full account of the situation and communication with their child's teacher. The Director will take reasonable steps to review parent and teacher accounts of the issue. When necessary the Director may call a conference where the parent and teacher meet with the Director and discuss resolution. The Director will respond to the parent in ten working days from the date the grievance was submitted to the Director. Parents can speak directly to the Director without going to the teacher if the parent feels the complaint warrants this.
3. In the event the matter is not resolved the parent may submit a written account to the Dean of Instruction over Math and Science Division. The complaint will be submitted within 10 working days from the final decision of the Director. The Dean will make a reasonable effort to respond to the parent and resolve the matter.

Complaints

Victor Valley College Child Development Center

UNIFORM COMPLAINT PROCEDURES

It is the intent of the Victor Valley College Child Development Center to fully comply with all applicable state and federal laws and regulations.

Individuals, agencies, organizations, students and interested third parties have the right to file a complaint regarding the Victor Valley College Child Development Center's alleged violation of federal and/or state laws. This includes allegations of unlawful discrimination (Ed Code sections 200 and 220 and Government Code section 11135) in any program or activity funded directly by the State or receiving federal or state financial assistance.

Complaints must be signed and filed in writing with the State Department of Education.

Child Development Division
Complaint Coordinator
1430 N Street, Suite 3410
Sacramento, CA 95814

If the complainant is not satisfied with the final written decision of the California Department of Education, remedies may be available in federal or state court. The complainant should seek the advice of an attorney of his/her choosing in this event.

A complainant filing a written complaint alleging violations of prohibited discrimination may also pursue civil law remedies, including, but not limited to, injunctions, restraining orders, or other remedies or orders.

**Memorandum of Understanding
Between the
Victor Valley College Child Development Center
and Parent or Guardian**

Of _____

**This Memorandum of Understanding between the Victor Valley
College Child Development Center and _____,
parent or guardian of _____ is for the purpose of
ensuring clear communication and understanding of the Parent
Handbook. The undersigned parent or guardian agrees to and
understands the procedures and regulations of the Victor Valley
College Child Development Center that will be in effect and adhered
to.**

Name of Parent or Guardian

Date

Parent's Signature

**RESOLUTION OF THE BOARD OF TRUSTEES
OF THE
VICTOR VALLEY COMMUNITY COLLEGE DISTRICT**

Resolution No.

Authorizing the Child Development Center to utilize the handbook as submitted to the Board of Trustees, as required by the California Department of Education.

WHEREAS, the California Department of Education has established contracts with the district for the provision of child care services;

WHEREAS, the California Department of Education requires that the District's Child Development Center have a handbook with policies pertaining to eligibility, need, continued enrollment, priorities, waiting list, termination, appeal procedures, absences, child abuse and others as set by the state;

WHEREAS, the Department of Education requires that the Board of Trustees adopt a resolution approving the handbook;

NOW, THEREFORE, BE IT RESOLVED by the board of Trustees of the Victor Valley Community College District that they approve the child Development Center Handbook, copies of which were submitted to the board at their regularly scheduled meeting on April 10, 2007.

I hereby certify that the foregoing is a true and correct copy of the resolution duly and regularly adopted by the Board of Trustees of the Victor Valley Community College District at a meeting thereof held on the 10th day of April 2007 and that the same now appears of record in office.

In witness thereof, I have hereunto set my hand and affixed by official seal this 10th day of July, 2007.

President of the Governing Board

Date

Attest: _____
Don Nelson, Clerk

Date

**Memorandum of Understanding
Between the
Victor Valley College Child Development Center
And
Parent or Guardian**

Of _____

**This memorandum of Understanding between the Victor Valley
College Child Development Center and _____,
parent or guardian of _____ is for the purpose to
ensure clear communication and understanding of the Parent
Handbook. The undersigned parent or guardian agrees to and
understands the procedures and regulations of the Victor Valley
College Child Development Center that will be in effect and adhered
to.**

Name of Parent or Guardian

Date

Parent's Signature