



Parent Handbook

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"There can be no keener revelation of a society's soul than the way in which it treats its children." Nelson Mandela



This handbook is dedicated to the thousands of children and families who have become and will always be members of our Saint Andrew's Children's Center family.

Saint Andrew's Children's Center (SACC) maintains an Open-Door Policy for all parents, guardians, and designated adults. SACC shall not deny services or discriminate to any person based on race, national origin, ethnic group identification, religion, age, sex, color, or disability. The Center is licensed by the Department of Social Services, State of California for 124 preschool age children (License # 300605894) and for 64 infants and toddlers (License # 300605470). Saint Andrew's Children's Center is Certified to the Episcopal Commission on Schools. The Children's Center has won the Best of Irvine award for the past 12 years in a row.

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Welcome Parents and Children!

I am pleased to welcome you to Saint Andrew's Children's Center (SACC). The staff and I are honored that you chose our program to serve your childcare needs. Our staff members are a dedicated, talented, and creative group of child development professionals whose aim is to provide an outstanding infant/toddler and/or preschool experience for your child.

Please read this handbook carefully. It will help acquaint you with our policies and procedures. It is important to ask our staff for clarification on any issues that you might have. Our staff will be happy to assist you.

This is a general handbook addressing the Center's general policies for all aspects of the program. As your child moves into new age groups, we will provide additional information that is pertinent for your child's care.

We look forward to an exciting and event-filled year. Please feel free to stop in any time for a visit. Parents are always welcome. I look forward to meeting with you!

Sincerely,

Carolyn Jones, M.A.
Director

PROGRAM PHILOSOPHY & OVERVIEW

Program Philosophy

Saint Andrew's Children's Center is committed to meeting the individual needs of each child in a nurturing, Christian environment that welcomes children of all faiths. Center staff believe that parents are the first and foremost teachers of their own children. Staff strive to work with parents as partners while focusing on the emotional, social, physical, and intellectual growth of each child.

Our teaching teams work hard to create a loving and nurturing environment that helps to instill a lifelong enthusiasm for learning. We believe that children are born with a natural curiosity about their world and that babies have an innate joy of learning that is evident even at birth. As children grow, they continue to explore their world and to learn.

Children learn best when given the opportunity to explore and interact with their environment and play is an integral part of this process. We believe that learning should be fun and that children learn best by doing. Staff believe that "children's play is their work."

Teachers realize that all children progress through a series of different developmental stages of cognitive development. Although children progress through the same stages of development, their rate of development is unique to the specific child. Teaching staff value children as individuals and maintain classroom activities that provide challenges for all children.

Saint Andrew's Children's Center believes that basic human values and ethics are universal. We believe that values are learned at home as well as in the caregiving situation. We ask that parents share in teaching their child the following values:

- To love one another
- To show kindness without judgment
- To be accepting and understanding of the differences in one another
- To be peacemakers
- To be compassionate
- To be role models of these teachings and reach out to others in caring and compassionate ways

Program Goals

Saint Andrew's Children's Center offers your child a loving learning environment. The program will provide experiences that will help to develop your child's potential and positive self-concept, while recognizing individual needs. Saint Andrew's Children's Center has established goals in the following areas:

- **Parents:**

- To support parents in their responsibility as positive role models for their children
- To help parents feel welcomed and informed as observers and contributors to the program
- To recognize parents as the primary caregivers of their children and as valuable partners in their child's education

- **Children:**

- To encourage interactions between children and staff that provide opportunities for each child to develop an understanding of self and others
- To encourage children to be actively involved in the learning process and to experience a variety of developmentally age-appropriate activities while pursuing their own interests in the context of life in the community and world

- **Staff:**

- To promote exceptional personal qualities for all personnel
- To ensure that the program is staffed with qualified adults who understand child development as well as recognize and provide for each child's needs
- To sufficiently staff the program to promote the physical, social, spiritual, emotional, and cognitive development of the children

Program Overview

Saint Andrew's Children's Center is an integral mission of Saint Andrew's Episcopal Church. The Center is a non-profit 501(c) (3) organization and is certified by the Episcopal Commission of Schools, Dioceses of Los Angeles.

The Center is governed by a Board of Directors that meet monthly to approve school policy, review financial statements, and oversee the overall operations. The Board of Directors meets each year to establish the Center's tuition rates, which are subject to change July 1st of each year.

Center Hours

Children arrive according to each parent's schedule. Center hours of operation are from 6:30 a.m. to 6:00 p.m. As we are only licensed for these hours, we request that you not ask staff to open the

classroom door prior to 6:30 a.m. We also ask that you arrive at the Center prior to the 6:00 p.m. closing time to sign your child out, pick up belongings and discuss any matters you wish with your child's teacher. **Children need to be picked up in the Front Office beginning at 5:55 p.m. Staff clock out at 6:00 p.m., and we are not licensed to operate beyond this hour.**

Due to our licensed hours of operation and potential liability issues, we ask that you leave the center by 6:00 pm and not allow your children to play on center grounds past closing time. We also ask that when you pick your child up earlier you do not linger on the grounds due to liability issues.

The program is year-round with hours that provide care for working parents.

Parking and Speed Limit

Parents may park in any available space in our lot. Please follow these important rules:

- The parking lot has one entrance and one exit. Enter and exit the parking lot in the proper direction (the pavement is marked with arrows).
- Your speed limit through the parking lot should not exceed 5 miles per hour. Drive at a slow speed, allowing you to stop quickly if necessary.
- Refrain from the use of cell phones while driving in the parking lot and while loading and unloading children.
- In the event of any accident, please notify the office immediately.
- Children must always have their hands held in the parking lot and be accompanied by the adult dropping them off or picking them up from school.
- Children may not be left unattended in the parking lot or in a car.
- Only Park in designated parking spaces. Do not park in handicapped spaces unless you possess the proper permit.
- Carefully check behind and around you before backing up.
- Do not block other parking spaces and please be mindful of parking accurately within the lines.

Smoke, Vapor and Tobacco-Free Environment

Cigarettes, E-cigarettes, vapor devices and chewing tobacco are not permitted and may not be used on our campus including the parking lot. Marijuana or other drugs are not to be consumed in the parking lot or on Center grounds. These rules apply to visitors, families picking children up, staff, and individuals picking staff up.

Cell Phone Use

We ask that you refrain from using your cell phone while on our campus. Checking your child in and out necessitates your full attention. Additionally, it hinders communication between your child's

teacher. Please do not use cell phones in the parking lot as there have been some car accidents and near misses due to distracted driving.

Classroom Assignments and Primary Caregivers

Classroom Assignments

Upon enrollment, children are assigned to classrooms based on age and date of kindergarten entry. Each July the center initiates a "Big Move." The Big Move simply involves moving all children to their next age-appropriate classroom. For example, children from the Bunnies or Guppies move to either the Sunshine's or Honeybees, so on, so forth.

Children naturally develop friendships with their peers as they spend time together.

Unfortunately, classroom assignments cannot be made based on friendships the children have or may develop. Assigning children to specific classrooms is handled by administrative staff in the front office. Parental requests for specific classroom assignments should be put in writing and include the name of the desired classroom and the specific reason for the request. The request for changing classroom assignments must first be approved by one of the Program Specialists. It is important to note that the administrative staff are responsible for up to 200 children's classroom assignments. Requests cannot always be honored due to scheduling and licensing restrictions. Teaching staff do not have the authority to make classroom assignments and therefore should not be asked.

Primary Caregivers

Center children, regardless of age, have an assigned primary caregiver that is responsible for overseeing their physical, cognitive, and social emotional development while at the Center. Center caregivers work only 8-hour shifts and the Center is open for 11.5 hours. Therefore, by necessity, your child will be assigned to more than one caregiver during the day. The caregivers should, however, be consistent from day to day unless one of them calls out ill or has a planned vacation.

Children's Programs Offered and Adult to Child Ratio

Saint Andrew's Children's Center cares for children from 6 weeks of age through 6 years of age. Classrooms offer separate programs that address the ages and stages of all enrolled children. We have two separate state-issued licenses for two distinct programs: an infant/toddler program and a preschool program. We have six classrooms dedicated to infant/toddler care, while the remaining nine classrooms are dedicated preschool children. There are multiple classrooms for infants and toddlers, young preschoolers, and older preschoolers.

Infant Program - 6 Weeks to 18 Months of Age:

The Infant Program provides care for children from 6 weeks to 18 months of age. Our staff to child ratio in the infant rooms is one (1) adult to four (4) children. An additional teacher is typically assigned to these rooms so that caregivers may be relieved for lunch periods and break times.

Infant staff provide a nurturing environment where care is consistent, predictable, and reliable, thereby enabling infants to develop a sense of trust. Children are assigned a primary caregiver for individualized care. Parents work with their child's caregiver to develop a daily schedule that best fits their child's needs.

At about 10-12 months of age, infants move towards a group care schedule. During these months, the child's sleeping and feeding routines begin to develop like that of their peer group. Group schedules begin to develop with several children eating together and napping at the same time.

All parents in the Infant Program are provided daily written reports and pictures via the HiMama app that reflect the child's day. Specific information is given on diapering, eating, and how the child's day went. Parents are encouraged to communicate with their child's caregivers at the beginning and the end of each day.

Toddler Program - 18 Months to 24 Months of Age (or up to 36 Months of Age):

Our Toddler-Option Program provides care to children ages 18 months to 24 months, or up to and including, 36 months depending on space availability. Our staff to child ratio in the toddler rooms is one adult to six children.

The toddlers are developing physically and becoming more mobile. They are discovering many new skills and abilities and gradually become more confident and secure in their own abilities. Our goal is for each toddler to be in an atmosphere where they feel safe and secure so that they can develop independence and social competence. Children are encouraged and supported in their increased independence.

Our teachers use the HighScope Curriculum designed specifically for this age group. There is an emphasis on sensory activities.

Children who turn 24 months on or before September 1st of the current year will move from one of the Toddler-Option Classrooms to one of the Early Preschool Classrooms as space becomes available. If space is not immediately available, children can remain in the Toddler-Option Program for up to another twelve months. Curriculum/programming will continue to be developmentally appropriate.

Licensing restricts children from entering any of our preschool classrooms before their second birthday. Children who turn two years old on September 2nd or after will move to the preschool side during our "Big Move" up the following year.

Early Preschool Program – two to three Years of Age:

The two-year old rooms are designed for children between the ages of two to three years of age. These children are generally three years away from entering kindergarten. Our staff to child ratio in the preschool rooms is one adult to twelve children. An additional staff member is frequently in these classrooms to aid in potty training or to give breaks and lunches.

The early preschool children continue developing physically and become even more mobile. Their self-confidence continues to grow as they become more aware of their new skills and abilities. As children become more secure in their own abilities, they become willing to try new activities. Our goal is for each toddler to be in an atmosphere where they feel safe and secure so that they can develop independence and social competence. Children are encouraged and supported in their increased independence.

Toilet training takes place in the two- to three-year-old classrooms. When a child seems to be ready for this experience, the teachers and parents work together as a team to begin the process with the child. If you have any questions regarding toilet training, please contact one of our Program Specialists.

Preschool Program – one and two years away from kindergarten entry:

This program serves children who are one and two years away from kindergarten entry. Our staff to child ratio in the preschool rooms is one adult to twelve children.

The children participate in a full day of age-appropriate developmental activities intermixed with self-help tasks such as tooth brushing, toileting and preparing for lunch and nap time. The program provides an environment that enables each child to become personally and socially competent, to be an effective learner and to develop physical and motor skills while feeling safe and happy. The goal is to instill a true joy of learning!

Children participate in a classroom environment that allows for a balance of child-initiated and teacher-initiated activities. A rich blend of educational opportunities creates an optimal environment for the children to learn underlying concepts necessary for academic success as children move throughout the K-12 system and beyond.

Science, Technology, Engineering, Art, and Math (STEAM) activities are incorporated throughout the curriculum. A literacy-rich environment stimulates the children's receptive and expressive verbal skills and readies them for reading and writing. A Literacy Festival is held each year that highlights the children's own stories and illustrations. Art is another important component of our

Center's core curriculum. Children have many opportunities to create unique, fun, and messy art. An annual Art Fair showcases the children's unique creations.

HighScope Curriculum

The teaching staff in each classroom develop weekly lesson plans. Each lesson plan is designed to address specific core areas identified by the California Department of Education. Lesson plan content areas address social and emotional, language and literacy, mathematics, physical and motor development. Lesson plans also address specific needs of individual children.

The central principles and guidelines of the HighScope approach are summarized in what is called a "Wheel of Learning." The wheel's center core is called "Active Learning". Around the core, the wheel is divided into four quadrants - Daily Routine, Assessment, Adult-Child Interaction, and Learning Environment.

Active Learning is the center of the curriculum. Children are acting directly on objects and interacting with people, ideas, and events. In turn, children construct their own understanding of the world around them. Children are encouraged to follow their own initiative to:

- Explore
- Engage in experiences that are of personal interest
- Ask and answer questions
- Set their own goals
- Solve problems
- Generate new ideas

The children's key experiences - activities that present important learning opportunities - are categorized into ten key areas of development:

1. Creative representation
2. Language and literacy
3. Initiative and social relations
4. Movement
5. Music
6. Classification
7. Seriation
8. Number
9. Space
10. Time

Adult-Child Interaction - The way adults interact with children is a key component of the HighScope approach because it impacts how comfortable children feel with initiating their own ideas.

Learning Environment - Both the indoor and outdoor settings offer children a wide range of materials that can be manipulated and combined in many ways that make sense to children and enable them to pursue their own interests. The play space is divided into several interest areas centered around specific types of play - for example, a block area, house area, toy area, art area, and book area.

Assessment - When adults are closely involved in children's play and activities and make a daily practice of observing them, they learn a great deal about each child's interests and abilities. As each child grows and develops, new skills are documented by teaching staff. Examples of children's work and anecdotal notations are kept as indicators of each child's progress.

A developmental profile is completed for each child using indices developed by the State of California Department of Education, Child Development Division. Parents are encouraged to conference with their child's teacher twice each year to discuss and share their child's progress. Parents may conference more often when desired. At times, Center staff will request additional conferences as well.

We use the State of California - Desired Result Developmental Profile-R (DRDP) as our tool to report your child's accomplishments.

Daily Routine - The HighScope daily routine offers children the consistency of a predictable, yet flexible, sequence of events. The routine is made up of several components: a plan-do-review sequence, small-and large-group times, outside time, transition times, and times for eating and resting. These provide children a range of active learning experiences and a balance between adult- and child-initiated activities.

Parents may log into the www.highscope.org website to review more material about the research that led to the development of the HighScope Curriculum. There are many resources to help you understand the basis for this curriculum method.

POLICIES & PROCEDURES

Adherence to Center's Policies and Protocol

Policies found in this handbook are written to ensure a safe and healthy environment for your child, to abide by state law and to address issues necessary for the smooth operation of a large children's facility. It is asked that you cooperate by completing and submitting all required paperwork in a timely manner. It is also necessary to abide by all Center policies and to act in a respectful manner to other families, children, and Center staff. Failure to do so may result in termination from the program. **Out of respect for the children and staff, we ask that you refrain from using cell phones while in your child's classroom or while doing Center business.**

Program Calendar

The Center serves families who need childcare year-round. The center is open between 246 and 250 days, with approximately 8 to 12 holidays per year. The Center reserves the right to adjust the schedule as needed. When possible, parents will be given 30 days advance notice when changes are planned. An additional day may be taken depending on the day of the week of the holiday. Teacher In-Service/Facility Maintenance Days also take place each year. The number of days and the exact dates may vary. Please see Center calendar for listing of dates.

Our holidays are typically:

New Year's Day (January)

Martin Luther King Jr. Birthday (January)

President's Day (February)

Good Friday (March/April)

Memorial Day (May)

Independence Day (July 4th)

Labor Day (September)

Indigenous Peoples Day (October)

Veteran's Day (November)

Thanksgiving Day and the day After Thanksgiving (November)

Christmas Eve and Christmas Day (December 24th-25th).

The Center typically closes for two weeks including Christmas Eve and Christmas Day.

Additional days may be taken depending on the day of the week of the holiday.

The Center runs on a fiscal year (July - June), and yearly calendars will be handed out around June 1st of each year.

Program Hours of Operation

The Children's Center office is open Monday through Friday from 6:30 a.m. to 6:00 p.m.

Administrative staff are present during these hours to answer the phones, give tours, and answer any questions you may have.

Program Specialists and **teaching staff** arrive just prior to the Center's opening at 6:30 a.m. to prepare for the opening of the classrooms. **Children may not be signed in for the day prior to 6:30 a.m.**

Children must be signed out prior to 6:00 p.m. as the Center is closed promptly at 6:00 p.m. It is important to exit the center at or before this time. We understand the desire to socialize with other parents or wanting to give your child a little extra playtime. However, we must abide by strict licensing regulations regarding the supervision of children. When parents linger in the courtyards or the front entryway, situations can occur that create unsafe supervision of children. For this reason, and for potential liability issues, we ask that you not linger on the Center or Church grounds.

Late Pick-Up Policies / Fees

When parents are late to pick children up, it increases Center costs as overtime is paid for each staff member onsite. A late pick-up fee is assessed if/when your child is picked up late. Additionally, many of our staff have commitments that they need to tend to right after work. Many have children of their own that they need to pick up and others are students and need to be at school on time.

If you wish to speak to one of your child's teachers, please arrive early enough to do so prior to Center closing or use the HiMama app. You can also elect to speak with staff over the phone prior to 6:00 p.m.

Please notify the school if you know you are going to be late. We will need to reassure your child that you are on the way. Parents are responsible for keeping the Center informed and arranging for a designated adult to pick up your child when unable to arrive before 6:00 p.m. The Center makes every effort to open on time and close on time for the benefit of all children, parents, and staff.

Five (5) late pickups during a twelve-month period are grounds for termination from our program.

Irvine Police will be called if the Center has not heard from parents or their back-up within 30 minutes of closing.

When running late, you need to do the following:

- 1) Call the Center to inform us that you will be late and indicate your anticipated arrival time.
- 2) Call a friend, another parent or relative who is listed on your emergency card for pick-up to arrive in the classroom prior to 6:00 p.m.
- 3) Arrive at the Center and go directly to the front office - all children are taken to the front office beginning at 5:55 p.m. Staff are unable to return to the classroom to gather any forgotten belongings once the center is closed.

Late pick-up fees apply at 6:00 p.m. (or applicable closing time if the center is scheduled to close early). When arriving at the office at 6:00 p.m. or later you will be given a Late Pick-up Notice. The notice indicates your time of arrival and the fee assessed.

Late pick-up fees must be paid with your next tuition payment. Failure to make payment will result in termination from the program. For the purposes of calculating eligibility for tuition discounts, late fees are considered part of the tuition.

Late Pick-up Fees are assessed as follows:

- 1) \$5.00 between 6:00pm - 6:14pm, plus \$1.00 per minute after 6:00pm. For example: 6:11 pick-up = \$5 plus \$19 which totals \$19.
- 2) \$10.00 between 6:15pm - 6:29pm, plus \$1.00 per minute after 6:00pm. For example: 6:27 pick-up = \$10 plus \$27 totaling \$ 37.
- 3) \$15.00 between 6:30pm - 6:44pm, plus \$1.00 per minute after 6: 00pm. For example: 6:42 pick-up = \$15 plus \$42 totaling \$57.

Tuition & Payment Policies

Saint Andrew's Children's Center relies on tuition as the primary source of income to pay the school's expenses each month. Parents are responsible for tuition payments that cover all school closures, sick days, and vacation days. Parents are required to complete a Tuition Agreement upon enrollment to the center. Parents will receive a copy of their signed contract to take home as their record.

The Tuition Agreement that is signed upon enrollment gives parents several options for payments:

1) Monthly Payment Plan - Discount:

- a) Full payment is made on or before the 1st of the month; a 2% discount will be credited towards the next month's tuition. The 1st month's tuition is not eligible for the 2% discount.
- b) If the 1st of the month falls on a weekend or school closure day, payment is due the last day of operation prior to the closure.

2) Monthly Payment Plan - No Discount:

- a) Full payment is made on or before the 5th of the month.
- b) If payment is made after the 5th of the month, a \$25 late fee is charged on the 6th of the month.
- c) If the 5th of the month falls on a weekend or school closure day, payment is due the last day of operation prior to the closure.

3) Bi-Monthly Payment Plan:

- a) One-half of the monthly tuition is paid on or before the 5th of the month, with a late fee of \$25 charged on the 6th of the month.
- b) The second half of the monthly tuition is paid on or before the 15th of the month, with a \$25 late fee due on the 16th of the month.
- c) If the 5th of the month or the 15th of the month falls on a weekend or school closure day, payment is due the last day of operation prior to the closure.

4) Weekly Payment Plan *Weekly Rate Applies*

- a) The weekly tuition rate is charged, and weekly payment is made no later than Friday for the next week's care.
- b) All payments are paid in Cashier's Check, Money Order, or Cash.
- c) No care is available on Monday without full payment being received for the week.
- d) Payment is considered late if not received by 6:00pm on Friday. If Friday falls on a holiday or school closure day, payment is due the last day of operation prior to the closure.

***We also offer a 10% discount, known as the "2nd Child Discount", for each additional child enrolled in the program. This discount will be taken off the lowest tuition amount(s) and is only taken off tuition for a full month (partial months are not eligible for this discount).**

For your payment to be received in the Front Office, parents should do one of the following:

- Place the payment into the Tuition mail slot outside the building near the front door. When the front office reopens, tuition may be placed in the mail slot on the wall next to the elevator. We accept payments of cash, personal check, cashier's check, money order or on-line bill pay. We do not accept credit cards. If using on-line bill pay through your bank, your bank will mail a check to us directly each month.
- Please place your child's name in the memo section of the check, cashier's check, or money order. If paying cash, please put cash in an envelope and write your child's name on the outside of the envelope. If using your bank's automatic on-line bill pay service, please use your child's first and last name in place of an account number.

- All payments may be deposited into Saint Andrew's Children's Center (SACC) bank account on the day the payment is received. We do not hold checks for future deposits for parents.

Returned Payment

A \$45 fee will be charged for any returned check or electronic bank debit payment. Any time there is a returned payment, a money order or cashier's check will be required as a replacement.

Collections on Past Due Accounts

Please note that a collection agency is used for uncollected outstanding balances due. All collection fees are billed to the Parent. See the Tuition & Payment Policies and Tuition Agreement for further details.

Responsible Party

It is assumed that if both parents are listed on the account that both parents are financially responsible for payment of the tuition. If there is an alternate agreement between the parents or is a court order in place, the Center must be notified, but one account with both parent's names on it will still be created, and the parents will be responsible for paying their portion of the tuition. If a family member, friend, or trust fund is responsible for paying the child's tuition, the parent(s) need to write a letter to the Center allowing them to discuss the child's financial account with the person paying the tuition.

Tuition Rate Changes Per Program

There are differences in weekly and monthly rates for the Infant Program, the Toddler Program, and the Preschool Program. The rate change takes effect on the first of the month after your child becomes eligible for the Toddler Program or for the Preschool Program. In other words, the tuition amount will decrease the month after your child turns 18 months. Additionally, the tuition amount will also decrease the month after your child turns 36 months of age.

Vacation

Children are considered enrolled in our program when not in attendance due to illness or vacation. Tuition is due and payable for all periods of time when your child is absent from our program. Only if you anticipate a non-attendance period of 4 weeks or greater are you allowed to un-enroll and not pay tuition. However, your child's space cannot be guaranteed upon return, and a new registration fee of \$200 will be required along with any difference of their two-week deposit. A child's spot can be held in the classroom if full tuition payments are made for the time spent away from the Center.

Pro-rated Tuition

Tuition is pro-rated when a child enrolls after the first week of the month or withdraws before the end of the month. Tuition is pro-rated using our weekly tuition rates and is not subject to any discounts.

Tuition is also pro-rated when a child changes their schedule during any part of the month. If there is a schedule change, and a child is still enrolled for the entire month, tuition will be pro-rated using percentages of our monthly rates and is **eligible** for a 2% early payment or 10% 2nd child discount.

Tuition and Payment Policies for Funded Families

- Use of childcare services at Saint Andrew's Children's Center (SACC) is limited to the days and times as indicated on the schedule as provided by the third-party funding. Funded families are subject to late pick-up fees at the rate charged to all parents.
- If a funded family needs to extend the hours of care or add days beyond what has been approved, the family must make arrangements with SACC as a private pay parent for the additional time at the Center.
- Funded families are responsible for the \$200 non-refundable Registration Fee for each child unless the third-party funding agrees to pay this fee.
- Funded families will not be charged a two-week deposit; however, if a funded child withdraws without giving a proper written Two-Week Notice of Termination of Services, the family will need to use their best interest days to make up the equivalent of a two-week's notice. If the family has exceeded their best interest days, the family is responsible for the full balance of the tuition.
- Funded families will be charged for the FULL difference between what the funding company pays and what SACC charges each month.
- If there is a known differential fee (i.e. co-pay) due per the contract between third-party funding and SACC, SACC will invoice the family for the known differential fee on the first of the month that services are to be provided for. This co-pay total may vary from month to month depending on the days/weeks in the month. Payment for the known differential fee is due on, or before, the 1st of the month and is subject to a \$25 late fee if it is not received on, or before, the 5th of the month. The differential fee is subject to change, and the third-party funding will notify SACC of any change. SACC is not required to give a thirty-day notice to the family if an increase occurs. The third-party funding is only required to give SACC fourteen days' notice.
- Once payment is received from the funding company (usually by the first week of the 2nd month after services are provided, i.e. for services provided for January, payment will usually be received by the first week of March), SACC will invoice the family for any additional differential fees. Payment for any additional monies owed is due immediately unless prior arrangements have been made.
- Parents of funded children are responsible for verifying that their funding company's Attendance Reimbursement Form is properly filled out by the 3rd of every month (or as close to the 3rd as possible depending on the child's schedule and weekends/school closure dates) following the month that services were received (i.e. Attendance Sheets for January services are due by February 3rd). Failure to complete the form on time and accurately will result in the family being charged a \$50 fee per attendance sheet. Failure to properly complete the form will delay, or

possibly prevent SACC from receiving payment. If payment is denied as the result of a reimbursement form not being properly completed on time, the full tuition balance will be due by the parent.

- If a funded family has any outstanding balances owed to SACC, including but not limited to differential fees, late pick up fees, late payment fees or bed roll purchases, SACC has the right to notify the funding company about the nonpayment of fees.
- If a child is going to be absent from the Center on a regularly scheduled day for any reason, the parent is responsible, and required, to notify the Center of the absence.
- Failure to communicate absences or to make payments may result in termination of services.

CHILD CARE SERVICES & OPERATING PROCEDURES

Enrollment

Saint Andrew's Children's Center enrolls children as openings become available. Parents begin the enrollment process by touring the Center, meeting the Children's Center staff, and discussing the school's philosophy. These are essential steps in selecting the appropriate childcare for your child.

Waitlist

Parents may place their child on the waitlist by completing a waitlist card and paying a \$200 Waitlist Fee. If you decide to enroll in our program, this Waitlist Fee will be applied to your Registration Fee. If you decide not to enroll at our Center, this Waitlist Fee is non-refundable. If the Center cannot place a child in a classroom due to unavailability of space, and the family needs care immediately, the Center will refund the Waitlist Fee.

Your requested start date can change up to three times. After the 3rd time, if you do not register to enroll at that time, your Waitlist Fee is forfeited. If you apply for the waitlist or register to enroll in the future, you will need to pay a new Waitlist Fee.

The date on the card that is completed and left with the office is the date for the waitlist.

The schedule requested may be for 3, 4 or 5 days.

Administrative staff call parents approximately 30 days from the anticipated start date.

If a parent is given the opportunity to enroll and turns down the space, the child's waitlist card is placed in the "drop-box", and the child's name is taken off the waitlist.

We will call all cards on the waitlist for a specific month when there is an opening. The space is then given to the parent who comes in first.

It is the parent's responsibility to keep the Center informed of current and correct contact phone numbers. Parents are welcome to call and check on their waitlist status.

Registration Policies

The Center requires a 6-month minimum enrollment. The registration process requires the completion of the registration application, the selection of a start date, and payment of the non-refundable Registration Fee for each child. The Registration Fee and two-week deposit must be paid during registration time to hold your child's spot. If you register to enroll and decide not to start, you must give a "Two Weeks Advance Notice of Termination" (please see page 22 - "Notice to Leave the Program"). You have up to three months to re-enroll and use your \$200 Registration Fee before it is forfeited. If the child does not start within the 3-month period and wants to re-enroll at a later date, a new Registration Fee will be required. If a child is enrolled, attends care, then drops from the program, a new Registration Fee will be required even if the child re-enrolls within 3 months.

The first month's tuition is due on the first day of attendance.

Children with Special Needs

The program does not discriminate in determining which children are served at the Center. Children with disabilities, as defined by the Americans with Disabilities Act (ADA) are enrolled when placement is appropriate for both the child and the Center. Each child's needs are evaluated prior to registration. A meeting will be setup with the Director or the Director's designee (and other staff as deemed necessary), the parent and the child to determine appropriate placement. The Center will make accommodations when reasonable and appropriate to assist with the placement of the child.

In addition, the Center understands that special needs children often require outside supports and therapies to optimize their learning experience and meet their developmental needs. Saint Andrew's is happy to cooperate with outside agencies and therapy providers to best support special needs children during their time at our center. A weekly behavior/communication log "Week at a Glance" (WAG) form is utilized by the Center to ensure open communication between Center staff, therapy staff, and parents. Saint Andrew's requires visitors to meet state requirements regarding immunizations and fingerprint clearance prior to visitations taking place.

A Board-Certified Behavior Analyst (BCBA) is on campus to consult with teachers, parents, staff, and outside providers to facilitate a positive outcome. However, other placement options may need to be considered in the event of persistent, ongoing, and/or worsening behavior(s) that pose a significant risk of harm to other children and/or staff at the Center. Parents are expected to

comply with the recommendations of administrative and BCBA staff when asked to seek outside assessment/intervention services. Termination will ensue if parents do not respond to the Center's recommendations.

A two-week trial period will be honored to assess if the placement is appropriate for the child from the parent's perspective and the Center's perspective. If during this two-week trial, the placement is not working, the child will exit the program and the deposit will be returned to the parent. In this case only, parents do not need to adhere to the two-week notice for leaving the program. This policy will be discussed with the family in the meeting.

Change in Schedule

At times, parents may occasionally need to have their child come an extra day, change their child's scheduled days or number of days of attendance. This may be a short or long-term change.

Saint Andrew's Children's Center can accommodate extra days if there is space available in the classroom. The fee for extra days is published annually with the tuition rates. Unfortunately, for scheduling purposes, we are unable to allow children to "switch days".

If the change in schedule is for 4 weeks or more, you will need to complete a Change of Program Request form. Changes in schedule will be allowed if there is space available in the classroom. We request that you give the Center as much notice as possible and that you understand that we cannot guarantee that your original schedule will be available in the future. Changes that occur after the first of the month for months that the child will still attend a full month will be invoiced using the published monthly tuition rates.

Notice to Leave the Program

Parents may determine that Saint Andrew's Children's Center will no longer meet their childcare needs. If you decide not to continue with the Center, you must complete a "Two Weeks Advance Notice of Termination Form". This Notice is required so the Center has time to fill the departing child's spot in the classroom. The "Two Week Notice Advance Notice of Termination Form" can be found in the Center's front office and is to be given to the Administrative Coordinator at the Front Desk once completed. If a completed form is not given two weeks in advance of your child's last day, tuition will be charged for two weeks from the date the form is received using our weekly rates. Pro-rated tuition is not subject to any discounts.

If a Two-Week Notice is given, the deposit will be refunded in full if there is not a balance due on the account. If there is a balance due, the deposit will be applied to the balance, and then partially refunded if any of the deposit amount remains. The refund check will be made payable to the parent(s) or guardian listed on the tuition statement. If the deposit is to be refunded to a third

party, such as a grandparent, trust fund or other third party, the Bookkeeper should be notified in writing at the time the deposit is paid so that a note can be made on the account. If there is any refund due, a check will be issued within 30 days of the child's last day.

Signing Your Child In and Out

Saint Andrew's Children's Center is licensed by the State of California, Department of Social Services. State law requires you, or your authorized representative, to sign your child in and out each day your child attends our program. Only individuals you have named on the Center's Emergency Card are authorized to drop off or pick up your child. Authorized signers must be 18 years or older.

Attendance sheets are legal documents and must be accurate. For example, when you drop your child off at 8:12, write 8:12 and not 8:00 or 8:15 a.m., and if you pick your child up at 3:45, you must write the exact time - 3:45. If there were to ever be an emergency, Center staff must know the exact number and names of all children on-site. Please be sure to call the Center if your child is going to be absent & never sign your child in for a day that your child was not present.

If you do not sign your child in (or out) for the day, you will be called and asked to return to the Center immediately (or within 1 hour). If you do not return prior to one hour to correct your child's/children's sign-in or sign-out, a \$50 charge will be assessed and payment due within one week. Repeated failure to use correct sign-in/out protocol will be grounds for termination of services.

Our center serves private pay and subsidized parents. Subsidized families are eligible for set hours of service as defined by the funding agency. Sign-in sheets for subsidized families are examined to determine if they are filled out in accordance with the rules of the contract we have with their funding source. They, therefore, must also be filled out and maintained in an accurate manner.

All parents must sign their full legal legible signature in INK, NOT PENCIL. Initials are not allowed. Parents may print their name next to their signature or sign at the bottom of the page with a statement indicating their signature represents their printed name.

The above-mentioned rules are required by Community Care Licensing and based on state law. Therefore, non-compliance with these regulations will result in termination from the Center.

Security Policy/Release of Children

Anyone picking up (or dropping off) a child from the Center, including parents, may be asked to show a photo ID when arriving at the Center. As your child's teacher gets to know you, this will not be required.

Only persons you have listed as authorized to pick up (or drop off) your child may do so. Individuals dropping off or picking up must be at least 18 years old. Non-specified persons will not be allowed to take your child from the Center. This is a safety measure created for the protection of your child. It is the parent's responsibility to notify Center personnel of any changes on the Emergency Card. In an emergency, a parent may email a written release for someone not on the card. You must call the office to make special arrangements.

We require parents and authorized adults to be in **fit condition** when picking up children from school. We will not release children to adults that appear to be intoxicated, under the influence of drugs or otherwise impaired to the extent that it jeopardizes the safety of the child. If this happens, someone else on the Emergency Card, or the police, will be contacted and arrangements will be made to have your child picked up. Staff can and will deny entrance to any adult who is behaving in a manner inappropriate to the safety of adults and children at the site.

If there is ever a question regarding the appropriate release of a child, Center staff will call Irvine Police to assist with the situation.

Emergency Information

Parents are required to keep all information up to date on the Emergency Cards.

Parents are to contact one of the Program Specialists to note any changes, additions, or deletions regarding addresses, family status, changes in physicians, emergency contacts, changes in work or home phone numbers, etc.

Center-Wide Security Access

We take security concerns very seriously. We regularly monitor situations that would affect the safety and security of our children and make plans accordingly. We will keep parents up to date if and when situations of concern arise. Our main front office entry door is locked as well as our outdoor gated entrances to prevent unauthorized individuals access onto the premises. Each authorized individual has a Personal Identification Number (PIN) code that may be entered into a keypad to enter the outdoor gates that lead to the interior grounds. PIN codes are not to be

shared and must not be used by anyone other than the designated person. For security reasons, we ask that you not hold the door or gate open for other individuals. Visitors must use an intercom at the front door and wait to be admitted by a staff member.

Instructions for Use of Secured Front Office Entry Door:

- 1) At the outdoor keypad, enter your 4-digit PIN. A green light will appear at the top of the keypad indicating that you have entered a valid code.
- 2) When a valid code is entered, you will hear the door "click" open, and you can then pull the door open and enter the building.
- 3) If you forget your PIN, or can't gain entry for any other reason, please press the button next to the office door that reads, "Please Push Here for Assistance," and a staff member in the front office will assist you.

Please see a staff member in the office if you have any questions or need assistance with your PIN.

Emergency Procedures

The Center has developed an Emergency/Disaster Plan of Action that outlines steps to be taken in the event of a variety of situations requiring immediate action. In the event of a fire, earthquake, other natural disaster, or an intruder, staff are trained to care for the health and safety of the children. Staff receives additional training on the protocol for lockdown in the unlikely event it should become necessary. All staff are trained in CPR and First Aid.

The entire center participates in quarterly emergency fire, earthquake, and lockdown drills. As the earthquake or fire drills begin, classrooms and play areas are swiftly evacuated. Staff accompany the children as they travel to and gather in front of the Church. Classroom and playground sweeps are done immediately after evacuation takes place to ensure the buildings are "all clear". Staff and children also participate in lockdown drills. During the lockdown drills, all staff and children remain indoors until given the all clear from the designated administrative person. Please reference the SACC Emergency Preparedness Plan for more in-depth information. All parents receive a copy of the Center's Emergency Preparedness Plan. In the event of an actual lockdown, fire or earthquake, parents will be immediately notified of the incident via the HiMama app.

In case of evacuation to an off-site location, notices will be posted at the Center. Our Center's closest City of Irvine evacuation center is the Senior Apartment Complex located next door. The Senior Center located around the block on the south side of Lake Road is an alternative option. The address is: 20 Lake Rd, Irvine, CA 92604.

In an emergency, only adults previously authorized on the emergency cards will be able to sign out children.

CHILD ISSUES

Children's Dress Code

We ask that children come to school in washable, comfortable play clothes that are appropriate for painting and other "messy-gooey" activities. Indoor and outdoor activities vary and include sensory experiences as well as free play. During some months of the year "mud kitchens" are available for the children to "cook" mud pies or to do other fun and creative activities. Children also participate in gardening activities, sand activities, tricycle riding and outdoor games. The Children's Center is not responsible for damaged clothing that is the result of normal play, art activities or other day-to-day activities that the children engage in. Please bring additional clothing that your child can wear (such as an oversize t-shirt) over your child's regular clothing if you don't want your child's clothing to become soiled.

Children should be dressed in clothing that is easy to take off and put on by themselves. Children sometimes spill water, milk or have a potty accident and need to be changed at school. If your child should come home in clothing that is not his/hers, please wash and return them as soon as possible. We may need to use them for another child. Your child's extra clothing should be labeled with your child's name.

The following items pose hazards to your child's safety. We ask that children not wear the following:

- boots, open-toed shoes including, but not limited to, sandals, slick soled shoes, Crocs, flip flops, or plastic soled shoes. Flat-heeled shoes are required - no heels above $\frac{1}{4}$ inch.
- dangled earrings and necklaces
- loose jacket strings or scarves
- long skirts
- capes

Rest Periods / Napping

Children need periods of rest and relaxation each day. Parents are responsible for providing appropriate bedding for their child.

- Infants - 2 sheets for each day or enough for the entire week.
Bedding is changed each day with dirty linen sent home daily. State licensing prevents us from placing blankets inside the crib.

- **Toddlers** - a crib size sheet & small blanket or bed roll when your child sleeps on a cot. Bedding may be sent home for washing mid-week if needed; otherwise, it is sent home on Friday or the last day of the child's week.
- **Preschool** - a small one-piece bedroll. Bedrolls are sent home for washing on Friday or the last day of the child's week.

Some children may have trouble falling asleep during nap time. If this is the case, they will be allowed to sit quietly and read or do a quiet activity provided by one of the teaching staff. Teachers will keep the parents informed of their child's napping routine.

State licensing requirements prevent us from disrupting a child's sleep by waking them up or forcing them to sleep if they are not tired. Please do not ask teaching teams to force your child to stay awake or to sleep. Our Board-Certified Behavior Analyst is available to assist you if you have sleep related questions.

Toys from Home

Please do not allow your child to bring toys from home to school as the Center cannot be responsible for the damage to, or loss of, any personal items brought from home.

You may, however, send a "lovie" such as a small stuffed animal to school to be kept in your child's cubby to be used during naptime.

GUIDANCE & DISCIPLINE

Child Observance

Center children are randomly observed by administrative staff and our Board-Certified Behavioral Analyst to provide input/guidance to teachers and parents regarding behaviors of concern and how to best work with challenging behaviors or potential developmental issues. At times, parents may be referred to outside agencies for further evaluation and consultation should the child's behavior or developmental status be of significant concern. Parental refusal to follow through may jeopardize the child's placement in our program.

Aggressive Behavior

Saint Andrew's Children's Center's philosophy of discipline is to work with children in a positive way. Parents are encouraged to also adopt such policies for their home.

Aggressive behavior is defined as the exhibition of one or more of the following behaviors that have the potential to cause harm to another person and/or school property such as (but not limited to): hitting, repetitive pushing, kicking, head-butting, scratching, pinching, throwing objects, hair pulling, and/or spitting. Aggressive behavior also includes object aggression (e.g., throwing objects, breaking objects, and knocking over classroom furniture) and verbal aggression (e.g., any language directed at someone in a threatening or harmful manner).

We understand that most children exhibit inappropriate behaviors from time to time. However, when the frequency or intensity of aggressive or disruptive behaviors become of concern to school personnel, a daily behavior report (i.e. "Week at a Glance"/WAG form) will be utilized to document all occurrences of the behavior(s) and to open communication between teaching staff, parents, and administration. The WAG forms provide parents and staff information regarding when the behavior(s) is/are occurring, how often, and what steps are being taken to address/remedy the behavior. Parents are expected to review and sign the WAG forms daily and work with their child and staff to resolve the identified issues. Failure of parents to cooperate in seeking a solution will be cause for termination.

If difficulties persist, the Director and or assigned staff/consultants will evaluate the appropriateness of the child's placement. A parent meeting may be necessary to discuss ongoing enrollment. In the rare occasion that the behaviors persist, the child may be suspended (for a period to be determined by the Director) or terminated. Please note, we will work hard for suspension or termination to not happen, but we must be fair to the other children and staff. When other children's personal rights are infringed upon, our licensing agency can step in and take action.

Aggressive behavior of any nature is NOT tolerated at Saint Andrews and will be expeditiously addressed in the following manner:

- Immediately following the behavior, children are given a verbal reminder that aggressive behavior is not okay.
- Children are encouraged to communicate feelings of frustration or anger in lieu of aggressive behavior.
- A temporary and brief "time out" may be necessary if/when the nature of the aggressive act(s) endangers the immediate well-being of other children and/or staff and/or poses a risk of harm to the child and/or school property.
- Staff are encouraged to respond to aggression in the environment in which it occurs without removing the child from the classroom; however, if the nature of the aggressive act(s) pose(s) an eminent risk of harm, and/or significantly impacts other student's ability to learn, and/or staff's ability to teach, a brief removal may be warranted.
- Any instance of aggression that results in injury to another child will be documented in a "**Weekly Behavior Report**" that staff initiate following the initial occurrence of aggression and maintain for a period of at least one week. The purpose of the "**Weekly Behavior Report**" is to keep parents

informed about their child's behavior, the context in which it occurs, steps taken by staff to address it, and to monitor repeated acts of aggression. It is also utilized to provide parents with children with special needs ongoing, objective, and immediate feedback about their child's day at the center. The center's Program Specialists and/or Behavioral Consultant (BCBA) review all **"Weekly Behavior Reports"** on a regular basis to ensure behaviors are being appropriately and sufficiently addressed and remediated.

- Corporal punishment is not permitted at Saint Andrew's Children's Center and will not be utilized under any circumstance in response to aggressive behavior. Additionally, parents must also refrain from using corporal punishment or abusive language at the Center (Corporal punishment or abusive language is forbidden by the Educational Code and California Administrative Code- Title 22).

Children need to know that some rules are necessary to maintain a safe and healthy learning environment. When a conflict or difficulty arises in the classroom, the teacher is there to help the child learn appropriate ways of handling different situations. Our discipline methods include removing the child from the situation, problem solving, and redirection as necessary. We encourage children to express their emotions in acceptable ways, such as talking, working with play dough, or kicking a ball. Our goal is to give children the opportunity to work through and develop better ways to handle their emotions before they go on to kindergarten.

Parents will be called and asked to pick up a child if the child exhibits aggressive behaviors towards other children and/or staff that threaten their safety and/or personal rights. If the **child is not picked up prior to one hour, a \$50 charge will be assessed and payment due within one week.**

The school reserves the right to have a child removed from the school at any time without previous notice or a corrective program being required. Any tuition or deposit refund is at the sole discretion of the school.

Techniques Staff Use for Problem Behaviors

- Children are taught to use words instead of behavior to express themselves and/or resolve conflicts.
- Staff will utilize redirection techniques to achieve appropriate behavior rather than "time out".
- Staff will implement positive behavioral supports strategies (i.e. token economies, stickers, stamps, treasure boxes, etc.) if/when necessary to reinforce appropriate behaviors.
- The use of "time out" will be limited to behaviors that endanger the well-being of the child or others, after redirection and other positive discipline techniques have failed.
- Bribery and/or methods that may frighten a child out of a behavior for fear of punishment, are not used.

Mediation of Conflicts in the classroom

Saint Andrew's Children's Center has adopted the HighScope method for mediation of conflicts. Our teachers follow the six steps in Conflict Mediation as follows:

1. Approach calmly, stopping any hurtful actions:

- Stop hurtful actions and words; continue to gently restrain children if necessary.
- Place themselves between children, on their level.
- Use calm body language to soothe children and convey their neutrality.
- Be "fully present" for children.

2. Acknowledge children's feelings:

- State feelings concretely
- Reframe children's hurtful words as they acknowledge feelings.
- If necessary, state a limit as part of their acknowledging statement.
- Let children know they need to hold any objects in dispute.
- Watch for signs that children have fully expressed their feelings.
- If necessary, acknowledge feelings throughout the problem-solving discussion.

3. Gather information:

- Children describe what happened.
- Adults listen carefully to help sort through all the details.
- When emotions have calmed, the Adult asks questions about the conflict.
-

4. Restate the problem:

- Repeat back to the children what they have said.
- Resist judgments or quick solutions.
- So, the problem is...

5. Ask for ideas for solutions and choose one together.

- Ask the children involved in the dispute for solutions.
- Ask the children nearby for ideas for a solution.
- Tell the children that you have an idea.
- Ask the children if they would like to hear it?
- Give limited choices for a solution.
- If children do not choose a solution, the adult chooses one for them.

6. Be prepared to give follow-up support.

- Make affirming statements that support their solution.

- Build confidence in problem-solving skills.
- Empower the children to solve their conflicts.
- Stay near-by until children re-engage in their activities.

Biting

Biting is a common issue in many infant/toddler and preschool centers. Children who bite do not do so because they are "mean" or "bad". In fact, most children go through a biting phase between fourteen to thirty-six months of age.

Researchers have several theories regarding why children bite. However, there is no one known reason. Theories include the following:

- Biting may indicate frustration or anger when the child is unable to make himself understood with words.
- Biting may be an angry variation of a kiss.
- Biting may be out of curiosity.
- Biting may be a result of vivid imagination/ imitation of a puppy.
- Biting relates to the lack of effective impulse control.

As children develop their nervous system for impulse control and their language skills to help communicate their needs, the tendency for the child to bite is reduced. However, it is common for the parents of the child who has been bitten to feel angry and protective and the parents of the biter to feel embarrassed and protective.

Despite the most diligent supervision, biting often occurs. When biting occurs, there are three essential steps:

1) Preventing further injury:

- Separate the children.
- Check the seriousness of the injury.
- Use simple words, "No biting."

2) Involve both children in healing:

- Tend the wound.
- Heal the feelings

3) Show compassion for both children

- The biter may feel hurt, distressed, and discouraged and needs to know that you still care about him.
- The bitten child suffers from hurt feelings as well as hurt skin.

A bite most often happens in a split second. The caregivers will work with parents to develop an individualized plan to try to reduce the biting incidents. In cases where biting becomes unmanageable, reducing time spent with other children may be necessary.

CHILDREN'S HEALTH

Health Documentation Required for Program Entry

All children must have required age-appropriate immunizations before entering the Center. Parents must also ensure their child(ren) receives age-appropriate updates of required immunizations while enrolled at Saint Andrew's Children's Center. State law mandates the following items be received prior to school entry: Proof of immunizations, Pre-admission Health Background Report (parent copy), and Pre-admission Health Evaluation Physician's Report (LIC701).

Failure to turn the required paperwork in on time will result in a delay of program entry.

Injury or Illness Occurring During the Day

From time to time, children become ill while in childcare. Center staff refer to reference materials from the American Academy of Pediatrics, particularly the manual "Managing Infectious Diseases in Childcare and Schools," on an as needed basis. When necessary, Center staff call the Orange County Health Department and or Community Care Licensing for guidance. All staff participate in ongoing training in health issues including universal precautions (blood borne pathogens). All staff are also certified in First Aid and CPR. 911 is called and parents notified when medical emergencies occur that necessitate immediate medical treatment that is beyond the scope of staff abilities.

If a child becomes ill or is thought to maybe be communicable, the child will be isolated from other children and supervised by an appropriate staff member. Staff will notify the parent, or another adult listed on the Emergency Card to pick up the child. The ill child will be made as comfortable as possible until a responsible adult arrives. Community Care Licensing and the Health Department are notified of an epidemic outbreak should one occur at the Center. In certain instances, a representative of the Health Department will contact parents to confirm specific information about a highly contagious disease should an outbreak occur.

In the event a child becomes injured, staff are required to complete an **Injury Notification "Ouch Report."** The report indicates the nature of the injury, how it occurred, who was present, and what action was taken following the injury (e.g., parent notification, first aid). "Ouch Reports" are reviewed and signed off by one of the Program Specialists and the parent/guardian of the child. Parents are not called for minor scratches or "boo boos". If a child becomes injured and cannot participate in facility activities, appropriate first aid will be given. Staff will immediately notify the parent listed on the Emergency Card to pick up the child. If the parent cannot be reached, Center staff will call an emergency contact previously authorized by the parent. The injured child will be made as comfortable as possible until an authorized adult arrives. Community Care Licensing

(CCL) is notified immediately (or within 24 hours) of when a child is seen by a physician due to injuries sustained at the Center.

Parents are fully responsible for ensuring that their child(ren) have adequate health insurance whether in the Center or out of the Center. The Center liability insurance is a limited secondary student insurance and may only cover out of pocket expenses such as co-pay not covered by the student's own primary health coverage in the event of an accident on school grounds. Any claim must first be made through your own insurance policy.

Health Checks

Center staff are required to make sure children have no obvious symptoms of illness prior to being accepted into the program. Therefore, a staff member will perform a brief health check on your child each day prior to accepting your child into our program. This policy is based on the California Code of Regulations Title 22. Since Health checks are required by State Law, they are not optional. **You are required to wait with your child while the very brief health check is performed.** The staff conducting the health check will report any concerns to a Program Specialist or the Director who will determine whether your child should be admitted or not.

Ill Childcare

Ill children are not admitted to the Center. It is the parent's responsibility to keep sick children at home, seeking medical attention as appropriate. Please call the Center if your child is absent due to illness. Saint Andrew's Children's Center is not licensed for (and subsequently does not care for) mildly ill, ill, or medically fragile children.

Please do not administer Tylenol or any other fever reducing or illness-masking medication to pass the health check. Please do not ask staff to administer an illness-masking medication. Parents that knowingly send an ill child to school will be called to come back and pick the child up and the child's placement at the Center may be jeopardized. Other children and staff should not unnecessarily be exposed to contagions.

We reserve the right to send a child home and readmit them at our discretion. We realize that most of you are working parents and we do try to accommodate you as much as possible.

If your child is sent home because a teacher or director suspects that they have a contagious illness, you will be required to bring a note from a medical professional in order for your child to return to school. Children absent from school because of a communicable disease will be

readmitted only with a note from the child's physician stating the diagnosis and that they are no longer contagious.

Please notify the center immediately if your child has a contagious illness such as COVID-19, or one of its variants, strep throat, pinworms, impetigo, conjunctivitis, measles, mumps, whooping cough, staph infection, chicken pox, hand, foot and mouth disease or head lice. We will notify all parents if children have been exposed to a contagious illness while at the center (keeping the name of the ill child confidential).

Exclusion Guidelines Regarding Illness

Ill children are excluded from attending the Center if the illness is contagious or prevents the child from participating comfortably in activities as determined by the child's caregiver and Program Specialist or Director.

Parents are expected to pick their child up if their child becomes ill or injured while at school. Refusal to do so can result in termination of childcare services. It is not fair to the ill child nor to the other children and staff to needlessly be exposed. The State requires ill children to be isolated from others until parents or other authorized individuals arrive at the center.

The following additional criteria are used in determining whether a child or adult should be excluded from the child development setting:

1. **FEVER** - Temperature of 100°F or greater and accompanied with behavior changes or other signs or symptoms of illness. The child may return to the Center 24 hours* **after the fever abates without fever reducing medication** or if a physician statement indicates the child is **not contagious** and may return to the Center at an earlier time.
2. **SYMPTOMS OF POSSIBLE SEVERE ILLNESS** - The child may not return to the Center until professional medical evaluation finds the child able to be included. These symptoms include:
 - Lethargy that is more than expected tiredness
 - Uncontrolled coughing
 - Inexplicable irritability or persistent crying
 - Difficult breathing
 - Wheezing
 - Other unusual signs for the child
3. **DIARRHEA** - Defined as an increased number of stools compared with the child's normal pattern, with increased stool water and/or decreased form that is not contained by the diaper.

The child may return to the center 24 hours* after the diarrhea abates or if a physician statement indicates the child may return to the Center at an earlier time.

4. **VOMITING ILLNESS (two or more times in the previous 24 hours)** - The child may return to the Center 24 hours* after the vomiting abates or if a physician statement indicates the child may return to the Center at an earlier time.
5. **MOUTH SORES** - The child may return to school after the sores are scabbed over, unless a health care provider determines that the child is noninfectious.
6. **RASH** (with (or without) fever or behavior change), The child may not return to the Center until a physician determines that these symptoms do not indicate a communicable disease or until symptoms are absent.
7. **CONJUNCTIVITIS** - Defined as pink or red conjunctiva with white or yellow discharge, often with matted eyelids after sleep. The child may not return to the Center until after treatment has begun (bacterial infection) or with a refusal to treat note from your doctor (viral infection).
8. **HEAD LICE** - Child must be excluded at the first sign of nits or eggs. The child may return after the first medicated treatment if there are no eggs or bugs present.
9. **SCABIES** - The child may not return to the Center until after treatment has been completed.
10. **STREP THROAT OR OTHER STREPTOCOCCAL INFECTION** - The child may return 24* hours after initial antibiotic treatment and cessation of fever.
11. **IMPETIGO** - The child may return 24* hours after treatment has been initiated.
12. **TUBERCULOSIS** - The child may not return to the Center until a healthcare professional states that the child is on appropriate therapy and can attend childcare.
13. **CHICKENPOX** - The child may not return to the Center until all sores have dried and crusted (usually 6 days).
14. **RINGWORM** - Ringworm is cause for exclusion. It must be treated by a doctor and is contagious until 24-48 hours after treatment.
15. **OTHER COMMUNICABLE DISEASES** (Pertussis, Mumps, Hepatitis, Measles, Rubella) - The child may not return to the Center until a physician determines that the child is well enough to attend and is not communicable.

A child may also be excluded in circumstances where keeping the child in care poses an increased risk to the child or to other children as determined by designated Center staff. This would include, but is not limited to, inadequately immunized children who will be excluded (until the incubation period has elapsed) if a case of measles, mumps, rubella, chicken pox, pertussis, polio, diphtheria, or hepatitis B occurs.

***24-hour rule clarification:** If your child is sent home from school in the middle of the day, they need to remain home the next full day regardless of when the 24-hour period ends, unless there is a note from your child's physician stating that your child is not contagious AND your child appears well enough to participate in activities.

Requirements for Picking Up Ill or Injured Children

If your child becomes ill or injured during the day, you will be called to come and pick up your child. Your child will be cared for in the front office until your arrival.

If we cannot contact you, one of the authorized persons on your Emergency Card will be contacted. It is important that all parents have a plan for picking up their child if called at any time during the day. Please cooperate with Center staff if you are called to pick your child up due to having illness or injury-related symptoms. Refusing to pick your child up is grounds for termination from the program as is sending your child school if you know your child is ill.

The Center expects that either the parent or a designated person will pick up the child within 60 minutes of receiving the call or the Center leaving a message. If the ill child is not picked up prior to one hour, a \$50 charge will be assessed and payment due within one week.

If the Center continually has trouble in reaching parents, when a child is not picked up in a timely manner as specified above, or when/if the parent/guardian refuses or argues about the need to pick the child up, services may be terminated.

Medication Administration

Medication should be administered before and after school by the parent whenever possible. If this is not possible, medication will be dispensed by Center staff upon parental request and when the guidelines listed below are followed.

Parents should not request dispensation of medication that will mask symptoms of illness. When children are ill, they need to stay home. If they come to school or are allowed to remain at school, they may infect other children or staff.

For the center to give a child medication, the parent must provide the following:

Medication - Prescribed by Physician:

- Medication is in original container from the pharmacy.
- Information must be printed on the label:
 - Child's name.
 - Date issued.
 - Dose to be given.
 - Time to be given.
 - Doctor's name & phone number.
 - Expiration date.
 - Expired medication will not be administered.

Medication - Over the Counter / Not a Prescription

- Medication is in original container and box.
- Information is provided by parent.
- Bottle labeled as follows:
 - Child's name.
 - Date to begin medication & date to end medication.
 - Dose to be given-the requested dose cannot exceed the recommended dosage on the label.
The directions for administration from the parent must match the directions on the bottle or box label.
 - Time to be given.
- An authorization form for over-the-counter medications needs to be completed by the parent, and after a period of 5 days, a doctor's note will be required to continue this "non-prescribed" medication.

Sunscreen

Children spend a great deal of time outdoors during most days. If you would like your child to use sunscreen, please apply it in the morning before coming to school. Parents who want children to have a second application in the afternoon will need to fill out a Sunscreen Authorization Form. You must provide your child's sunscreen and need to write your child's full name on the bottle, and it must have an expiration date on it.

All medications are to be checked into the Front Office along with a filled-out authorization form. The authorization form will be maintained in a medication logbook located in the Front Office area.

Medication requiring refrigeration will be placed in a refrigerator designated for children's medication and located in the Front Office. Medication not needing refrigeration will be kept in a locked medicine box located in the Front Office.

The Program Specialists are responsible for the administration of medication with the assistance of the teachers. The teachers will administer medication that must be immediately dispensed for the safety of the child (epi-pens for allergic reactions, inhalers, or nebulizers for asthmatic attacks).

Parents are required to train teaching staff (and Program Specialists whenever possible) in the correct way to dispense medications needed for allergic reactions and asthmatic attacks. The training must take place prior to the child's first day of attendance.

All medication must be picked up from the office at the end of the day or the last day of the child's week. The medication may be returned the first day of the next week, if still applicable.

Asthma

When a child who has had a diagnosis of asthma by a physician or health professional attends the Center, the following actions are needed:

- The child has a special care plan prepared for the Center by the physician.
- Written instructions regarding how to avoid the conditions that are known to trigger asthma symptoms for the child.
- Indications for treatment of the child.
- Names, doses, and method of administration of any medications, e.g., inhalers, the child should receive for an acute episode and for ongoing prevention.
- When the next update of the special care plan is due.

Parents are notified if:

- Symptoms persist despite one dose of prescribed "rescue" medication (especially if symptoms are bad enough to interfere with sleep, eating, or activity).
- Two or more doses of "rescue" medication have been needed during a single day for recurrent symptoms.
- Peak flow remains 50%- 80-% of normal despite one dose of the prescribed "rescue" medication.

When symptoms are severe - we call 911 and notify the parents.

Nebulizer/ Inhalers

Before a staff member can administer inhaled medication to a child, a Nebulizer Care Consent/Verification Child Care Facilities form must be completed by the physician. The parent

must instruct the teaching staff on how to administer the nebulizers and or inhalers. Parents are required to present the medication and equipment in its original box from the pharmacy.

The parent must provide the following information:

- Written instruction from the child's physician or health care provider
 - Specific indications (such as symptoms) for administering the inhaled medication
 - Potential side effects and expected response
 - Dose form and amount to be administered
 - Actions to be taken in the event of side effects or incomplete treatment
 - Instructions for proper storage of the medication
 - Telephone number and address of the child's physician

Epi-Pen

Anyone with a history of anaphylaxis, or for those with peanut and/or tree nut allergy, and or bee stings should have epinephrine readily available. This will usually be provided as a pre-measured dose in an auto-injector, such as the Epi-Pen or Epi-Pen Junior. In all cases, parents need to prepare specific instructions for the Center including after care procedures. Parents are required to present the medication in its original box (with both pens) to the Center and train teaching staff (and Program Specialists whenever possible) on the exact method of administration.

Parents will be immediately notified if/when it becomes necessary to utilize the epi-pen. If the child does not respond immediately, 911 will be called and the parent notified.

Allergies

If your child has severe food allergies or special nutritional needs, please notify your child's teacher. If your child has verified food allergies, the Center will accommodate substitutions. Otherwise, children are all served the same menu items. If you want to bring in food or have the Center substitute a food item(s), you must bring a doctor's note stating that the child may not eat the food served due to medical issues (allergies, etc.) Children are served family style and encouraged to try each food item served.

Nutrition /Meals

Breakfast, lunch and an afternoon snack are served to all children in attendance during mealtimes. Family style meal service is an integral part of our food program. Children are encouraged to serve themselves and try all foods but are never forced to eat. **Food is also not withheld from children due to parental request unless accompanied by a doctor's note.** Active involvement is encouraged with table set-up and clean-up. Our teachers sit at the table with the children to role-model good table manners and healthy eating habits.

Meals are developmentally appropriate for the children being served. The meals meet the nutritional requirements for components and quantities specified by Community Care Licensing. Center menus are reviewed and approved by a Registered Dietician. She is available upon request to counsel parents when there are questions regarding potential nutritional issues with children. She also provides a monthly newsletter related to nutrition.

Listed below are the components and quantities for the preschoolers. Components and quantities for the infant/toddlers are available upon request. Fruit juice is not served to the children due to the high sugar content. Milk is served at breakfast and lunch and water is available at snack time and throughout the day.

- Breakfast
 - $\frac{3}{4}$ cup milk
 - $\frac{1}{2}$ cup cereal or $\frac{1}{2}$ slice bread or equivalent
 - $\frac{1}{2}$ cup fruit
- Lunch
 - $\frac{3}{4}$ cup milk
 - 1 $\frac{1}{2}$ oz meat or meat alternate (cheese, egg, peanut butter)
 - $\frac{1}{2}$ cup fruit or vegetables
 - $\frac{1}{4}$ cup cooked rice, pasta, or noodles or $\frac{1}{2}$ slice bread
- Snack
 - $\frac{1}{2}$ cup milk or $\frac{1}{2}$ cup fruit juice or fruit
 - $\frac{1}{2}$ slice bread or crackers or $\frac{1}{2}$ oz. meat or meat alternate

Food Service Policy

SACC provides breakfast, lunch, and snack for all children who are ready to consume table food. Many, but not all, of the of the Center's menu items are organic and each menu is reviewed and approved by the Center's Registered Dietician.

Menus are available for review one week in advance for the upcoming month. Parents will receive a copy of the monthly menu via the HiMama app. A copy of the menu is also posted on the outside bulletin board located next to each classroom.

SACC's food service program operates in accordance with state law which is enforced by Community Care Licensing (CCL). This policy was created after a telephone conversation with CCL personnel regarding how to best handle parental requests to alter our menu. Our protocol for handling requests for exceptions to our menu is described below.

The Center's kitchen will no longer provide alternative food based on parental or child preference. Children are all served the same menu items. We do not force children to eat, and we do not withhold food as a discipline measure. To do so is considered a violation of the child's personal rights.

Accommodations are, and will continue to be, made for children who have an allergy to a specific food served if and when a doctor's prescription or physician's letter is presented to Front Office personnel. The physician must state that the child is allergic to the specific food item being served. Keep in mind, the Center is a "nut free" Center and doctor's prescriptions/letters are not required for this food. Accommodations are also made for children who eat a vegetarian diet.

Parents who do not want their child to eat certain food(s) being served at a particular meal period should bring an entire substitute meal. Otherwise, we are obligated to offer all meal items served by the kitchen. There are forms in each classroom that must be filled out when opting to bring a substitute meal for children in attendance. This practice helps protect the Center from receiving a citation from the State for not following the rules and regulations regarding food types and quantities served.

Our menu is designed to offer a variety of nutritious food components. Many children who initially dislike a particular food will come to like the food presented after it is offered multiple times. Our Kids Café Chef is responsible for cooking for up to 184 children a day and must adhere to strict guidelines regarding the amount and type of food being served.

Classroom staff are unable to heat, reheat or otherwise make changes to Center meals or meals provided by parents/legal guardians. The meals are served as is. They have been prepared and adjusted (bite size, etc.) by the Kid's Café Chef according to the age of each child.

For safety of the children, classroom staff must remain with and supervise the children at all times. If, as a parent, you opt to bring your child's meal, please bring the meal in an appropriate container that is insulated to ensure that hot foods are kept hot and cold foods are kept cold.

Unfortunately, we are unable to send Center food or milk home due to potential liability issues. This rule applies to children, parents, and staff.

Breakfast is served at 8:20 a.m., lunch is served at 11:30 a.m. and snack is served at approximately 3:00 p.m. Full meal service ends at 8:50 a.m. and 12:00 p.m. Due to kitchen restraints and the necessity to keep hot foods hot and cold foods cold, we are unable to serve meals after these times.

If your child is not going to eat the morning meal with the rest of the children, please make sure he/she has eaten prior to arriving at the classroom in the morning. **Please do not call your child's teacher and request her/him to save breakfast or lunch until you arrive.** Additionally, we do not allow children to bring outside food into the classroom.

Birthdays & Other Celebrations

Your child may celebrate his or her birthday at school with classroom friends.

If you wish, you may bring low sugar, nutritional, treats to share on this special day. The treats must be store bought with nutrition labels on the packaging. For health reasons, there can be no home preparation. If you opt to bring muffins, please make sure there is no frosting on top.

Please make arrangements with your child's teacher.

Suggested treats are:

- Strawberries & yogurt dip
- Mini muffins- no frosting
- Fruit cups
- String cheese
- Veggie Tray/Dip
- Jell-O Cup

In addition, during the year, the teacher may plan other celebrations. Please watch for notices of such special days. Our teachers will give you an opportunity to participate with special contributions.

PARENT PARTICIPATION /INVOLVEMENT

Parenting is the most difficult job in this world and parents are the most important persons in the life of their child. Our staff members are here to assist you with your child's needs while you are away. Our job is to work with you as a team to provide care that is in the best interest of your child. Please ask questions, express concerns, and celebrate successes.

Parents are required to spend time with their child at the Center prior to their first day of enrollment. This is an important step for helping their child adjust to their new childcare environment. There is daily contact between teachers and parents through verbal and written communication. We encourage all parents to take advantage of the HiMama app which enables parents and staff to communicate in real time. Please feel free to use the app or to call and check on your child at any time.

Saint Andrew's Children's Center has an open-door policy that encourages parents to visit and participate in daily activities. During times of COVID, however, we have modified our policy. Parents are temporarily not able to enter their child's classroom but may view their child from the door or window. If absolutely necessary, parents will be allowed entry if they are wearing a mask. We are bound by State regulations and ask that you not enter your child's classroom through the adjoining classroom door and that you not stand in the kitchen to observe your child.

Parent Conferences

Parent/teacher conferences are scheduled two times per year, one in the spring and the other in late fall. Parents or teachers may request additional conferences at other times during the year. Non-custodial parents that do not have visitation rights and or restraining orders are not allowed to attend parent/teacher conferences.

Parent-Staff Communication

It is important that parents and staff maintain an open line of communication. Please feel free to address any questions or concerns to your child's teacher. An open and mutually respectful line of communication will facilitate the optimal growth and development of your child.

You will be provided with daily input regarding how your child is doing through the HiMama app. Information regarding how your child's day is progressing is shared via pictures and text. For example, you can be notified about what your child had for lunch, how long your child napped, and other information. You can also message your child's teacher.

If you have questions that your child's teacher cannot answer or need additional assistance, you may want to speak with one of the Program Specialists or the Director. Each program (Infant-Toddler and Preschool) is supervised by a Program Specialist. These Specialists act as Assistant Directors. These staff are there to support your needs and to work with you on an ongoing basis. Additionally, you may stop in and speak with the Director at any time. The Director is also available for phone conferences or via e-mail at Carolyn@sa-kids.org.

The relationship between parents and staff is vital. It is very important that parents and staff communicate with each other in a mutually respectful manner. Please refrain from using abusive, threatening, or derogatory language to center staff. Abusive language is forbidden by the Education Code and California Administrative Code Title 22 and will not be tolerated at the Center.

Childcare services will be terminated if Center administration determines the Center can no longer effectively work with a family. This is a last case scenario and not an option that Center staff wants to ever happen. If this situation occurs, termination of services will either be immediate or

with a two-week notice. Physical and or verbal altercations precipitated by parents or family members will be cause for immediate termination.

PARENT CODE OF CONDUCT

Parent Code of Conduct:

Parents and family members are expected to conduct themselves in a respectful manner and to follow SACC's Code of Conduct. The following behaviors are not acceptable while on our campus or in the parking lot.:

- Parents or family members who exhibit inappropriate behaviors that violate the personal rights of children, other parents, or staff will be asked to leave the campus and face possible termination of services and/or not be allowed on the campus in the future.
- Parents/caregivers are to refrain from physical or verbal punishment of their own children or any other children
- Parents/family members are not to threaten, harass or otherwise disrespect staff, other parents, or children
- Parents/family members are also not to swear, curse, or use foul language, use threatening or obscene gestures, quarrel with other parents or staff, make disparaging comments regarding the school to staff, parents, or anyone.
- Parents are also expected:
- to pick their child up in a timely manner if their child becomes ill or injured while at school.
- to pick their child up in a timely manner if called due to their child's aggressive or inappropriate behavior.
- expected to follow correct sign-in/sign-out protocol and to not falsify information

Violations of this policy will can result in the immediate cancellation of family services.

Parent and Family Services

Parent Seminar Series

Classes designed specifically for parents are offered throughout the calendar year. The schedule of classes is published every July. Sign-ups for the classes will be in the Front Office. Requests for special trainings are always welcome. If you would like a topic not listed on the calendar, contact the Director in the Front Office, and she will make every attempt to satisfy your request.

Developmental Screening

Our Center maintains a developmental screening and monitoring program. Because your child's first 5 years of life are so important, we want to help you provide the best start for your child. As part of this service, we provide the Ages & Stages Questionnaires Third Edition (ASQ-3) to help you keep track of your child's development. An on-line questionnaire will be provided every 2, 4, or 6-month period. You will be asked to answer questions about some things your child can do. The questionnaire includes questions about your child's communication, gross motor, fine motor, problem solving, and personal-social skills. Parents are contacted to discuss results if any potential issues arise.

Consultation with Applied Behavioral Analyst

Telephone or in-person conferences with SACC'S CABA can easily take place when you have questions/concerns about your child's development or behaviors.

Registered Dietician Services

A Registered Dietitian is on staff. The dietitian evaluates menus, ensures our kitchen meets state standards for food and food preparation, observes mealtimes and consults with parents and staff on an as needed basis. Parents wanting to meet or speak with our dietitian should contact the Center Director for a referral.

Custody

If there is a separation or divorce, please be informed that we cannot legally keep one parent from taking the child from the Center unless there is a copy of a legal restraining order in our files. If there is something in the divorce papers limiting one parent's time with the child, then a copy of that document will be needed for our files.

The school denies a parent access to their child only if there is a legal document which addresses that denial. In these circumstances, we require (1) a certified copy of the current court order which states the rights or restraining ordered, (2) a letter from the custodial parent stating that the non-custodial parent cannot pick the child up and (3) a photo of the non-custodial parent to help us with identification. We cannot accept information regarding the validity of orders over the phone, only legitimate written instructions will be accepted.

Visitation schedules and parenting plans are agreements made between parents and are not binding to the school. The school will release a child to either parent in accordance with school policy unless otherwise directed by a valid court order. Visitation with the non-custodial parent may not take place at SACC.

If a problem arises between parents, the Center staff will consult with the City of Irvine Police Department.

Child Abuse Reporting

As caregivers of children, Saint Andrew's Center staff are mandated reporters of suspected child abuse. The California penal code requires that teachers, day care providers, and foster parents report suspected child abuse or neglect to the Orange County Child Abuse Registry. **Reports are made confidentially, and Center staff are unable to discuss or confirm whether a report has been made or not.**

Pursuant with Section 11166 of the penal Code, any child care custodian, medical practitioner, or employee of a child care 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 whom he or she 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 practicably possible by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.