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Welcome

I warmly welcome you to Victor Valley College Child Development Lab Classroom! We are a lab site for the Child Development Program and are dedicated to providing a quality educational program based on developmental learning principles which foster children’s growth and development. We are excited about supporting you as your child’s first teacher and we believe in the importance of the home-school connection.

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 Lab. If you have additional questions after reviewing this handbook, feel free to discuss them with the staff or me. Please remember that we have an open-door policy (depending on ability to participate) and want you to feel comfortable sharing your requests, interests, and concerns with us.

Upon enrollment, you are a vital part of a community of caring and responsive staff, students, and parents who are dedicated to providing a positive educational experience for children and their families. Although there is much to read, there is even more to experience! So, we urge you to come and join us as often as you can. We value the rich cultural and ethnic diversity that you bring to our school and encourage you to share it with us!

Sincerely,

Kelley Johnson

Kelley Johnson, M.A., Program Director
Program Background, Mission, Philosophy, and Goals

Program Background
The Victor Valley College Child Development Lab Classroom (hereby referred to as the CDLC) was established in January 1974. The CDLC functions as a Lab for the Child Development Program.

The CDLC operates from mid-August to mid-June and is funded through a contract from the California State Department of Education, Early Education and Support Division. The CDLC is contracted to offer a State Preschool program during 180 school days in a year round calendar. The CDLC must adhere to the Contract funding terms and conditions for both Title 5 and Title 22 regulations.

The CDLC is state licensed # 360906573 and provides for the care and education of children ages 3 to 4 years old; giving priority to four year old children. “Four-year-old children” mean those children who have their fourth birthday on or before September 1 of the school year in which they are enrolled. “Three-year-old children” mean those children who have their third birthday on or before September 1 of the school year in which they are enrolled. The demographics of the High Desert population are represented in our staff and the children who are enrolled.

Our Mission
To provide a high quality model lab site for the college students, as well as providing a safe, nurturing, and developmentally appropriate educational environment for the children and families in our diverse community.

Our Philosophy and Curriculum Framework
The framework for our educational approach is based on a firm foundation of theory and research. The major theorists that have influenced our framework are: Jean Piaget, Lev Vygotsky, Erik Erikson, Abraham Maslow, and Howard Gardner.

Influenced by theory and motivated by the National Association for the Education of Young Children’s (NAEYC) “Best Practices,” we implement a play-based, active learning environment that is child-centered and builds on their interests, strengths, and emerging abilities in social-emotional, cognitive, and physical growth. We support children’s learning and guide the development of the whole child through experiences in the environment that are individually and culturally meaningful for all children in our diverse community.

Our curriculum goals are structured in accordance with California Department of Education’s (CDE) Preschool Curriculum Foundations and Frameworks and the children’s progress is documented through the application of CDE’s Desired Results assessment system.

Our Goals
Our goals have been inspired to support our philosophy and curriculum framework while achieving our mission. Our goals are the core of what VVC wants for the students, families, children, and community that the CDLC serves.
The primary goal for the CDLC is to provide a Lab for the Child Development Program students. Additionally, we offer observation opportunities to all disciplines and students from any community college or university requiring a Lab experience. As a Lab for the Child Development Program, the CDLC provides ongoing and professional updated resources for students, both male and female, 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 CDLC 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 to partner with parents by supporting their role as the most important and influential person in the young child’s life.

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<tr>
<th>Program Policies and Procedures</th>
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The following policies and procedures are consistent with the regulations established by our funding source, CDE.

**Hours of Operation/Age of Children**

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. Children are enrolled on a priority basis. 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.

**Non Discrimination Policy**

At the CDLC 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.

The CDLC:

- Welcomes the enrollment of children with disabilities
- Understands the requirement of the American with Disabilities Act (ADA) to make reasonable accommodations for such children and implements appropriate accommodations
- Refrains from religious instruction or worship

**Parent’s/Guardian’s Rights**

Parents have guaranteed rights. Parents will be given a copy of these rights at the time of enrollment and there is a generic copy posted at the CDLC.
Admission Policies

Eligibility
To receive State Preschool program services, families shall meet eligibility criteria as specified below, including living and/or working in the State of California. The determination of eligibility will be without regard to the immigration status of the child or the child’s parent(s) unless either are under a final order of deportation from the United States Department of Justice.

Pre-Kindergarten children age’s three (3) to five (5) at the time of enrollment are eligible for the program, recognizing that they must be at least 3 years old by September 1 of the current year. Except for Child Protective Services (CPS) children, the family’s adjusted monthly income cannot exceed the income ceilings established by the CDE at the time of enrollment.

Families must qualify based on their gross monthly income. Children who are in care of CPS are an exception to this rule.

Priorities
First Priority:

Child Protective Services (CPS) referrals for 3 to 4 year olds, regardless of income.
Children who will be 4-years-old on or before September 1st of the current school year.
Families with the lowest income shall be admitted first.

Second Priority:

Children who will be 4-years-old on or before September 1st of the following school year.
Families with the lowest income shall be admitted first.
If income is the same, priority will be given in the following order:
Children who are identified as limited English or non-English proficient.
Children from families whose special circumstances (deaf, mentally disabled parents or other related disabilities) may diminish the children’s opportunity for normal development.
Children with exceptional needs who possess a current individualized Educational Plan (IEP).

Admission Procedures
The following documentation is required for enrollment:

1. Income Verification (the most recent 30 days prior to enrollment)
2. Verification of family size
3. Record of Birth for all children in the family
4. Physician’s Report (no more than 1 year old from start date)
5. Child’s Immunization Record
6. TB Test (negative results, performed within 1 year)
7. Verification of your address and phone number
Income Verification
The parent is responsible for providing documentation of the family’s total countable income and the CDLC is required to verify all information:

- Copy of one month’s worth of payroll check stubs
- 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 (alimony)
- 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
- Affidavit signed for housing or automobile allowance
- Copy of disability or unemployment compensation award letter and/or copy of checks
- Copy of bank statements for dividends, interest on savings or bonds, income from state or trust, net rental income or royalties
- Copy of financial assistance received for the case of a child living with an adult other than the biological or adoptive parent notification
- Copy of statements for pension or annuities
- Inheritance
- Income from other enterprise for gain

Adults who are part of the household and do not have any income will complete an Affidavit form signed under penalty of perjury stating that they do not have any income.

Parental Legal Orders
If you have legal requirements relating to custody suits or a restraining order, whether it has been settled or is in process, copies of the court orders must be on file with the CDLC. It is our obligation to maintain a safe and secure learning environment for our children, families, and college students.

Termination of Services

Reasons for Termination
A child can be terminated from VVC CDLC for one or any combination of the following:

1. Failure to pay Late Fees according to policy.
2. Unexcused absences in excess of Absence Policy.
3. Failure to provide documentation.
4. A false statement made on any document filed for child’s admission or retention in the program.
5. Failure to communicate to the CDLC changes which may affect or relate to address, telephone number or emergency information which includes failure to keep Emergency Card up to date.
6. Unsafe conduct on CDLC grounds, including parking lot.
7. Failure to escort children to a teacher upon arrival at the CDLC, abandoning children in parking lot, lobby, office, hall, or other area of the Center.
8. Failure to sign in and/or out children.
9. A pattern of consistently failing to provide full signature for both daily sign-in and sign-out sheets.
10. Rude and/or malicious actions toward others (CDLC staff, other parents, children, etc.).
11. Causing injury to another child or staff member.
12. Child whose behavior poses a threat to the physical or emotional well-being of other children or staff.
13. When the program in its unfettered discretion determines the school is unable to meet the need of the child and/or parent(s).
14. Violations of California Education Code regarding firearms, alcohol, drugs, physical altercations, theft, and destruction of property, immoral conduct, etc.
15. 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).
16. Failure to follow established procedures for processing concerns or complaints, or diminishing reputation of the school.
17. Failure to comply with Late Notice policy for picking child (ren) up late.
18. Failure to pay late fees within one week of the week that the late notice was given.
19. Family leave or break in services without prior permission from Director or extending beyond maximum days allowed.
20. When services are terminated, the parent will be notified by a Notice of Action (NOA) given or mailed to the parent, stating the reason or reasons for termination of child care services (a NOA is provided to the parent in all instances).

**Termination Procedure**

Parents will be notified in writing, through a Notice of Action (NOA), of reasons for termination of services at least fourteen (14) calendar days before the effective date of the intended action. If NOA is mailed, the fourteen (14) calendar days period is extended by five (5) calendar days to nineteen (19) days, which establishes a presumption that you, the parent or guardian, received the NOA.

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 children in the transition.

**Parent’s Request for A Hearing and Procedures**

The CDE Parent Appeal Information Pamphlet that was provided upon entry into our program outlines the NOA and Appeal Process.

If the parent disagrees with an action, the parent(s) may file a request for a hearing with the CDLC Director within fourteen (14) calendar days of the date the NOA was received. Upon the filing of a request for hearing, the intended action will be suspended until the review process has been completed. The review process is complete when the appeal process has been exhausted or when the parent(s) abandons the appeal process.
Within ten (10) calendar days following the receipt of the request for a hearing, the CDLC Director will notify the parent(s) of the time and place of the hearing. The time and place of the hearing will, to the extent possible, be convenient for the parent(s).

The hearing will be conducted by the CDLC Director whom is referred as “the hearing officer.” The CDLC Director is at a staff level higher in authority than the staff person who made the contested decision. VVC’s CDLC On-Site Supervisor is the person who creates the NOA.

The parent(s) or parent’s authorized representative is required to attend the hearing. If the parent(s) or the parent’s authorized representative fails to appear at the hearing, the parent will be deemed to have abandoned his or her appeal. Only persons directly affected by the hearing are allowed to attend.

The CDLC will arrange for the presence of an interpreter at the hearing, if one is requested by the parent(s).

The hearing officer will explain to the parent(s) the legal, regulatory, or policy basis for the intended action.

During the hearing, the parent(s) will have an opportunity to explain the reason(s) they believe VVC’s CDLC decision was incorrect. The CDLC’s staff will present any material facts omitted by the parent(s).

The hearing officer will mail or deliver to the parent(s) a written decision within ten (10) calendar days after the hearing. The written decision will contain procedures for submitting an appeal to the CDE.

**Appeal Procedure for CDE Review**

If the parent(s) disagree(s) with the written decision from the CDLC, the parent has fourteen (14) calendar days in which to appeal to the CDE. The appeal must be received within 14 calendar days of the date on the contractor’s written decision. If the parent(s) do (es) not submit an appeal request to the CDE within fourteen (14) calendar days, the parents appeal process will be deemed abandoned and the CDLC may implement the intended action.

The parent(s) has to specify in the appeal request the reason(s) why s/he believes the CDLC’s decision was incorrect. A copy of the CDLC’s notice of intended action and written decision has to be submitted by the parent(s) with the appeal request.

Mail your appeal to the following address:

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California State Department of Education
Early Education and Support Division (EESD)
1430 N Street, Suite 3410
Sacramento, CA 95814
Attention: Appeals Coordinator
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Upon receipt of an appeal request, the CDE EESD may request copies of the family’s data file and other relevant materials from the Contractor. The CDE may also conduct any investigations, interviews or mediation necessary to resolve the appeal.

The decision of the CDE will be mailed or delivered to the parent(s) and to the CDLC within thirty (30) calendar days after receipt of the appeal request.
Compliance with the CDE Decision

The CDLC will comply with the decision of the CDE immediately upon receipt thereof. If a CDLC’s determination that a family is ineligible is upheld by the CDE, services to the family will cease upon receipt of the CDE’s decision by the CDLC.

Confidentiality of Information

In the process of providing comprehensive services, the CDLC gathers personal, confidential information on children and families. The CDLC Director is the designated custodian of the children and family records. It is the policy of the CDLC to ensure maximum confidentiality at all times. The use and/or disclosure of all information pertaining to the child and his/her family is restricted to purposes directly connected with the administration of the program. Documents are subject to reviews by teaching staff, auditors and representatives of the State of California, CDE and Community Care Licensing. A representative of either of these entities, who has proper identification, may enter the CDLC announced or unannounced to inspect the facility during normal business hours or anytime children are in care. This inspection authority includes private interviews with children, parents and staff to determine compliance laws and regulations. They may examine all files and records as well. No other use of information will be made without parent’s prior written consent.

Access to family data files is permitted by the child’s enrollee or parent’s authorized representative; however, to better serve you and the needs of the CDLC we request that you schedule an appointment. For those other than the enrollee, any records pertaining to a child cannot be produced absent a court order regarding a specific issue, or through a subpoena. Records are protected under the Family Educational Rights of Privacy Act (FERPA), 20 USC section 1232(g), and Educational Code section 76244. A fee may be charged for any copying costs.

All information is held confidential, and it will not be shared between agencies without parents’ written consent.

In addition, to safeguard the families’ right to privacy, all discussions in the college classroom and observations made at the CDLC relating to children, families, staff or visitors are confidential. Observers must refrain from sharing any information relating to those discussions or observations.

Attendance Policy

Your child will have a better experience if s/he is here for the entire 3-hour program each day. The Lab’s Mission is built around VVC Child Development students who will have opportunities to lead during any portion of the daily routine, especially during large group gathering. Entry into classroom is prohibited during large group gathering to prevent distractions, so parents will need to reference posted Daily Routine and engage individually with their child at the observation window until Large Group is over. It is important that your child attends class every day so that s/he may take full advantage of what the program has to offer. It is essential that the child is present on the days s/he is designated to attend (please refer to the school calendar). To provide delivery of services, the Absence Policy has been implemented.
Absence Policy

Parents are responsible for reporting all absences to the CDLC on a daily basis. If a child is going to be absent, immediately call the CDLC at 760-245-4271, ext. 2618. Any absence that is not called in on the day of absence is considered “unexcused” and subject to the Termination Policy.

If the child is absent for a week, a doctor’s note or a written verification for absence is needed the day the child returns. In addition, the parent has to sign the sign in/sign out sheet for all absences. The parent’s full signature is required on this form. Failure to complete the sign-in/sign-out sheet will result in an unexcused absence.

Please make every effort to ensure that your child attends the CDLC 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:

### E - EXCUSED ABSENCES

If a child is absent from school for more than 5 days, a doctor’s note or a written verification to return is required.

<table>
<thead>
<tr>
<th>Illness – flu, cold, cough, fever, vomiting, allergies, diarrhea/constipation, runny nose, ear ache, sore throat, head lice, broken bone, asthma, communicable disease, rash, ring worm, pink eye, foot and mouth disease, seizures, sty, toothache, chronic illness, scabies, scarlet fever, strep, warts, meningitis</th>
<th>flat tire</th>
<th>family member in hospital/ER (3 days max)</th>
<th>impassable road or road closure</th>
</tr>
</thead>
<tbody>
<tr>
<td>car accident</td>
<td>Illness of immediate family member</td>
<td>family member arrested</td>
<td></td>
</tr>
<tr>
<td>dead battery</td>
<td>death in the family (3 days max)</td>
<td>family pet ill</td>
<td></td>
</tr>
<tr>
<td>temporary car trouble (3 days max)</td>
<td>child or family member appointment</td>
<td>lost keys</td>
<td></td>
</tr>
<tr>
<td>household / business event – flood, electrical, gas leak, etc.</td>
<td>Court appointed visitation (copy of order on file)</td>
<td>emergency closure</td>
<td></td>
</tr>
<tr>
<td>house fire (3 days max)</td>
<td>natural disaster</td>
<td>inclement weather</td>
<td></td>
</tr>
<tr>
<td></td>
<td>funeral</td>
<td>power outage</td>
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</tbody>
</table>
**BI – BEST INTEREST DAYS (excused)**

Each child will be allowed a maximum of 10 days (except for documented CPS or At-Risk children) per fiscal year (July 1st – June 30th) for absences that are clearly in the best interest of the child. Any absences in excess of the ten (10) days in this category will be deemed unexcused and subject to the termination policy.

<table>
<thead>
<tr>
<th>family vacation</th>
<th>religious holiday</th>
<th>out-of-town visitor</th>
<th>wedding/graduation</th>
</tr>
</thead>
<tbody>
<tr>
<td>family reunion</td>
<td>moving</td>
<td>out-of-town</td>
<td>special event</td>
</tr>
<tr>
<td>birthdays</td>
<td>p/u family at</td>
<td>family member</td>
<td>visit with other</td>
</tr>
<tr>
<td></td>
<td>airport</td>
<td>leaving for</td>
<td>parent (no court</td>
</tr>
<tr>
<td></td>
<td></td>
<td>military</td>
<td>order)</td>
</tr>
</tbody>
</table>

**AFDC, Medi-Cal, GAIN, WIC, Immigration or Social Security appointments**

<table>
<thead>
<tr>
<th>Religious Preference: catechism, church camp, religious holiday or does not celebrate holidays</th>
<th>School program or field trip for siblings</th>
<th>Other reasons deemed appropriate by Director or designee</th>
</tr>
</thead>
</table>

**U - UNEXCUSED ABSENCES**

Five unexcused absences annually will result in termination of services.

Three consecutive unexcused absences are subject to termination.

<table>
<thead>
<tr>
<th>no transportation (after first day)</th>
<th>Sign In Sheet blank w/o excuse</th>
<th>shopping</th>
<th>running errands</th>
</tr>
</thead>
<tbody>
<tr>
<td>don’t feel like coming</td>
<td>no contact with staff</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Family Leave or Break in Services**

Recognizing that the CDLC is unable to claim any reimbursement during an extended family leave or break in services, each child will be allowed a maximum of 5 school days per fiscal year for extenuating circumstances that must be approved by the Director which may include but are not limited to break in employment, school break, the child’s visit with the non-custodial parent that is not ordered by the court, or family vacation in excess of best interest days, birth and care of the newborn child of the parent, for placement with the parent of a child for adoption or foster care, and to care for the parent’s child, spouse, or parent who has health conditions. Otherwise, a NOA terminating the family will be issued.

**Sign-In/Sign-Out Sheets**

A sign-in/sign-out sheet is located in your child’s classroom, and it is to be used when arriving and departing the CDLC. If your child is absent you must sign your full signature on the sign-in sheet each day your child was absent. Failure to do so will result in an unexcused absence. (See Absence Policies-Excused Absences.)

**School Calendar**

Your CDLC Year Round School Calendar is an invaluable resource. A copy will be given to you at Parent Orientation for your reference. Please place the calendar in a secure spot where you can refer to it often. The days with an “X” are the days that the children are scheduled to attend.
school and Family Fees will be charged. If the children are not attending for any reason please refer to the absence policy for detailed information.

### Personnel Policies

#### Staff Qualifications

The CDLC’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.

Teachers must have a valid Child Development Permit issued through the California State Department of Education Commission on Teacher Credentialing; have a current CPR/Pediatric First Aid and a current food handler card.

#### Staffing Ratios and Supervision

The CDLC maintains a maximum 1:8 adult-child ratio at all times. Children will be supervised (in the line of sight) at all times, including restroom visits, with adults who are:

- Aware of child’s range of skills, interests, abilities, developmental stages
- Positioned to see as many children as possible and children are monitored by sight at all times
- Scanning and regularly glancing around the classroom and playground to see children’s involvement and what is happening
- Redirecting as an aid in preventing undesirable and unsafe behavior
- Supervision for all children in areas that are near equipment where injury may occur or water is present requires the above methods and also being in close proximity to the children
- A Staff member is always standing by the restroom door for close supervision.

We have fully qualified permit teachers, work study students, teachers in training, and volunteers. The whole team makes sure that children are supervised at all times.

Parents at the CDLC are responsible for supervising their children at all times. This includes before and after preschool, special events, and upon arrival and departure. Do not let your child run through the office, in the hallway, or in the parking lot. Teachers have responsibility of children during school hours only and when parents/guardians are not present.

When volunteering in the classroom, parents are never to be left alone with a child or children.

When completing course work at VVC, Child Development students are never to be left alone with a child or children.

The CDLC is dedicated to providing quality care and education for your children. The policies and procedures are established to ensure the CDLC is safe, comfortable, happy, and pleasant for your children.
**General Policies**

**Daily Arrival at CDLC**
It is important to us that your child is greeted each day and welcomed to the CDLC. Please walk your child to the classroom. **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 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 ANYWHERE IN THE CENTER OR ON CENTER GROUNDS, ESPECIALLY NOT IN YOUR CAR WHILE YOU ARE DROPPING OFF OR PICKING UP OTHER CHILDREN. IT IS ILLEGAL TO DO SO!

BE SURE TO SIGN IN ON THE SIGN-IN SHEET with a **full signature** in your child’s classroom before leaving.

**Late Arrivals**
Our policy for late arrivals is secured in the best interest of your child and our support as a mentor lab site for Victor Valley College Child Development students; we also want to encourage you to take full advantage of our entire three hour program. Our policy for late arrivals is as follows: Upon entry into the classroom every family and child is given a personal welcome and helped with the transition from home to school. This takes place during the first 15 minutes; after that the children clean up and go to our daily large group gathering together. The Lab’s Mission is built around VVC Child Development students who will have opportunities to lead during any portion of the daily routine, especially during large group gathering. In accordance with our Mission, we will provide an environment that supports student teachers.

**Once large group gathering has started you will be asked to engage with your child individually through the observation windows to reduce distractions in the classroom...this could be a period of up to 25 minutes.** You can enter during Planning Time, sign your child in at the actual time of entrance into the classroom, assist your child with washing hands and then release your child to a staff member.

Our Daily Routine is posted on the bulletin board in the hallway as well as the bulletin board above the children’s cubbies.

Our policy is reviewed with you at parent orientation and it is posted on both bulletin boards for your review.

Following are several reasons for the necessity to implement this policy:

- All staff are needed to assist the children who are participating in the large group time activities
- The CDLC is a classroom for mentoring students in effective management and teaching of children in large group settings. It is very disruptive to have families arrive once the group time has started. The commotion that pursues causes some of the children to lose focus and attention.
• Our practicum students have signature projects that require them to teach during large group time throughout the semester, requiring the least amount of distraction as possible.
• Students observing are required to do observations and take specific anecdotal notes for their Child Development classes; these observations must reflect best practices.

We thank you for your support and understanding as we strive to provide a high quality child development program for you and your children as well as a model lab site for our Victor Valley College Child Development students.

Late Pick Ups and Late Fees
When children are not picked up at their scheduled time, parents will be issued a late notice and a late fee will be assessed. Three late notices in a fiscal year will result in termination of your State Preschool services. Your late fee is due one week from the day your late notice is issued. Please make sure to call if you are late so the staff knows that someone will come to pick up your child. Also, remember that if you are designating someone else on the emergency card they must present a photo ID at the time of pick up. Per state licensing requirements, no person under the age of 18 will be allowed to pick up your child under any circumstance. Late notices and late fees will still apply even if the person was here on time and they did not have proper ID and must return home to get it. It is your responsibility to update the emergency information and contacts. Your child’s security is very important to us. This is a serious safety issue, so violation of this policy can result in termination of your preschool services.

A $10.00 LATE FEE is charged for every 15 MINUTES your child is picked up after the preschool scheduled class hours. However, we understand that sometimes there are circumstances that cannot be prevented, so we provide a five minute grace period. Make sure to contact us to let us know.

Daily Sign-In/Sign-Out Policy
Sign-In/Sign Out sheets are legal forms between the parent and the CDLC and the parents are required to sign attendance sheets and record the exact time the child arrives in the Lab classroom and leaves the Lab classroom. Failure to comply with this requirement is cause of termination.

Each child must be signed in with the parent’s full signature when s/he arrives for the day. We are required by Community Care Licensing to have full legal signatures, so initials will not be accepted. The CDLC will not be responsible for a child who has not been signed in, or for a child who has already been signed out. Due to the importance of signing in and out, if you fail to comply with the terms and conditions stated by law and this Handbook, you will be issued a warning due to not signing in/out and you will be required to set up an appointment to meet with the Director one week from when the notice was issued. Failure to comply with both instances is cause for termination of services.

Remember, you could help to save a life in case of a disaster! When a child is signed in the CDLC team is required to gather all the children and will be able to quickly recognize any missing child. In the same manner, when a child is signed out the team in charge won’t have to risk their lives looking for a child who is no longer at the CDLC.

Parents or adults listed on the emergency cards and the emergency information sheet in the file are the only parties legally able to pick up the child. Without prior approval by the Director or
Site Supervisor, **no child shall be released to anyone not listed on a child’s emergency information cards.**

**Who Will Be Allowed to Pick Up Your Child?**

A child will be released ONLY to authorized persons listed on the emergency card and emergency information sheet in the file regardless if the person delivered the child to the CDLC. **EXCEPT,** when the other parent who is not part of the household and/or is not on the emergency information and who is not part of the household and **NO** **RESTRAINING ORDER** against s/he is on file, but parent can prove that they are other parent. However, a courtesy call will be made to you right away, so you are aware of what is happening.

Each 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. (The CDLC has the right to request a picture I.D. of anybody who is picking up your child.)
4. Must have mandated car seat to transport the children or Campus Police will be notified.

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

**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 on file at the CDLC.

**Field Trips**

We do walk the children onto the VVC campus as field trips from time to time. Please be sure we have a signed permission slip on file. Additional volunteers make for a successful field trip, and we encourage parent’s participation.

**Birthdays and Special Occasions**

The CDLC does celebrate birthdays, special occasions, and cultural holidays as part of the curriculum. We celebrate diversity, so we make sure to coordinate activities that portray the cultural background of those enrolled. If you have any special celebration request, please let the teacher know at least a week in advance, so they can put it in their Weekly Activity Plan. Birthday celebrations will be afforded a maximum of 10-15 minutes in the daily routine.

**Health and Safety Regulations and Procedures**

**Illness Policies**

We are not equipped to care for an ill child. Only children in good health will be allowed to attend school. A physical evaluation form completed by the child’s physician and current immunizations must be presented prior to the child being enrolled. The CDLC may refuse admittance to a child who appears ill (i.e. drainage from eyes, green or yellow runny nose, lethargic, fever or other possible contagious/communicable condition). Children pass on illnesses
easily, causing hardship for all. If your child is not well enough to play freely and participate in all aspects 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.**

If a child becomes ill during the day, the parent will be notified and expected to immediately arrange for pick-up while child is comfortably isolated.

Do not bring your child to the CDLC if s/he is ill. If your child has any of the following, please make other arrangements for care: **green or yellow runny nose, drainage from eyes, excessive cough, fever of 100 degrees Fahrenheit or higher, swollen glands, diarrhea, sore throat or vomiting, head lice, impetigo, strep throat, chicken pox, measles, rubella, mumps, pertussis, shingles, rash, mouth sores with drooling, ringworm.**

Any child who has, or is suspected of having, a communicable disease is required to have a doctor’s release before re-admission.

If a child has had a fever of 100 degrees or higher, diarrhea, or vomiting the day or night before, or if a child is sent home with any of these symptoms, the child must be symptom free at least 24 hours before returning to the CDLC.

If the child is sent home, you will sign and get a copy of an Illness Report which explains why we are sending the child home; it will give you the earliest date that your child may return providing s/he is feeling well and is symptom free for 24 hours, or with medication for 24 hours or with a Doctor’s note stating that the child is not contagious.

**When Your Child Is Ill**

You must make other arrangements for care when you child is ill. The CDLC 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 CDLC. All children are visually screened for illnesses, and their temperature is checked upon arrival at the CDLC and **will not be admitted** if they appear to be ill or have a temperature of 100 degrees Fahrenheit or above. The teacher on duty will make the final determination as to whether or not a child will stay.

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 the CDLC sent your child home due to a rash, lice, possible pink eye, ringworm or any other communicable disease, you will be responsible to take your child to the doctor and request a form from the doctor showing that the child is not contagious and may return to school.

If the doctor diagnosed any communicable or contagious diseases, parent must report it to the CDLC 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 CDLC. Upon the notification of this type of diagnoses, the CDLC will post a notification in the classroom as well as providing handouts to the parents. VVC’s Maintenance and Operations Department also is notified, so their staff can take the necessary precautions and perform a deeper cleaning. The child’s name remains confidential.

**Special Health Concerns – Allergy Policy**
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 is required, particularly in the case of food allergies. We reserve the right to require that parents provide any substitute or special foods required by the child.

**Medication Policy**

Staff may administer medication to a child ONLY if such medication is prescribed by a doctor and ONLY if the parent and physician have completed and signed appropriate forms. These forms are available in the classroom. After completing the form, please be sure to check it over with the teacher to be sure that all information is complete and correct. Medication MUST be in the ORIGINAL containers with original printed directions, and have a current prescription date. All medication will be dispensed according to label instructions.

It is also your responsibility as a parent/guardian to let your child’s teacher know when your child is taking any medication (prescribed or not) and tell them about any possible side effects. This will help us to keep your child safe and healthy.

**No Smoking Policy**

The CDLC is a smoke free environment. Smoking is prohibited on the premises of any Child Care Center. This includes the front of the building, sidewalks and parking lot as specified in the Health and Safety Code Section 159.795 (b).

**No Cell Phone Policy**

The CDLC requires having your cell phone turned off when entering the building. We are an educational and observation environment. Turning off your cell phone ensures an optimal environment for students and children. It also allows you to focus on your children’s needs.

**Emergency Policies**

**Accidents at School**

Children may get minor bumps, bruises, 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/sign-out sheet. If the injury requires more than a 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, CDLC staff will place an emergency call to 911 to get appropriate and fast medical attention. The parent will then attempt to be also notified immediately.

**Emergency Disaster Plan**

There are General Emergency Procedures booklets posted all over the building that you can get familiar with. The list includes general information, campus closures, earthquake, evacuation checklist, fire, flood, gun shots-possible hostage, hazardous material, lockdown procedure, medical emergency, plane crash-explosion, and finally a college map. We also have posted the Emergency Disaster Plan for Child Care Center form (LIC 610) which also has been provided to Community Care Licensing for approval.
In the event of a disaster, the CDLC staff has been assigned to respective duties of direct evacuation and person count, administration of first aid if necessary, roster of emergency telephone numbers for emergency personnel and parent contacts, transportation, and extra assistance as needed.

- Parents are responsible for keeping emergency information current at all times.
- Fire and disaster drills are scheduled to teach children procedures.
- Emergency plans will be posted in each classroom.
- The building has marked exits.
- Children will be taught safety rules and regulations.

**The Emergency Card**

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 or if any of the names or numbers on your emergency cards is no longer useful. Failure to keep this information up to date may result in a termination of services. For permanent changes, fill out new emergency cards or correct the current ones.

**Emergencies**

Parents grant permission for VVC staff 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.

**Emergency School Closure**

In the event of extreme weather conditions, or other unforeseen emergencies, the Superintendent/President of VVC may make the decision to close the school. Children are expected to attend school unless an official announcement is made. The College closure will be announced on the radio, and it will also be posted on the college website.

**Emergency Kit**

In order to be prepared in an event that an emergency evacuation is necessary, the CDLC requires having an Emergency Kit for each child enrolled in the program. By having the kit ready, which has been carefully put together by you, we will be able to provide some comfort to your children. Research proves that having an emergency kit can be a very helpful tool to not only survive physically but mentally as well. The concept of being properly prepared is good enough to boost a person through a traumatizing event.
Here is the list of items that the CDLC requires:

- Full set of clothing including underwear and socks.
- Small blanket or pocket camping blanket
- Family picture
- Small cuddly animal or toy
- Two non-perishable food items – this could include granola bars, cookies, canned food that does not need a can opener or to be warmed, etc.
- Small bag of tissue
- Small bag of wipes
- Small package of bandages
- One bottle of water

Please provide the items in a Ziploc bag or in a small bag with your child’s name on it and then turn them in to your child’s teacher on the first day of school. This bag will be stored with our emergency supplies and will be returned to you when your child leaves the CDLC, or at the end of the school year.

**Earthquake Procedure**

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

Children and staff will assemble in the Center’s playground area. 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 CDLC or other area. There will be no phone or radio contact through Maintenance or Campus Police.

**Earthquake and Fire Drills**

Earthquake and 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 back doors or any doors assigned at the moment. You must assist children in exiting the building. Once outside, walk to the brick wall to the back of the outdoor classroom. During this time the staff will do a head count. Your cooperation and assistance is greatly appreciated.

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

**Reporting Policies**

**Child Abuse Reporting Requirements**

Legislation AB-2710, Chapter 1718, Statues 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.
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.

The CDLC’s staff members are mandated reporters. This means that staff must report suspicion or knowledge of child abuse or neglect. The proper authorities must be notified if there is any evidence such as:

- Physical or psychological abuse
- Child Neglect: Failure to provide food, clothing, and shelter even if no physical injury is evident.
- Sexual abuse, assault or child molestation.

## Parents Participation and Involvement

### Opportunities for Parents and Teachers to Work Together

- Orientations (and pre-enrollment visit if possible) are scheduled before the children start school to help them adjust more easily to their new experience. Parent orientations include topics such as program philosophy, program goals and objectives, program activities, eligibility criteria and priorities for enrollment, fee requirements, and due process procedures.
- Parent-teacher conferences are scheduled at least twice a year, and portfolios, including Parent Reports are given to parents, so they can read about their child’s strengths, what we are working on, and what parents can do at home to help.
- Parents are also invited to serve as a resource and attend parent trainings and workshops.
- Parent led Family Advisory Committee meetings are offered.

### Parent Survey

Parents are encouraged to complete a Parent Survey during the school year. Your views are important to the CDLC and used to help construct an improvement plan. Based on your comments, we determine our plan of action to improve our services which is definitely more valuable when all your input is included. This will help us to improve and/or continue to help support your children’s learning and development and to meet your family’s needs.

### Teacher/Parent Communications

Parents should check daily for notices or office/parent communications outside classroom on the bulletin boards, white boards put in the front lobby, the glass doors and/or top of the sign in/sign out sheets, and in any other areas designed to place informative flyers in each classroom. Teacher/parent communications may also be put in individual children’s cubbies and should also be checked daily.

### Family Conferences/Desired Results Assessments
We use the Desired Results Development Profile to assess both the child’s enrollment. This allows us to overall success of the program. Families are involved in the program review by completing an annual Parent Survey.

An assessment is completed for 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 CDLC grant was funded with the stipulation that parent education and involvement be a major program component. We have an open-door policy that encourages all parents to be actively involved in the Family Advisory Committee (FAC). Spanish interpreters are available. We believe in supporting families, so we provide the following vehicles for education and involvement:

- Parent education seminars, with parents giving input through the FAC as to the topics for the seminars.
- Formal parent/teacher conference at least two times per year.
- Informal parent conferences when a parent request to meet privately with the child’s teacher.
- 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.
- Semi-Annual Parent Survey, whereby the parent can give very valuable feedback to the CDLC for purposes of program improvement which is also included into its annual self-evaluation process. This feedback is used to plan and conduct activities to help parents support their child’s learning and development and to meet the family’s need.
- Participate on the FAC
- Family Support with Community Resources
- Cultural Activities

All programs and activities operated by Victor Valley College CDLC, including voluntarily serving on the FAC, are made available to all qualified persons without regard to sex, sexual orientation, national origin, religion, color, or mental or physical disability. The CDLC provides full opportunities for the participation of parents with limited-English proficiency and parents with disabilities.
Family Advisory Committee (FAC)
The CDLC 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 CDLC events/activities/seminars. Parents are also encouraged to volunteer to serve as the classroom representative (one for the morning program and one for the afternoon program). Please look for meeting dates and times in the newsletter and posting on classroom bulletin board each month.

Open Door Policy
We welcome all parents, friends, and relatives to visit our Center at any time without prior notice. The Lab Classroom observation window is available at all times for one-way viewing; however, prior parental permission is required for a visit from a family friend or relative NOT on the emergency card.

Desired Results for Children and Families

The Desired Results System and Desired Results Developmental Profile (DRDP)
The CDE has revised its approach to evaluating the child care and development services it provides to move away from a process-oriented compliance model and towards a focus on the results desired from the system. This approach is compatible with CDE’s accountability system for elementary and secondary education.

One of our conditions for accepting CDE funding is the responsibility and accountability for us to document the progress made by children and families. We do this through an assessment tool called the Desires Results Developmental Profile (DRDP), which is a very comprehensive portfolio and an observation assessment instrument. The most common way to document growth and development is through photos, work samples or writing on small Post-it notes telling about the child’s natural and typical activity, behavior, interaction or language with other children, adults and the environment. We are excited to partner with you on a continuous basis in documenting and collecting evidence of your child’s consistent (not only emerging and new) growth and development. We want to know what you already know about your child. You know your child best! This can be done anywhere: when you are with your child in the car, at home, at the grocery store, etc. All documentation is used to determine how children are benefitting from our Lab Classroom, to assist Lab Staff in meeting each child’s individual developmental needs and to provide a “snapshot” of your child’s development.

As partners, we are here to train you and help you become familiar with the DRDP instrument. Desired results for children encompass the following developmental domains:

- Self and Social Development
- Language and Literacy Development
- English Language Development
- Cognitive Development
- Mathematical Development
- Physical Development
- Health

For your convenience, Lab Staff have posted the DRDP Measures that they are focusing on each week in the hallway leading to the Lab Classroom. There are many opportunities for parents, grandparents and family members to assist us in simply jotting down notes on a Post-it (which we provide), taking relevant photos and writing a caption then emailing it to kelley.johnson@vvc.edu, collecting an authentic drawing or writing sample from your child (no adult assistance or prodding) and placing it in the basket labeled work samples located on the ledge of the observation window. All this documentation may be used as part of your child’s portfolio. Thank you for your participation in capturing a broad view of your child’s growth and development!
Parent Conduct Expectations

- Disciplining a child in front of the other children, either verbally or physically is not permitted at the Center. Please refrain from talking negatively about children in their presence.
- Smoking, firearms and other significant hazards that pose risk to children and adults are not allowed in the building or surrounding parking lot.
- Custody and visitation disputes are a private matter and may not be openly discussed at the CDLC.
- All children must be transported to and from the CDLC in the proper legal child restraints (car seats or booster seats). CDLC staff will report any violations of this law to Campus Police.
- Rude and/or malicious actions toward others will not be tolerated.

Parent Responsibilities

Clothing

Dress your child appropriately for preschool. 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 cover toes.

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 Lab 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 including underwear, to the CDLC. 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. We also accept donations of gently used clothing, especially underwear, size 3 to 5.

If your child is still in pull-ups, an adequate supply of disposable pull-ups and wipes will be provided by parents and required on a daily basis.

Toys at School

The CDLC has well stocked classrooms with developmentally appropriate items. Please do not send any personal toys with your child as this causes undue stress to staff and children.

The CDLC will not be responsible for any unauthorized toys.
Cubbies

Each child at the CDLC has a “cubby” for her/his outer wear, art, class work, “treasures” and some kind of communication directed to the parent. Make sure to check your child’s cubby on a daily basis.

Jewelry

Necklaces are not allowed in the CDLC for safety reasons. Earrings and/or other body rings are to be studs or other close fitting styles, which cannot be removed by the child. Hoops and other dangling earrings are not allowed. Other jewelry is discouraged.

Lost and Found

The CDLC is not responsible for any lost items; however, found items will be placed in a bin marked Lost and Found. It is your responsibility to label everything sent to school (clothing or share items when requested by the teachers) with your child’s name, to assist with finding lost items. It is also your responsibility to check the cubbies and bin daily. Items not picked up will be donated.

Car Seat Safety Law

As of January 1, 2012, children age 8 until 16 or at least 57” must be properly secured in either a child restraint system or a properly fitted seat belt. Children under age 8 or less than 57” must be restrained in a child passenger restraint system in the rear seat. California law specifically requires children to be properly restrained, meaning the lap belt is low on the hips, touching the upper thighs, and the shoulder belt is crossing the center of the chest. Children in rear-facing car seats may not ride in front if there is an active passenger air bag. Violation of the child passenger safety law is a standard offense.

Additionally, State law forbids leaving children unattended in a vehicle. If children are left unattended in a vehicle in the parking lot, Campus Police will be notified immediately.

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.
Our basis rules of conduct are that **no child** will be allowed to:

1. Hurt another person or himself/herself.
2. Infringe on another child’s work/play.
3. 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 maintain 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.
9. Using the steps in conflict resolution to mediate conflicts between and among children.

The High Scope **6 Steps to Conflict Resolution** are as follows (and also posted in the Lab):

- **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.** (“Briana, 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.
- **Be prepared to give follow-up support.**

What to do when a child needs additional support with behavior management:

Remove the child. Implement the shadowing technique if having the child stand or sit next to you. Children will be supervised at all times.

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.)

Parental support and partnerships. It is necessary for a successful positive change in behavior.

On occasion, we have found that some children are unable to adjust to the classroom routine and rules. In order to protect the personal rights of the other children and the CDLC 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.
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. Appropriate support services and resources will be provided to the parent.
4. 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 CDLC’S POLICY THAT UNDER NO CIRCUMSTANCES WILL FOOD BE WITHHELD FROM A CHILD OR PHYSICAL PUNISHMENT BE USED, NOR IS THE PARENT ALLOWED TO ADMINISTER PHYSICAL PUNISHMENT TO THEIR CHILD (REN) 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.
Supplementary Services

Victor Valley College Guidance and Counseling Center
Provides a list of resources offered in the Victor Valley & San Bernardino County area.

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. Information must be submitted by the fifteenth of each month.

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

Health and Social Services
The CDLC provides a Resource and Referral Network throughout San Bernardino County Superintendent of Schools.
In addition, we have a health and social services component that:

- Identifies the needs of the child and the family for health or social services.
- Refers a child and/or a family to appropriate agencies in the community based on the health or social service needs.
- Conducts follow-up procedures with the parent to ensure that the needs have been met.

Parent Education
The CDLC coordinates the provision of all the following:

a. Parenting education to support the development by their children of literacy skills. Parenting educational includes, but it is not limited to, instruction in all of the following:
   i) Providing supporting for the education growth and success of their children. Parent workshops will be held as scheduled and posted.
   ii) Improving the parent-school communications and parental understanding of school structures and expectations.
   iii) Becoming active partners with teachers in the duration of their children.

b. Referrals, as necessary, to providers of instruction in adult education and English as a second language in order to improve the academic skills of parents and legal guardians of children in participating classrooms.

Community Involvement
The CDLC solicits support from the community including the solicitations for donated goods and services. The CDLC also provides information to the community regarding the services available. In addition, the CDLC utilizes media or other forms of communication in the community.
Nutrition

The CDLC program includes a nutrition component that ensures that the children have nutritious snacks during the time in which they are in the program. The snacks planned are family style, culturally and developmentally appropriate for the children being served, and they meet the nutritional requirements specified by the Federal Child and Adult Care Food program (CACFP).

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<th>Center Forms</th>
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Ouchy Report

An “Ouchy Report” is used when a child is injured in any way. The teacher will discuss the incident with the parent/guardian (if another child was involved, the name of the other child will remain confidential), and parent will sign the form which will confirm that the incident was explained. The original is handed to the parent, and a copy is placed in the child’s permanent record.

Incident Report/Observational Report

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

Illness Report

The illness Report defines why your child was sent home and states when s/he may return to the CDLC.

Medication Dispensing Form

This form is available in your child’s classroom. It is to be completed when a parent wishes the CDLC 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 and signed by a physician.
b. If it is in its original container.
c. If label directions are original.
d. Must have a current date.
e. If a Medication Dispensing Form has been completed and given to the Teacher.

Additional information and forms are needed for Inhaled Medications such as:

a. VVC CDLC Form for Inhaled Medication to be completed and signed by the Physician or Registered Nurse.
b. Consent/Verification Form for Nebulizer Care-one for each staff member allowed to give the medication

Dispensing Request for Sunscreen, Lotion, Lip Balm, etc.

Please make all efforts to apply product prior to coming to preschool. If CDLC Staff must apply any product, a form with all the specifications of the product and the authorization has to be completed. Product will be sun screen/sunblock with UVB and UVA protection of SPF 15 or
higher that is applied to exposed skin. Product has to be given directly to the teacher. You will be the only responsible party for any adverse results or reactions.

Agency Grievance Policy

Grievances
The staff at the VVC CDLC are committed to maintaining a safe and productive atmosphere for children to grow and learn. Parents are encouraged to speak with classroom teacher 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 an appropriate resolution.

1. When a problem arises, parents should make an appointment to speak directly with the teacher (not during pick up or drop off). 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 seek coverage and step out to speak with you, if possible. The teacher will make every effort to resolve the conflict.

2. If a parent feels the matter is not resolved, s/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 and assess 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, recognizing that in most cases, the teacher should be addressed first.

3. In the event the matter is not resolved, then the parent may submit a written account to the Dean over the CDLC. The complaint will be submitted within 10 working days from the final decision of the Director. The Dean will make a reasonable effort to the parent and resolve the matter.

Complaint Policies and Procedures

What is a complaint?
A complaint is a written statement alleging discrimination, harassment, or a violation of a federal or state law or regulation. A complaint must be filed by way of the Uniform Complaint Procedure (UCP) as written in the California Code of Regulations, Title 5, sections 4600-4687. Issues that may involve filing a complaint using the UCP are under various state and federal programs that use categorical funds such as Adult Education, Career Technical Education, Child Development, Consolidated Categorical Programs, Indian Education, Migrant Education, Nutrition Education, and Special Education.

Williams Settlement complaints regarding instructional materials, emergency or urgent facilities conditions that pose a threat to the health and safety of pupils, and teacher vacancy or misassignment may be filed anonymously. Schools shall have a complaint form available for these types of complaints. Schools will not reject a complaint if the form is not used as long as the complaint is submitted in writing.
Valenzuela Settlement (Assembly Bill 347) requires school districts that receive intensive instructions funds to post a notice in Grades 10 to 12 classrooms and provide an area on the complaint form for alleging a lack of opportunity to receive intensive instruction and services for pupils who have not passed one or both parts of the high school exit exam by the end of 12th grade.

Not all complaints fall under the scope of the UCP. Many concerns are the responsibilities of the local agencies, including, hiring and evaluation of staff, classroom assignments, student advancement and retention, selection/provision of textbooks and materials, student discipline, provision of core curricula subjects, facilities, graduation requirements, homework policies and practices, use of general education funds and dress codes and school uniforms.

The following documents describe the process in filing a complaint. Topics include referring complaint issues, local educational agency responsibilities, district policies and procedures, filing a local complaint, time lines, appealing local agency decisions, department resolution procedures, the on-site investigation process, and CDE’s investigation procedure and investigation report.

Uniform Complaint Procedure

During enrollment, you received a copy of the Uniform Complaint Procedure brochure. This brochure describes the process in filing an official complaint under the Uniform Complaint procedure process and provides the contacts responsible as authorized by California Code of Regulations, Title 5, sections 4600 through 4687.

Holidays Observed

CDLC Closures are posted on the Parent Communication Board.

The CDLC generally observes the following holidays each year:

- Labor Day
- Lincoln’s Day
- Spring Break Week
- Thanksgiving and the day following Thanksgiving
- Veteran’s Day
- Washington’s Day
- Independence Day
- Christmas and New Year
- Martin Luther King Jr. Day
- Good Friday
- Memorial Day
- Christmas and New Year

In addition, closures for parent conference preparation and assessment documentation (required by CDE) are noted on the annual calendar and will be posted prior to closure. Family Fees are not charged for scheduled closures.
Memorandum of Understanding  
between the  
Victor Valley College Child Development Lab Classroom  
and the Parent or Guardian  
of ____________________________________________  
Child’s Name  

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

____________________________________  
Name of Parent/Guardian  

____________________________________  
Parent’s Signature  

Date