



# Saint Andrew's Children's Center

## Parent Handbook 2011 - 2012

*4400 Barranca Parkway,  
Irvine, CA 92604  
949-651-0198*

*Facility No: 300605470*

*Facility No: 300605894*

*Certified to the Episcopal Commission on Schools*

*[www.standrews-childrens-center.org](http://www.standrews-childrens-center.org)*

**SAINT ANDREW'S CHILDREN'S CENTER**  
**HOLIDAY CALENDAR**  
**JULY 2011 TO JUNE 2012**

**July-2011**

- 1<sup>nd</sup> - Center Closed For Staff In-Service
- 4<sup>th</sup> - Fourth of July Holiday- Center Closed

**August-2011**

**September-2011**

- 5<sup>th</sup> - Labor Day- Center Closed

**October-2011**

**November-2011**

- 11<sup>th</sup> - Center closed for staff in-service
- 23<sup>TH</sup> - Center Closes at 1:00 p.m.
- 24<sup>th</sup> - Thanksgiving Day- Center Closed
- 25<sup>th</sup> - Day after Thanksgiving- Center Closed

**December-2011**

- 26<sup>th</sup> - 30<sup>th</sup> Center Closed for Christmas Holidays

**January-2012**

- 2<sup>nd</sup>- New Year's Holidays- Center Closed
- 16<sup>th</sup>- Martin Luther King, Jr. - Center Closed

**February-2012**

- 20<sup>th</sup> - Presidents Day- Center Closed

**March-2012**

**April-2012**

- 6<sup>th</sup>- Good Friday- Center Closes at 1:00 P.M.

**May-2012**

- 28<sup>th</sup> - Memorial Day- Center Closed

**June-2012**

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# **Saint Andrew's Children's Center**

## **Welcome Parents and Children!**

I am pleased to welcome you to Saint Andrew's Children's Center. 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 of 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!

Carolyn Jones, M.A.  
Director

## 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 strive 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. 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.

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

Staff 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 care-giving 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 assist in developing 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 as valuable partners in their child's education
- Children
  - To encourage interactions between children and staff that provides opportunities for each child to develop an understanding of self and others
  - To encourage children to be actively involved in the learning process, 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 certified by the Episcopal Commission of Schools, Dioceses of Los Angeles.

The Center is governed by a Board of Directors that meets monthly to approve school policy, review financial statements, and oversee the overall operations. The Board of Directors established the 2011-2012 monthly tuition rates.

The Center is licensed by the Department of Social Services, State of California  
License # 300605894 for preschool age children to serve 124 children  
License # 300605470 for infants and toddler to serve 64 children.

The center maintains an Open Door Policy for all parents, guardians, or designated persons.

### Saint Andrew's Children's Center

*Shall not deny services or discriminate to any person on the basis of race, national origin, ethnic group identification, religion, age, sex, color, or disability.*

*Shall not discriminate on the basis of disability as specified under the protections and prohibitions contained in the Section 202 of the Americans with Disabilities Act of 1990.*

## PROGRAMS OFFERED

Saint Andrew's Children's Center offers separate programs that address the ages and stages of children between 6 weeks and 5 years of age.

### Infant Program

The Infant program provides care for children from 6 weeks to 18 months. The children are assigned a primary caregiver for individualized care. Our staff to child ratio in the infant room is one adult to four children. Parents work with their caregiver to develop a daily schedule that best fits their child's needs.

At about 10-12 months of age, the child moves towards a group care schedule. The child's sleeping and feeding routines begin to develop with similarities to

other children of the same age. 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 that reflect the child's day. Specific information is given on diapering, eating, and how the child's day went. Parents are encouraged to talk with their child's caregivers at the beginning and the end of each day.

### Toddler Option

Our Toddler Option program provides care to children ages 18 months to two years or up to 30 months. 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. Our teachers use a modified High/Scope schedule for their curriculum that is developmentally age-appropriate with an emphasis on sensory activities.

Toilet training usually takes place between 2 to 3 years of age. 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.

As space allows, the toddlers move into the 2 year old early preschool classrooms. Licensing restricts children entering this classroom before their second birthday.

### Early Preschool Program

The two year old rooms are for children between the ages of 2 year to 3 years of age. These children are generally three years away from entering kindergarten.

### Preschool Program

There are two types of preschool programs for children between the ages of 3 to 5 years of age. This program, serves children who are one and two years away from kindergarten entry. Half and full day programs are available.

Half Day Preschool (8:30 a.m. to 1:00 p.m.)

This program was developed for parents who want their child to attend either two, three or five half days per week. The program is in session from September to June during the school year. However, when enrollment warrants, K-Camp is offered in July and August. K-Camp is designed for children leaving our program to enter Kindergarten in the fall. Each week has a fun-filled theme with new adventures awaiting the children every day.

The half-day program is an enrichment program for parents with schedules that need a limited part day program for their child. All children must be fully toilet trained.

Children are grouped with other children who will enter kindergarten in one year (4 year's old) and two years before kindergarten (3 year's old). For these classes we use the cut off date as established by the State of California for kindergarten entry. The half day program will have breakfast and lunch and a day of age-appropriate school readiness activities using a modified High/Scope curriculum model.

Full Day Preschool (6:30 am to 6:00 pm)

The children attending the full day program arrive according to each parent's schedule. The children participate in a full day of developmental activities intermixed with the self help tasks for the extended day such as tooth brushing and rest time. The program is year-round with hours that provide care for working parents.

The program provides an environment that enables each child to become personally and socially competent, be an effective learner and develop physical and motor skills while feeling safe and happy.

## CURRICULUM

Weekly lesson plans are developed by the teaching staff in each classroom. 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.

### HIGH SCOPE

The central principles and guidelines of the High/Scope approach are summarized in what is called a "Wheel of Learning." This 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:

- Creative representation
- Language and literacy
- Initiative and social relations
- Movement
- Music
- Classification
- Seriation
- Number
- Space
- Time

Adult-child Interaction- The way adults interact with children is a key component of the High/Scope 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 different ways—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 developed 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 as our tool to report your child's accomplishments.

Daily Routine- The High/Scope 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](http://www.highscope.org) website to review more material about the research that led to the development of the High/Scope curriculum. There are many resources to help you understand the basis for this curriculum method.

# Policies & Procedures

## Program Calendar

The Center serves families who need child care year-round. The center is open between 246 and 250 days with approximate 8 to 12 holidays per year. The Center reserves the right to make adjustments to the schedule as needed. Parents will be given 30 days advance notice when changes are planned unless the center faces an emergency that requires the Center to close.

Our holidays are typically.

New Year's Day (January)

Martin Luther King Jr. Birthday (January)

President's Day (February)

Memorial Day (May)

July in-service day-date to be determined

Independence Day- 4<sup>th</sup> of July

Labor Day (Sept)

November in-service-date to be determined

Thanksgiving Day (November)

And the Day after (Friday)

Christmas Eve

Christmas Day (December)

And the week between Christmas and New Year's Day

An additional day may be taken depending on the day of the week of the holiday

There are several days with shortened hours- school closes at 1:00 pm. These early closures give staff members and opportunity to travel for the holidays.

These minimum days are scheduled as follows:

- Good Friday prior to Easter Sunday
- The Wednesday before Thanksgiving

**See Calendar on inside cover of this handbook (page 2)**

## 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 Coordinators** are present during these hours to answer the phones, give tours, and answer any questions you may have.

**Program Coordinators** 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.**

At the end of your child's school day and after signing your child out for the day, it is important to exit the center. We understand the desire to socialize with other parents or wanting to give your child a little extra play time. However, we must abide by strict licensing regulations regarding the supervision of children. When parents linger in the classrooms, courtyards or front entryway, situations can occur that create unsafe supervision for children. For this reason, we ask that you not linger on the preschool or church grounds.

**Full day Children must be signed out prior to 6:00 p.m. as the Center is closed promptly at 6:00 p.m. Half day children must be picked up no later than 1:00 p.m.**

### Late Pick-up

Children need to be picked up prior to 6:00 p.m. as the center closes at 6:00 p.m. on the dot. Many of our staff have commitments they need to tend to right after work. Most have children of their own they need to pick up. Others are students and need to be at school on time. Additionally, when parents are late to pick children up it increases center costs as overtime is paid for each staff member on site.

If you wish to speak to one of your child's teachers, please arrive early enough to do so prior to the center's closing. If this is difficult, you may elect to speak with the staff via telephone or you can choose to schedule a meeting by calling the front office.

Parents are expected to notify the school if they 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 person to pickup their child when they are unable to arrive before 6:00 p.m.

Five (5) late pickups during a twelve month period may result in termination.

Late Pick-up Fees- See the Tuition and Fee Schedule for current rates.

Late pick-up fees must be paid with your next tuition payment. Late pick-up fees apply at 6:00 p.m. or applicable closing time. For the purposes of calculating eligibility for tuition discounts, late fees are considered part of the tuition.

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

Please refer to the full policy statement included at the end of the handbook.

# 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.

## WAITING LIST

Parents may place their child on the waiting list by completing a waiting list card and paying a \$100 wait list fee. If you decide to enroll in our program, this wait list fee will be applied to your registration fee. If you decide not to enroll at our center, this waitlist fee is non refundable.

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

When an opening occurs, it is filled as follows:

Program placement - full day care or half day preschool

Age-appropriate placement

Infant- 6 weeks to 10 months

Infant- 10 months to 18 months

Toddler Option -18 months to 24 months

Early Preschool -24 months to 36 months

Preschool- 3 years to 4 years (2 years to kindergarten)

Pre-K - 4 years to 5 years (1 year to Kindergarten)

The schedule requested - openings may be for 2, 3, 4 or 5 days.

Anticipated start date- 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 then placed in order by card date in the newly requested month along with the cards that are already waitlisted.

We will call all cards on the waitlist in order of the date completed 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 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. After the registration fee, the deposit for the final two weeks tuition must be paid within one week. The first month's tuition is due prior to the first day of attendance.

The registration fee covers an enrollment period for the child starting care within three (3) months. If the child does not start within that period of time and then later wants to re-enroll, a new registration fee will be required. If a child is enrolled, attends care, and then drops from the program, a new registration fee will be required even if the child re-enrolls within 3 months.

## **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, 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.

However, Saint Andrew's Children's Center may not be the most appropriate placement for some children. All children and adults involved in the Center must be able to function meaningfully without harming themselves or others.

A 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. Within the first two weeks, if it is found that the placement is not working, the deposit will be returned to the parent with no termination notice needed.

## **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, a two week written notice must be given to ensure the return of your deposit. If a proper written two week notice is not given, tuition will be charged for two weeks from the date of the written notice using our weekly rates. Prorated tuition is not subject to a 2% discount.

The Center requires two weeks written notice stating the following:

- Date of notice
- Child's name
- Name of classroom
- Last day for the child to attend
- Reason for withdrawing from the program
- Forwarding address

The deposit will be refunded to parents in full provided that there is not a balance due on the account. The refund check will be made payable to the parents (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 business manager 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 a balance due, the deposit will be applied to the balance. If there is any refund due to the parent, a check will be issued within 30 days of the child's last day.

Registration and Waitlist Fees are non-refundable.

## **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 our center have you, or your authorized representative, sign-in and sign-out each day your child attends our program.

The 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.

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

Only persons you have listed as authorized to pick your child may do so. 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 fax 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. According to the State Health and Safety Code (1596.875EO), 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, the Center 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 of the Administration Coordinators or the Director to note any changes, additions, or deletions regarding addresses, family status, changes in physicians, emergency contacts, changes in work or home phone numbers, etc.*

# 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-gooy" activities in which your child may want to participate. We provide aprons for children to wear, however, not all children feel comfortable wearing them.

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 or initials.

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, thongs, 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 - supply 2 sheets & 2 blankets for each day or bring enough for the entire week.  
Bedding is changed each day with dirty linen sent home daily.
- Toddlers- crib size sheet & small blanket or bed roll when your child sleeps on a cot.  
Bedding maybe sent home for washing mid-week if need, otherwise sent home on Friday or last day of the child's week
- Preschool- small one piece bedroll.  
Bedroll sent home for washing on Friday or the last day of the child's week

Some children may experience difficulty 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.

## **BIRTHDAYS & OTHER CELEBRATIONS**

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

**The Center allows parents to bring low sugar, nutritional, treats to share on this special day.** The treats must be store bought. For health reasons, there can be no home preparation.

### **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.

## **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, elect to send a stuffed animal to school to be kept in your child's cubby to be used during nap time.

# Guidance & Discipline

## 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.

Parents must refrain from using corporal punishment or abusive language at school (Corporal punishment or abusive language is forbidden by the Education Code and California Administrative Code- Title 22).

If a parent is unable to follow these policies their child care services will be terminated. A parent will receive a verbal warning and then a two week written notice of termination of services.

Children need to know that some rules are necessary in order 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.

### Techniques Staff Use for Problem Behaviors

- Children are taught to use words instead of fighting to express themselves and/or resolve conflicts.
- Staff will use redirection techniques as a means to achieve appropriate behavior rather than "time out".
- 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.
- The use of external positive or negative re-enforcers, which cause the child to perform to earn a reward or frighten a child out of a behavior for fear of punishment, are not used.
- Discipline problems are handled in the environment in which they occur, through natural and/or logical consequences of behavior

## Serious Problem Behavior

If a child has a continuing behavior which classroom staff and Coordinator staff feel needs coordinated assistance at school and home, a conference will be held with the parent regarding the area of concern. It may be necessary to teachers and parents to develop a Behavior Plan for the child.

If the Behavior plan fails to work and or the child continues with hurtful behaviors, the child may be suspended for a period to be determined by the Director. After the above techniques are used and if a child is a serious danger to him/herself or other children or staff, the coordinator and the director will re-evaluate the appropriateness of the child's placement in the program. Child care services can be terminated.

### MEDIATION OF CONFLICTS IN THE CLASSROOM

Saint Andrew's Children's Center has adopted the High/Scope 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 yourself between children, on their level.
  - Use calm body language to soothe children and convey your neutrality;
  - Be "fully present" for children.
2. Acknowledge children's feelings.
  - State feelings concretely
  - Reframe children's hurtful words as you acknowledge feelings.
  - If necessary state a limit as part of your acknowledging statement.
  - Let children know you 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 of 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 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 is connected with 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, the parents of the child biting feels angry and protective and the parents of the biter feel embarrassed and protective.

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

- Preventing further injury
  - Separate the children
  - Check the seriousness of the injury
  - Use simple words, "No biting."
- Involve both children in healing
  - Tend the wound
  - Heal the feelings
- 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.

## **EMERGENCY PROCEDURES**

The center has developed an emergency plan. In the event of a fire, earthquake or other natural disasters, the staff are trained to care for the health and safety of each child.

Emergency preparations include:

- Regular emergency drills including evacuation from the classrooms and play areas.
- Staff trained in CPR and First Aid
- Center inspected for alarm compliance, sprinkler system activation, and fire safety inspections

When a decision is made to evacuate the building, Center staff evacuate the children along with attendance sheets, child roster, and emergency cards as follows:

- Infants- Up to four non-mobile babies are placed in an evacuation crib and moved to the assembly area.
- Toddlers and Preschool- gather in groups and supervise an orderly evacuation to the designated assembly area taking
- Administrative staff assist staff with the evacuation and then proceed to assigned duties including:
  - Notify authorities for assistance
  - Administer First Aid
  - Room search
  - Alarm clearance
  - Classroom accountability
  - Parent notification

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 Center located around the block on the south side of Lake.

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

# Health

## ILLNESS & MEDICAL TREATMENT

All children must have medically required immunizations appropriate to their age before entering the Center. **Parents must update continuing immunizations while their child is enrolled.**

*Upon admission to the Center, the following items must be received for your child:*

1. Pre-admission Health Background report (Parent Copy).
2. Pre-admission Health Evaluation (Physician's Report).

At Saint Andrew's Children's Center we use reference materials from the American Academy of Pediatrics, particularly the manual "Managing Infectious Diseases in Child Care and Schools". In addition, the Center calls the Orange County Health Department for specific concerns.

## INJURY OR ILLNESS OCCURRING DURING DAY

If child becomes injured or ill during the day and either cannot participate in facility activities or is thought to be communicable, the following will apply:

- If injured, appropriate first aid will be given.
- If ill, 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; and
- The child will be made as comfortable as possible until a responsible adult arrives.

## HEALTH CHECKS

Prior to signing your child in for the day, a staff member will perform a brief health check on your child. We are required by state law to make sure children have no obvious symptoms of illness prior to being accepted into the program. This policy is based on the California Code of Regulations Title 22, 101326.1-p. The staff conducting the health check will report any concerns to the Program Coordinator who will determine whether the child should be admitted.

Saint Andrew's Children's Center is not licensed to care for mildly ill children. Therefore, we do not accept ill children. If your child has obvious signs of illness, you will be asked to keep your child at home until your child is well-see exclusion criteria listed below. In certain instances, you may also be asked to bring a doctor's note stating that your child is not contagious and or is able to attend preschool.

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.

### **REQUIREMENTS FOR PICKING UP ILL OR INJURED CHILDREN**

If your child becomes ill during the day, he/she will be isolated from other children and supervised by an appropriate staff member. Your child will be made as comfortable as possible until you or a person on your child's emergency card arrives.

If your child becomes injured during the day and cannot participate in facility activities, you will be called to come and pick up your child.

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.

The Center expects that either the parent or a designated person will pick up the child within 30 to 40 minutes of receiving the call or the Center leaving a message.

### **TERMINATION FROM THE CENTER**

If the Center continually experiences difficulty in reaching parents or when a child is not picked-up in a timely manner as specified above, services may be terminated.

## EXCLUSION GUIDELINES REGARDING ILLNESS

Ill children, staff and volunteers are excluded from the classroom. The following are criteria used in determining whether a child or adult should be excluded from the child development setting:

### CHILDREN ARE EXCLUDED FROM ATTENDING SCHOOL:

If the illness prevents the child from participating comfortably in activities as determined by the child's caregiver and the child has any of the following conditions:

1. **FEVER**- temperature of 101°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 medication** or if a physician statement indicates the child may return to the center at an earlier time.
2. **SYMPTOMS OF POSSIBLE SEVERE ILLNESS** - until professional medical evaluation finds the child able to be included
  - 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. 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)- 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**- 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 fever or behavior change, 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, until after treatment has begun (bacterial infection) or with a refusal to treat note from your doctor (viral infection).
8. HEAD LICE - excluded at the first sign of nits or eggs.  
Child may return after the first medicated treatment if there are no eggs or bugs present.
9. SCABIES- until after treatment has been completed.
10. STREP THROAT OR OTHER STREPTOCOCCAL INFECTION  
Child may return- 24 hours after initial antibiotic treatment and cessation of fever.
11. IMPETIGO - Child may return 24 hours after treatment has been initiated.
12. TUBERCULOSIS- until a health care professional states that the child is on appropriate therapy and can attend child care.
13. CHICKENPOX- until all sores have dried and crusted (usually 6 days)
14. OTHER COMMUNICABLE DISEASES  
Pertussis, Mumps, Hepatitis, Measles, Rubella - until a physician determines that the child is not contagious and can return to care.

## MEDICATIONS

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.

**Please do not request dispensation of medication that will mask symptoms of illness. When children are ill, they may infect other children or staff in the program.**

In order for the center to give a child medication, the parent must provide the following information:

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

Medication- over-the-counter / not a prescription

- Medication is in original container
- Information is provided by parent
- Bottled labeled as follows:
  - Child's name
  - Date to begin medication & date to end medication
  - Dose to be given
  - 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.

All medications are checked-in the front office along with the authorization form. The Coordinators will be responsible for the administration of the medication with the assistance of the teachers. 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 or health
  - 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 the course of 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

## **NEBULIZER/ INHALERS**

Before a staff person 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 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

**ALLERGIES**

If your child has severe food allergies or special nutritional needs please notify your child's teacher. A physician's note is required and substitutions will be provided by the center. Parents will need to provide appropriate substitutions when required.

**EPI-PEN**

For all 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 should be 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.

## Nutrition /Meals

Breakfast, lunch and an afternoon snack are served to all children in attendance during meal times. 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. 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.

Children must be signed into their classroom by 8:50 a.m. in order to receive breakfast. 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. We do not allow children to bring outside food into the classroom.

Meals are developmentally appropriate for the children being served. The meals meet the nutritional requirements for components and quantities specified by Community Care Licensing. Listed below are the components and quantities for the preschoolers. Components and quantities for the infant/toddlers are available upon request.

- 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

Menus are prepared monthly and are posted one week prior to the end of the month. Each month copies are available in the office. If your child has food allergies, the center will accommodate substitutions. Otherwise, Children are all served the same menu items. If you want to substitute another food item, you must bring a doctor's note stating that the child may not eat the food served. Children are served family style and encouraged to try each food item served. We do not force children to eat and we do not withhold food as a discipline measure.

## **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 child care environment. Please feel free to call and check on your child at anytime. Saint Andrew's Children's Center has an open door policy that encourages parents to visit and participate in daily activities. There is daily contact between teachers and parents through verbal and written communication.

### **PARENT CONFERENCES**

Parent/teacher conferences are scheduled two times per year, one in the spring and the other in late fall. Additional conferences may be requested by either the parent or the teacher at other times during the year.

### **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.

If you have further questions or assistance you may want to speak with a supervisor. Each program (Infant-Toddler and Preschool) is supervised by a Coordinator and an Assistant Coordinator. Coordinator 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 [director@standrews-childrens-center.org](mailto:director@standrews-childrens-center.org).

It is important that parents and staff communicate with each other in a mutually respectful manner. Parents should 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).

Childcare services will be terminated if center administration determines the center can no longer effectively work with the family. This is a last case scenario and not an option that Center staff wants to happen. However, if this were to occur, parents would receive a verbal warning and then a two week written notice of termination of services.

## **PARENTING CLASSES**

Parenting classes are offered several times a year. The Irvine Unified School District School Readiness Program and Saint Andrew's Children's Center may often co-sponsor the events. Watch for specific details regarding schedule of classes.

## **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.

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

## **CHILD ABUSE**

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.

*In 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 know or suspected instance of child abuse to a child protective agency immediately or as soon as practically by telephone and to prepare and send a written report thereof within 36 hours of receiving the information concerning the incident.*

## 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 gives parents several options for payments. Half Day Program tuition is due in full with a monthly plan.

- Monthly with Discount
  - Parents may earn a 2% discount if full payment is made on or before the 1<sup>st</sup> day of each the month. This includes any outstanding fees for late pick-ups, extra days and late payment fees. No Exceptions- no discount for payments received after the first. Parents must plan ahead to earn the discount. If the first falls on a week-end or a school closure, the payment is due prior to the closure. Prorated tuition is not eligible for a discount.
- Monthly Payment Plan
  - Full payment due on or before the fifth of the month.
- Bi-monthly Payment Plan
  - First half due on or before 6:00 p.m. on the 5th of the month
  - Second half due on or before 6:00p.m. on the 15th of the month
- Weekly Payment Plan
  - Weekly payment due on Friday. The child may not be signed-in if the payment was not received.
  - If selecting the weekly payment plan, tuition is due for all days on the scheduled plan of service whether the child attends or not.

In order that your payment is received in the Business Office, parents should do the following:

- Drop all payments into the Tuition mail slot of the locked box located in the lobby of the office. We accept payments of cash, check, money order or on-line bill pay. We do not accept credit cards.
- 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 in Saint Andrew's Children's Center bank account on day of deposit. We do not hold checks for future deposits for parents.
- Place your child's name in the memo section of the check or money order.
- If full or partial payment is made in cash, please obtain an envelope and write your child's name and amount in envelope on the outside of the envelope.
- We accept payments of cash (**up to \$250 only**), check, money order or on-line bill pay.

It should also be noted, a collection agency is used for uncollected outstanding tuition 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 due to a court order, the Center will create one account, with both parent's names 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 will decrease the month after your child turns 18 months. Additionally, the tuition will also decrease the month after your child turns 36 months of age.

### **Vacation**

Children are still considered to be enrolled in our program when not in attendance due to illness or vacation. Tuition is still due and payable for all periods of time when your child is absent from our program. Only if the family is anticipating a non-attendance period of 4 weeks or greater will the child/family be allowed to unenroll and not pay tuition, however they will still be required to pay a new registration fee.

### Pro-rated Tuition:

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

Tuition is also prorated when a child changes their schedule mid month. Tuition will be prorated using the weekly rates and is **eligible** for a 2% discount.

### Tuition and Payment policies for Funded Families:

Families with third party funding are subject to all of the same tuition policies as private pay families with the following exceptions.

- Funded Families will be charged for the difference between what the funding company pays and what Saint Andrew's Children's Center charges up to a maximum differential fee of \$125 per child or \$250 per family. This amount must be paid in full on or before the first of the month and is subject to a late fee of \$25 if it is not paid by the end of the day on the 5<sup>th</sup> of the month unless prior arrangements have been made.
- Funded Families will not be charged a two week deposit; however, if a funded child withdraws without giving a proper written two week notice, the family will need to use their best interest days to make up the equivalent of two week's notice. If the family has exceeded their best interest days, the family is responsible for the balance of the tuition.
- Parents of funded children are responsible for verifying that their funding company's attendance reimbursement form is properly filled out every month. Parents or guardians of funded children are responsible for completing their attendance reimbursement form on or before the 5<sup>th</sup> of the month. Failure to complete the form will result in the family being charged a \$25 fee per attendance sheet. Failure to properly complete the form will delay or possibly prevent Saint Andrew's Children's Center from receiving their payment. If payment is denied as the result of a reimbursement form not being properly completed on time, **the tuition balance will be due by the parent.**
- If the funding company does not pay their portion in full as the result of the child exceeding their best interest days or for any reason that is not the fault of Saint Andrew's Children's Center, the full amount of the difference is due by the family.
- If the funding company does not pay their portion of the tuition in full as the result of Saint Andrew's Children's Center exceeding their allowed holidays, the family will not be responsible for the difference only if the family has paid their maximum differential fee.

- Saint Andrew's Children's Center will invoice the family for any additional moneys owed once payment is received from the funding company and it will appear on the next regular billing cycle. Payment is due on or before the first of the month unless prior arrangements have been made.
- If a funded family has any money owed to the school, including but not limited to differential fees, late pick up fees, late payment fees or bed roll purchases, and that is more than 45 days past due, Saint Andrew's Children's Center has the right to notify the funding company about the non payment of fees.

## LATE PICK-UP POLICIES/ FEES

Saint Andrew's Children's Center operates between the hours of 6:30 a.m. and 6:00 p.m.

Full day children must be picked-up before 6:00 pm to avoid a late pick-up fee. The Half day children must be picked-up before 1:00 pm to avoid a late pick-up fee. The Center makes every effort to open on time and close on time for the benefit of all children, parents and staff.

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 or another parent who is listed on your emergency care for pick-up to arrive in the classroom prior to 6:00 p.m.
- 3) Arrive at the Center and go directly to the office.

When arriving at the office or classroom 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. This fee needs to be paid with the next tuition payment. For the purpose of calculating eligibility for tuition discounts, late fees are considered part of the tuition. Failure to make payment may result in termination from the program.

The Full Day Program Late Pick-up Fees are assessed as follows:

- 1) 6:00 p.m. - 6:14 pm. -Arrival - \$5. plus \$1 for each minute after 6:00 pm. For example: 6:11 pick-up = \$5. plus \$11 which totals \$16.
- 2) 6:15 to 6:29 pm. - Arrival- \$10 plus \$1 for each minute after 6:00 pm. For example: 6:27 pick-up = \$10 plus \$27 totaling \$ 37.
- 3) 6:30 p.m. - 6:44 pm- Arrival- \$15 plus \$1 for each minute after 6:00 p.m. For example: 6:42 pm. Pick-up = \$15 plus \$42 totaling \$57.

The Half Day Program Late Pick-up Fees are assessed as follows:

- 4) 1:00 p.m. - 1:14 pm. -Arrival - \$5. plus \$1 for each minute after 1:00 pm. For example: 1:11 pick-up = \$5. plus \$11 which totals \$16.
- 5) 1:15 to 1:29 pm. - Arrival- \$10 plus \$1 for each minute after 1:00 pm. For example: 1:27 pick-up = \$10 plus \$27 totaling \$ 37.
- 6) 1:30 p.m. - 1:44 pm- Arrival- \$15 plus \$1 for each minute after 1:00 p.m. For example: 1:42 pm. Pick-up = \$15 plus \$42 totaling \$57.